

Frequently Asked Questions

Water Curtailment Action
August 2025



1) How did this happen?

Equipment failure at the Robert A. Duff Water Treatment Plant. A failure occurred in a bundle of power conductors that feed the water intake pumps at the Rogue River. These conductors come from both the main supply and the backup generators, therefore the connection to the backup generator was also compromised.

2) Doesn't Medford Water have backup generators?

Yes, we have backup generators, however, the incident prevented the use of both regular power and our existing generator backup power.

3) Why are restrictions necessary?

The water treatment plant is presently limited in its ability to meet the current water demand, and we continue to investigate the cause of the equipment failure.

4) Is the water safe to drink?

Yes, the water is safe to drink. There are no water quality concerns at this time.

5) Do I have to stop using water indoors?

No, indoor water use is permitted.

6) What are essential uses of water?

All indoor water needs, however, if you can reduce those uses that helps as well.

7) When can I water again?

We will provide updates on when we expect customers can use water outdoors again.

8) Will I get fined if I use water?

We do not expect fines at this time, however, please reduce wherever you can.

9) Where can I find more information?

medfordwater.org/alerts

10) Can I turn off my neighbor's water?

If your neighbor has given you permission to do so; call us at (541) 774-2430 and give us the address and we can follow up with them.

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11)How do I report someone using water?

Call us at (541) 774-2430 and let us know the address and we will get in touch with them.

12)What if I'm concerned about the health of my landscape and garden?

This is a temporary situation; most landscapes/gardens can handle a couple of days without water and will bounce back even though they may look stressed. Water needs to be preserved for drinking and other essential uses.

13)What about the heat, red flag warning, and potential thunderstorms?

We recognize that weather conditions are concerning, however, to provide essential services we need our community to stop using water outdoors. If there is an emergency, then yes, water is allowed to be used.

14)When is this going to end?

We do not currently have an estimated time for that.

15)Who do I call if I don't want to receive Jackson County alerts?

Contact Jackson County Emergency Management, at jacksoncountyor.gov, or call (541) 774-6790.

16)Do I need to flush my lines when curtailment ends?

No.

17)How is Pacific Power involved?

This was not a planned event and this was not a Pacific Power issue. Pacific Power has been assisting us and helped us with de-energizing the treatment plant so that evaluation and repairs to the on-site electric infrastructure could commence safely.

18)How do I shut off my irrigation system?

We can send someone out to help you; call us at (541) 774-2430.

19)Where can I fill up my bulk water container?

Grants Pass has a bulk water station, find out more [here](#) or 541-450-6035.

20)Are we going to run out of water?

No, we will not run out of water as long as people adhere to curtailment restrictions of non-essential outdoor water uses.