



BOARD OF WATER COMMISSIONERS MEETING MINUTES

Wednesday, November 19, 2025

Medford Police Department Prescott Room
219 S. Ivy Street, Medford, Oregon 97501

The regular meeting of the Medford Water Commission was called to order at 12:39 p.m. on the above date at the Medford Police Department's Prescott Room with the following commissioners, staff, and guests present:

Chair David Wright; Commissioners Jason Anderson, John Dailey, Bob Mylenek, and Bob Strosser.

General Manager Brad Taylor, Executive Administrative Assistant Amber Furu, Finance Manager Beau Belikoff, HR Manager Tanya Haakinson, Engineering Manager Brian Runyen*, Information Technology Manager Kris Stitt, Senior Capital & Special Project Manager Andy Huffman, Senior Accountant Jamie Look, Senior IT Administrator Chad Glass (*Via Zoom)

Guest(s): Attorney Mark Bartholomew, Medford City Council Alternate Liaison Garrett West, Karen Spoonts

3. Comments from the Audience

Medford City Council Alternate Liaison Garrett West thanked Medford Water and staff for their work throughout the year and expressed appreciation for their ongoing efforts. General Manager Brad Taylor acknowledged that representatives from the cities of Phoenix, Talent, and Central Point were present during the study session and expressed appreciation for their participation.

4. Consent Calendar

4.1 Approval or Correction of the Minutes of the Last Regular Meeting of November 5, 2025

4.2 Quarterly Letter to Mayor and Council

Motion: Approve the Consent Calendar.

Moved by: Mr. Anderson

Seconded by: Mr. Dailey

Roll Call: Commissioner Anderson, Dailey, Mylenek, Strosser and Wright voting yes.

Motion carried and so ordered.

5. Items Removed from Consent Calendar

None.

6. Leadership Team Reports

- Water Resources & Customer Service Manager Julie Smitherman
 - An update was provided on the WaterSmart portal and efforts to increase paperless billing adoption. Since launching in May 2024, nearly 21,000 customers have registered. The team has worked to re-enroll customers in autopay and paperless billing following a provider change, with 11,623 on autopay and 6,857 enrolled in paperless billing. To promote paperless billing, the customer service team is wearing "Go Paperless" T-shirts and buttons, and messaging is being shared through signage, bills, IVR, newsletters, and the website. A paperless incentive campaign earlier in the year resulted in 1,330 new signups, with another 1,000 added between September and October. It was also reported that previous mailing delays have been resolved. Bills are now being received within four days, and Infosend has been responsive and helpful. No recent complaints have been received. Smitherman noted that while postage rates are being monitored, the Forever Stamp rate is

expected to remain unchanged in January. The 2026 calendar contest received 194 submissions. From those, 27 finalists were selected and are now open for voting by staff and board members.

- Finance Manager Beau Belikoff
 - Finance Manager Beau Belikoff introduced Senior Accountant Jamie Loock, who provided an update on the GFOA Distinguished Budget Presentation Award. Medford Water received the award for the seventh consecutive year, with this year's submission earning an "Outstanding" rating in the Financial Policies category—a first for the organization. The review process is peer-based and evaluates the budget document across multiple criteria. The finance team continues to refine the document each year and is working toward a more accessible version for non-accountants. Medford Water is one of 817 public entities recognized so far in the current award cycle.
- General Manager Brad Taylor
 - Upcoming Board Schedule - December 3 – Bulk Water Intermediate Water Use Update and Public Hearing on Rates; December 17 – Annual Audit

7. EXECUTIVE SESSION Pursuant to ORS 192.660(2)(h): Which Allows the Commission to Meet in Executive Session to Consult With Counsel Concerning the Legal Rights and Duties of a Public Body With Regard to Current Litigation or Litigation Likely to Be Filed

The Board adjourned to executive session at 12:55 p.m.

The Board reconvened at 1:32 p.m.

8. To Consider Matters of Executive Session and Provide Direction as Needed
None.

9. Propositions and Remarks from the Commissioners
None.

10. Adjourn

There being no further business, this Commission meeting adjourned at 1:35 p.m. The proceedings of the Medford Water Commission meeting were recorded and are on file along with the complete agenda of this meeting.



Amber Furu
Assistant Clerk of the Commission