

February 2026



Waterlines

Quarterly Newsletter
of Medford Water

Calendar Contest Winners Announced



Our fourth annual calendar contest for 4th grade students in the Medford School District and White City has wrapped up and winners have been announced!

2026 calendars with the top 12 illustrations are available for FREE in our office while supplies last. See the full calendar at medfordwater.org/calendarcon.

(Pictured above: 1st Place winner for 2026, drawn by Affan at Abraham Lincoln Elementary)

Go Paperless; It's Easy!

Lighten the load for yourself by signing up for paperless billing! You'll help conserve resources AND cut down on waste. Go to services.medfordwater.org and log in to your account, then click on the Billing tab to sign up.

We're here for you

Contact us:

(541) 774-2430
customerservice@medfordwater.org
medfordwater.org

200 South Ivy Street - Room 177
Medford, Oregon 97501

Si desea obtener una copia de este documento en español, llámenos al 541-774-2430 o visite medfordwater.org/newsletter.

Nuevo!

Socialize with us!



THE VALUE OF WATER

New Rates Take Effect March 1, 2026

Water is critical to our wellbeing, and aside from the many ways each of us use water personally each day, we cannot survive very long without it. In recognition of this importance, Medford Water has made it our mission to provide a reliable, high-quality water supply at the best value. This means planning ahead what projects are necessary to keep up with growth and to continue to provide water for the next hundred years.

There are significant expenses associated with storing, treating, and transporting water for people to use. These costs are the basis for fees that all water providers charge, with the goal of ensuring that charges

are allocated in a fair manner. To do this, we conduct annual third-party studies to determine the revenue necessary to fund replacement of aging infrastructure (parts of our system are over 100 years old), and improvements and expansion of existing facilities. New resilient facilities that store, treat, and transport water also need to be constructed. Inflationary increases in operating costs—such as electricity and treatment chemicals—are a factor as well.

Our recent annual study has shown that rate modifications are required to meet revenue needs for this ongoing work. They average 13.6% for single-family residential customers in Medford with a $\frac{3}{4}$ " meter. For average monthly usage of 10,000 gallons, these customers will see their monthly bill go from \$37.58 to \$42.67. Even after modifications, our water rates

(Continued on Page 2)



PLANTING FOR THE FUTURE

It may seem odd, but the middle of winter is actually the best time to begin planning outdoor projects for later in the year. If you are contemplating making changes to an existing landscape or installing a new one, consider making it water wise!

Giving attention to plant selection and sprinkler system design can help ensure a healthy landscape while providing significant water and cost savings for decades. Even if your landscaping project will be designed and/or installed by a contractor, it can be very helpful to know what you are looking for and should request from them.

We recommend taking advantage of our Water-Wise Gardening website at medfordsaveswater.org for hundreds of photos and ideas tailored to the climate of the Rogue Valley. Virtually



tour a variety of landscapes, find plants you love, and get inspired; contrary to popular belief, water wise does not mean sacrificing beauty.

Landscaping and irrigation resources are also accessible under the Water Efficiency tab of our website to help ensure that a sprinkler system will work well and your new landscaping won't require excessive watering to thrive.



UNDERSTANDING YOUR WATER BILL

The 2025 redesign of our water bill allowed us to bring expanded services and clarification to your water bill. The new format offers

increased transparency, comparison information, and value, but what does it all mean? See a breakdown of each main bill component below.

Service Dates

The time frame for water usage that you are currently being billed for.

Summary of Charges:

Previous Balance:	24.16	
Adjustments:	0.00	
Payments:	-24.16 CR	Payment Received - Thank You
Balance Forward:	0.00	
New Charges:	25.35	New Charges - Pay By: 12/18/2025

Summary of Charges

A breakdown of new charges, any previous balance, previous payments received, and the total due.

VOLUME CHARGES (In 1,000 gallons)	RATE	CONSUMPTION	CHARGE
Tier One - Gallonage	1.19	3	3.57
SERVICE CHARGES			
Base Charge - 3/4" Meter			20.88
Backflow Prevention Program			0.90

Volume Charges

The amount of water consumed (in 1,000 gallons) and rate (per 1,000 gallons) during the current billing period.

Service Charges

The base charge for your meter size, and fee for our Backflow Prevention Program (a Water Quality initiative).

Total New Charges

The total new charges associated with the current service dates. You may also have a previous unpaid balance; see the Previous Balance amount in the Summary of Charges section to check.

Water Usage Graph

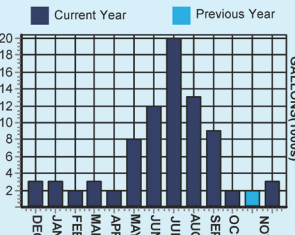
A visual graph of your past 13 months of usage, so you can compare not only month to month, but the current month to that month last year.

CUSTOMER # - ACCOUNT #: 00000000-00000000

BILL DATE: 12/04/25

SERVICE DATES: 10/28/25-11/25/25

Your Water Usage Profile:



Log in to your account at medfordwater.org to:

- Sign up for paperless and autopay
- View your water use details
- Pay your bill

Or scan the QR code below



SCAN TO PAY

Questions?

customerservice@medfordwater.org
541-774-2430
www.medfordwater.org

Check the website or other side for payment options and additional information ▶

CHARGES: \$25.35

Switch to paperless billing, go to medfordwater.org and select Bill Settings.

8-2025 (to manage your payment go to www.medfordwater.org)

or submit comments, check here & provide info on reverse side.

CUSTOMER # - ACCOUNT #: 00000000-00000000
SERVICE ADDRESS: 1234 AQUA AVE
BALANCE FORWARD: 0.00
NEW CHARGES: 25.35

DUE DATE (New Charges Only): 12/18/2025
TOTAL DUE: AUTOPAY \$25.35

Amount Enclosed \$

Please write account number on check and mail to:



MEDFORD WATER
200 S. IVY ST. ROOM 177
MEDFORD, OR 97501-3100

WILLY WATER
1234 AQUA AVE
MEDFORD OR 97501



TIP: If your water charges are more than you'd expect, log in to your online account to see if you are using more water than you realize. You can also choose to receive alerts about high usage and possible leaks.

STAY INFORMED

If you have not already, we encourage you sign up for Jackson Alerts, Jackson County's notification system for informing residents about emergencies and other important news, including events that may impact your water service. Go to jacksoncountyor.gov, and scroll down to the Jackson Alerts banner or enter 'Jackson Alerts' in the search box there.

VALUE OF WATER, CONT'D.

(Continued from Page 1)

are still low compared with similar communities in our area, statewide, and nationwide.

We receive no support from local taxes and our revenues do not support other City of Medford work; revenue from water rates and other fees stay with us to be invested in the water system.

Water remains difficult to substitute at any price, though at less than three cents per gallon, tap water is clearly a good deal compared with any other beverage bought in a bottle. We hope this highlights the great value of the high-quality water available to you with a turn of the tap.

Go to medfordwater.org/rates for a summary of the modifications and full schedules for all customer groups.

Due to the water rate modifications effective March 1, 2026, your March billing will be prorated to reflect both new and prior charges. Call us at 541-774-2430 if you have any questions.

Medford Water

Established in 1922 by the City of Medford and governed by the Board of Water Commissioners.

Commissioners

David Wright • Jason Anderson
John Dailey • Robert Mylenek • Brian Sjothun

General Manager

Brad Taylor

Serving Medford and Partner Cities:

Central Point, Eagle Point, Jacksonville, Phoenix, Talent, and Ashland

Also serving:

White City area and the Elk City Water District



Water for the Next Century.

(541) 774-2430 | medfordwater.org