



MEDFORD
WATER

ANNUAL CONSUMER
CONFIDENCE REPORT FOR:
Medford Water, Elk City
Water District, and
Partner Cities: Central
Point · Eagle Point
Jacksonville · Phoenix

The Water

We Drink

2025

CONSUMER CONFIDENCE REPORT

Issued June 2026 Based on 2025 Water Quality Data

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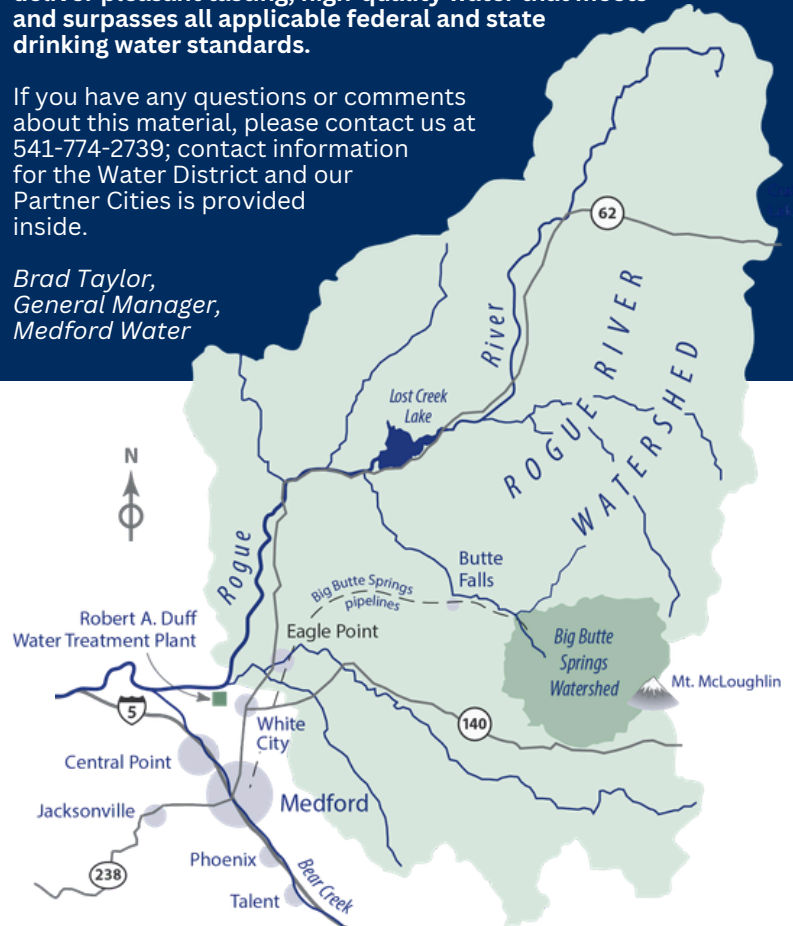
to our VALUED CUSTOMERS

We are pleased to share our annual Consumer Confidence Report, which includes facts about where your water comes from, water quality testing results for 2025, all reporting violations issued, and information explaining what the results mean. It is provided by Medford Water, along with the Elk City Water District, and our Partner Cities of Central Point, Eagle Point, Jacksonville, and Phoenix. Inside you will learn how we wisely use, protect, monitor, and treat the water that flows from our watersheds to your home, school, or workplace.

We are proud of the confidence our community puts in us to deliver pleasant tasting, high-quality water that meets and surpasses all applicable federal and state drinking water standards.

If you have any questions or comments about this material, please contact us at 541-774-2739; contact information for the Water District and our Partner Cities is provided inside.

*Brad Taylor,
General Manager,
Medford Water*



Where Does Your Water Come From?

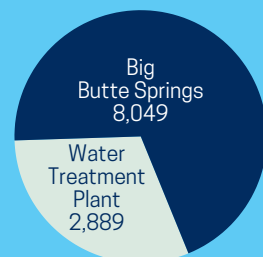
As a Medford Water customer, you receive some of the highest quality drinking water in the world. Our award-winning water comes from two sources:

Big Butte Springs has been our primary water source since 1927. Considered a groundwater supply, the springs flow from the lower slopes of Mt. McLoughlin near Butte Falls. Consistently cold and clear, the springs discharge water of exceptional quality that requires no filtration or treatment other than minimal disinfection as required by the state, and pH adjustment. Spring flows are collected underground and travel by pipeline approximately 30 miles to Medford, never seeing the light of day until emerging from customers' taps.

The Rogue River is a surface water supply that supplements the year-round springs supply during warmer summer months, when water use more than triples. While also high in quality, the river water requires additional treatment to meet drinking water standards. Treatment of this surface water takes place at the Robert A. Duff Water Treatment Plant, and includes ozonation, coagulation, filtration, chlorination, and pH adjustment.

See the graph below for information on how many million gallons were produced from these sources in 2025. To increase the resilience and efficiency of our system, we have also expanded the capacity of our treatment plant from 45 million gallons per day to 65 million gallons per day; this is just one of the many ongoing projects that will help us serve our customers for decades to come.

Million Gallons Produced: 10,938



Protecting Our Watershed

Two different watersheds supply our two drinking water sources: the Big Butte Springs Watershed, which is actually a smaller watershed within the second, the Rogue River Watershed.

The Big Butte Springs Watershed drains about 88 square miles of largely undeveloped forestlands, and most of it is protected as part of the Rogue River National Forest. Medford Water owns nearly 3,700 acres around the springs and performs proactive forest management to improve forest health and reduce risk of wildfire on these lands. The Rogue River Watershed upstream of the water treatment plant is lightly developed, but includes some land uses—such as small rural communities and residences, farms and ranches, and small industry—that can all cause water pollution. A 2018 Department of Environmental Quality Source Water Assessment listed numerous potential sources of contamination to the Rogue River and helps guide our protection activities there; it can be viewed under the Your Water tab of our website.

Medford Water is devoted to properly managing these watersheds to prevent contamination and safeguard the drinking water for 150,000 people, working with many local and regional partners.

2025 Water Quality Test Results For Treated Water

Violations

Entity	Type	Violation	Notes
Medford Water	Reporting	Late/Nonreporting of Consumer Confidence Report Late/Nonreporting of Corrosion Control (November, EP-A and EP-C) Late/Nonreporting of GW Compliance Report (EP-A and EP-C)	There are no expected health effects due to these violations.
Eagle Point	Reporting	Late/Nonreporting of Consumer Confidence Report Late/Nonreporting of Lead & Copper Rule (June and December) Did Not Report Enough - Routine Coliform	There are no expected health effects due to these violations.
Elk City Water District	Reporting	Late/Nonreporting of Consumer Confidence Report	There are no expected health effects due to this violation.

Inorganic Contaminants Analyses

Contaminant	Source	Most Recent Sample	Range	Average Amount Detected	MCL (Maximum Allowed)	MCLG (Ideal Goal)	Complies?	Typical Source
Barium (ppm)	Big Butte Springs	2023	0.003	0.003	2.0	2.0	Yes	Erosion of natural deposits

Turbidity and Total Organic Carbon

Contaminant	Source	Max Reading	Percent Less than 0.3 NTU	MCL	MCLG	Complies?	Typical Source
Turbidity (NTU)	Rogue River	0.09	100%	TT, Max < 1 NTU & 95% < 0.3 NTU	N/A	Yes	Soil erosion and stream sediments

Contaminant	Source	Max	Min	Average	MCL	MCLG	Complies?	Typical Source
Total Organic Carbon (ppm)	Rogue River	1.21	0.99	1.08	TT	None	Yes	Naturally present in the environment; agricultural runoff

Microbiological Contaminants

Contaminant	Entity	Detected Level	MCL	MCLG	Complies?	Typical Source
Total Coliform Bacteria	Medford Water	ND	TT	N/A	Yes	Naturally present in the environment
	Central Point	ND				
	Eagle Point	2 detections				
	Elk City Water District	ND				
	Jacksonville	ND				
	Phoenix	ND				

Coliforms are bacteria that are naturally present in the environment and are used as an indicator that other, potentially harmful, waterborne pathogens may be present or that a potential pathway exists through which contamination may enter the drinking water distribution system. Coliforms were found, indicating the need to look for potential problems in water treatment or distribution. When this occurs, we are required to conduct investigation(s) to identify problems and to correct any problems that were found during these investigation(s). During the past year, we were not required to conduct any Level 1 coliform investigations; zero Level 1 coliform investigation(s) were completed. In addition, we were required to take zero corrective actions. During the past year, one Level 2 coliform investigation was required to be completed by Eagle Point; one Level 2 coliform investigation was completed. In addition, Eagle Point was required to take one corrective action and completed one of these actions. A "Level 1 Coliform Investigation" means a study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in our water system. A "Level 2 Coliform Investigation" means a very detailed study of the water system to identify potential problems and determine (if possible) why an E. coli MCL violation has occurred or why total coliform bacteria have been found in the water system on multiple occasions.

Unregulated Contaminants Sampling

Entity	Contaminant	Results	Most Recent Test	Typical Source
Eagle Point, Phoenix	PFAS Compounds	No detections	2025	Industrial manufacturing, firefighting foams, and some consumer products.
	PFOA Compounds	No detections	2025	Industrial manufacturing, firefighting foams, and some consumer products.
	Lithium	No detections	2025	Naturally present in the environment, batteries, some medications.

WHAT THE EPA SAYS ABOUT CONTAMINANTS: Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of contaminants. Their presence does not necessarily indicate that the water poses a health risk. More information about contaminants and potential health effects can be obtained by contacting the EPA's Safe Drinking Water Hotline at 1-800-426-4791 or at epa.gov/safewater. Sources of drinking water (both tap water and bottled water) can include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or human activity.

CONTAMINANTS IN DRINKING WATER SOURCES MAY INCLUDE:

Microbial contaminants, such as viruses and bacteria, which may come from wildlife or septic systems.
Inorganic contaminants, such as salts and metals, which can occur naturally or result from stormwater runoff, industrial or domestic wastewater discharges, farming, and leaching from plumbing materials.
Pesticides and herbicides, which may come from a variety of sources such as farming, urban stormwater runoff and home or business use.
Organic chemical contaminants, which are byproducts of industrial processes, and can also come from gas stations, urban stormwater runoff and septic systems.
Radioactive contaminants, which can occur naturally. In order to ensure that tap water is safe to drink, the EPA has regulations that limit the amount of certain contaminants in water provided by public water systems and require monitoring for these contaminants. Food and Drug Administration regulations establish limits for contaminants in bottled water, which must provide the same protection for public health.

UNDERSTANDING THE RESULTS: Your water met or exceeded all state and federal drinking water health standards. To ensure public safety, Medford Water is required to monitor and test for contaminants in the drinking water. This Consumer Confidence Report lists all the regulated contaminants that were found in the drinking water within the last five years. Unregulated contaminants detected by regulatory testing in the reporting year are also included. The data and information presented in this report includes the most recent testing done in accordance with the regulations. Violations by an exceedance of a Maximum Contaminant Level (MCL) or by failure to comply with all drinking water rules are also included. Medford Water conducts extensive monitoring and testing beyond what is required by law. To learn more about your drinking water and to see the results of all monitoring conducted by Medford Water, please refer to the most recent Water Quality Analyses Report available on the Your Water tab of our website.

CHLORINE RESIDUAL: Sodium hypochlorite is used as a disinfectant and provides continuous protection to customers' taps. Sampling throughout the distribution system confirms that the amount of chlorine present is neither too low nor too high. Our water is effectively disinfected with much less chlorine than the allowable limit.

TESTING FOR MICROBES: Unlike most contaminants, microscopic organisms can cause immediate illness. Tests for bacteria are conducted frequently by Medford Water and the Partner Cities participating in this report, including looking for coliforms as well as confirming that adequate chlorine is present to provide ongoing disinfection. Most coliforms do not pose a health threat, but they are a good indicator of whether other bacteria might be present. If found, further testing is conducted for harmful forms of bacteria.

SPECIAL NOTICE FOR IMMUNO-COMPROMISED PERSONS: Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can particularly be at risk from infections. These people should seek advice about drinking water from their health care providers. Guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the U.S. Environmental Protection Agency's (EPA's) Safe Drinking Water Hotline at 1-800-426-4791 or at epa.gov/safewater.

Disinfection and Disinfection By-Product Analyses

Contaminant	Entity	Range	Highest Locational RAA	MCL (maximum allowed)	MCLG (ideal goal)	Complies?	Typical Source
Total Trihalomethanes (ppb)	Medford Water	ND–26.9	17.8	80.0	0	Yes	Byproduct of drinking water disinfection
	Central Point	2.3–41.8	23.5				
	Eagle Point	26.4–29.4	29.4				
	Elk City Water District	6.3	6.3				
	Jacksonville	34.9	34.9				
	Phoenix	ND–4.0	4.0				
Haloacetic Acids (ppb)	Medford Water	ND–22.4	12.9	60.0	0	Yes	Byproduct of drinking water disinfection
	Central Point	ND–26.0	10.2				
	Eagle Point	22.2–22.3	22.3				
	Elk City Water District	ND	ND				
	Jacksonville	13.9	13.9				
	Phoenix	ND	ND				
Contaminant	Entity	Range	RAA	MRDL	MRDLG	Complies?	Typical Source
Chlorine Residual (ppm), Yearly average	Medford Water	0.2–0.9	0.5	4.0	4.0	Yes	Water additive used to control microbes
	Central Point	0.1–0.8	0.4				
	Eagle Point	0.1–0.9	0.5				
	Elk City Water District	0.4–0.7	0.5				
	Jacksonville	0.2–0.8	0.4				
	Phoenix	0.4–0.7	0.5				
Bromate (ppm)	Medford Water	ND–8.6	1.7	10.0	0	Yes	Byproduct of drinking water disinfection

Terms and abbreviations used in the tables are explained below.

Action Level: The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a system must follow.

Contaminant: Any physical, chemical, biological, or radiological substance or matter in water.

MCL (Maximum Contaminant Level): The highest level of a contaminant allowed in drinking water. MCLs are set as close to the Maximum Contaminant Level Goal as feasible using the best available treatment technology.

MCLG (Maximum Contaminant Level Goal): The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

MRDL (Maximum Residual Disinfectant Level): The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

MRDLG (Maximum Residual Disinfectant Level Goal): The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

ND (Non-detect): Not detected at an established minimum reporting level.

ppm (Parts Per Million): One part of a particular substance is present for every million parts of water. This is the equivalent of one penny in \$10,000 or approximately one minute in two years.

ppb (Parts Per Billion): One part of a particular substance is present for every billion parts of water. Equivalent to one penny in \$10,000,000 or approximately one minute in 2,000 years.

RAA (Running Annual Average): Average collected over the period of a year.

TT (Treatment Technique): A required treatment process intended to reduce the level of a contaminant in drinking water.

Turbidity: A measure of how clear water is, expressed in Nephelometric Turbidity Units (NTU). Turbidity does not necessarily indicate that water is unhealthy, but it can interfere with disinfection and can be an indicator of microorganisms.

Lead and Copper Sampling from Residential Water Taps

Contaminant	Entity	Date of Most Recent Test	Range	Amount Detected (90th percentile value)	Number of Sample Sites Above Action Level	Action Level	MCLG (ideal goal)	Complies?	Typical Source
Lead (ppb)	Medford Water	2024	ND–16.2	0.5	1	90% of homes tested must have lead levels less than 15 ppb	0	Yes	Corrosion of household plumbing
	Central Point	2024	ND–36	0.7	1				
	Eagle Point	2025	ND–17.8	1.6	1				
	Elk City Water District	2025	ND–2.3	0	0				
	Jacksonville	2024	ND–21.7	2.8	1				
	Phoenix	2024	ND–4.4	0	0				
Copper (ppm)	Medford Water	2024	0.01–0.5	0.2	0	90% of homes tested must have copper levels less than 1.3 ppm	1.3	Yes	Corrosion of household plumbing
	Central Point	2024	0.002–0.7	0.1	0				
	Eagle Point	2025	ND–0.4	0.07	0				
	Elk City Water District	2025	0.005–0.2	0.08	0				
	Jacksonville	2024	0.003–0.3	0.1	0				
	Phoenix	2024	0.003–0.2	0.1	0				

RADON TESTING: The most common source of this colorless, odorless gas is from the soil, but a small amount of exposure can come from tap water. We conduct testing, but radon is not currently regulated; radon is considered to be a cause of cancer.

REDUCING EXPOSURE TO LEAD AND COPPER: Lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. Medford Water and our Partner Cities are responsible for providing high quality drinking water and removing lead pipes, but cannot control the variety of materials used in plumbing components in your home. You share the responsibility for protecting yourself and your family from the lead in your home plumbing. You can take responsibility by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Before drinking tap water, flush your pipes for several minutes by running your tap, taking a shower, doing laundry or a load of dishes. You can also use a filter certified by an American National Standards Institute accredited certifier to reduce lead in drinking water.

If you are concerned about lead in your water and wish to have your water tested, contact Medford Water or your Partner City provider using the contact information on the back of this page. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at <http://www.epa.gov/safewater/lead>.

Your water supplier is required to sample for lead in schools and licensed childcare facilities as requested by the facility; contact your school or childcare facility for further information about potential sampling results.

Exposure to lead in drinking water can cause serious health effects in all age groups. Infants and children can have decreases in IQ and attention span. Lead exposure can lead to new learning and behavior problems or exacerbate existing learning and behavior problems. The children of women who are exposed to lead before or during pregnancy can have increased risk of these adverse health effects. Adults can have increased risks of heart disease, high blood pressure, kidney, or nervous system problems.

In addition to our routine sampling, further testing is conducted at residences considered to be at greatest risk. Within the homes we've sampled, lead and copper have not been detected at levels that exceed EPA rules for safe drinking water.

In 2016, Medford Water conducted a comprehensive investigation of our distribution system to look for any lead connectors¹ on the utility-side of customer service lines. We believe that most lead connectors were removed, but if found, they are replaced with compliant material.

In 2024, Medford Water completed a service line inventory to comply with Oregon Health Authority rules using an approved statistical method. Several hundred services installed prior to 1986 were visited to compile the required information. As a result, Oregon Health Authority has certified Medford Water as a non-lead service line system. The service line material type for the utility-owned side and the customer-owned side that has been visually investigated may be viewed at medfordwater.org/serviceline.

¹ A short piece of pipe used sometimes in the early 1900s to connect the water main to service lines.



Robert A. Duff Water Treatment Plant
Expansion Facility, Completed October 2025

\$78M MILESTONE PROJECT TO IMPROVE SYSTEM RESILIENCE AND FLEXIBILITY

In October 2025, Medford Water celebrated completion of the Robert A. Duff Water Treatment Plant Expansion Project, which increased the plant's capacity to produce drinking water from 45 to 65 million gallons per day (MGD), as well as conveyance improvements to deliver the 65 MGD into our system. Work included new filters, ozone, pumping, and storage and transmission (large pipe) projects. This \$78 million dollar expansion represents a critical infrastructure investment, strengthening the resilience and flexibility of our system.

In February 2026, this project received an Honor Award from the American Council of Engineering Companies, a prestigious award that recognizes projects demonstrating engineering excellence through innovation, complexity, and public value.

We conduct annual studies to determine the revenue needed to fund expansion projects such as this one, in addition to the replacement of aging infrastructure, construction of new resilient facilities, and to keep up with inflationary increases in operating costs. While rate modifications were necessary this year, drinking water from our system remains a great deal, and our water rates remain low compared with similar local, statewide, and nationwide communities.

This ongoing work reflects our commitment to providing reliable, high-quality drinking water, and positions us to meet the Rogue Valley's water needs for decades to come.



Frequently Asked Questions About Water Quality

Does our water contain PFAS?

Per- and polyfluoroalkyl substances (PFAS) have not been detected in Medford's drinking water. In 2024, as part of the U.S. Environmental Protection Agency's (EPA's) 5th Unregulated Contaminants Monitoring Rule (UCMR5), Medford Water sampled for the 29 PFOS and PFOA compounds as well as lithium. We have had no detections to date. The results are published by the EPA and in our Water Quality Analyses report, which is a comprehensive listing of all our annual testing results (available on the Your Water page of our website).

Does Medford Water monitor for Disinfection By-Products (DBPs)?

Disinfection By-Products (DBPs) are formed when a water treatment disinfectant, such as chlorine, interacts with natural organic materials in water. We monitor for DBPs four times a year, and publish the results in this document; results are also published in our annual Water Quality Analyses. Our DBP levels are below—and in compliance with—the regulations of maximum contaminant levels (MCLs) that the EPA and the Oregon Health Authority (OHA) have established to protect human health. However, if an exceedance occurs, we are required to inform our customers.

Have algal toxins been detected in our drinking water?

Microcystin and Cylindrospermopsin are toxins produced by naturally occurring algae, which tend to grow in warm, stagnant water. While algal toxins have been detected in low concentrations in our source water on two occasions, they were not at levels that initiated sampling of our finished water. Medford Water uses ozone as part of our treatment process, which is recommended by OHA as an effective barrier that destroys cyanotoxins.

What can I do to improve my water quality?

- Always use the cold water tap for drinking or cooking, since hot water is more likely to release metals from your household's pipe materials.
- Periodically clean out the aerators in your faucets.
- During periods of long stagnation, water can pick up off-tastes from sitting in the plumbing inside of your house, especially in older plumbing systems. To help combat this, you can run your water for 30 seconds to 2 minutes (until you feel the temperature drop) before drinking or cooking, to flush water that has been sitting in pipes without use, such as in the morning, after returning from work or school, and especially after a vacation.

CONSERVATION TIP: When flushing water from pipes, you can reduce the length of time needed to run the tap if you run your sprinklers (in the summer), wash a load of laundry, or shower first. Consider catching flushed tap water for plants or other household use, such as cleaning.

Answers to more Frequently Asked Questions about Water Quality are available at medfordwater.org/wqfaqs.

Contact Information

for Medford Water, our Partner Cities, Water District, and Other Agencies

Medford Water (PWSID: 41-00513)

Dan Perkins, Water Operations Manager
541-774-2724 | dan.perkins@medfordwater.org
Board Meetings: 1st and 3rd Wednesday at 12:15 p.m.
Location varies; see agenda for details.
medfordwater.org

City of Central Point (PWSID: 41-00178)

Mike McClenathan, Public Works and Parks Operations Manager
541-664-3321 ext. 272 | mike.mcclenathan@centralpointoregon.gov
Council Meetings: 2nd and 4th Thursday at 6 p.m.
City Hall, 140 S. 3rd Street
centralpointoregon.gov

City of Eagle Point (PWSID: 41-00267)

Aaron Prunty, City Administrator
541-826-4212 | aaron@cityofeaglepoint.org
Council Meetings: 2nd and 4th Tuesday at 6 p.m.
City Hall, 17 Buchanan Avenue South
cityofeaglepoint.org

City of Jacksonville (PWSID: 41-00405)

Jeff Alvis, City Administrator
541-899-1231 ext. 305 | administrator@jacksonvilleor.us
Council Meetings: 1st Tuesday at 6 p.m.
New City Hall Assembly Rm., 206 N. Fifth Street
jacksonvilleor.us

City of Phoenix (PWSID: 41-00625)

Chris Stephenson, Public Works Supt.
541-621-9161 | chris.stephenson@phoenixoregon.gov
Council Meetings: 1st and 3rd Monday at 6:30 p.m.
Phoenix Plaza Civic Ctr., 220 N. Main Street
phoenixoregon.gov

Elk City Water District (PWSID: 41-01549)

John Blackhurst, ECWD Attorney
541-779-8900 | jwb@roguelaw.com
Board Meetings: 1st Monday at 6 p.m.
Greenbriar Terrace Rec. Rm., 301 Freeman Road

Jackson County Health Department

Environmental Public Health
541-774-8206
jacksoncountyor.gov

Oregon Health Authority

Drinking Water Program
971-673-0405
oregon.gov/oha/ph/healthyenvironments/drinkingwater

EPA Safe Drinking Water Hotline

1-800-426-4791
epa.gov/safewater

FUELS REDUCTION A PROACTIVE APPROACH

to Reduce Wildfire Risk on the Watershed

Reducing fuels in our forests is essential to protecting the clean, reliable drinking water provided by our primary water source, Big Butte Springs (BBS). Severe wildfires pose a serious threat to both water quality and quantity, as well as the safety of staff and infrastructure in the watershed. Medford Water is proactively addressing this risk through ecological forest management that reduces ground, surface, ladder, and canopy fuels while maintaining a healthy and diverse forest to support wildfire suppression efforts.

Over the past seven years, we have treated more than 2,000 acres of Medford Water's forestlands through selective timber harvests and non-commercial thinning. These treatments remove 30–50% of merchantable trees to generate revenue, which helps fund work targeting ladder fuels in the understory (the layer of vegetation in a forest that grows beneath the main canopy). The non-merchantable woody debris made up of branches, leaves, and broken stems—called slash—left on the ground after timber harvesting and thinning is also piled and burned to prevent surface fuel buildup.

The principles that guide these activities are outlined in our Forest Management Plan, which covers management of Medford Water's forests for the next 30 years. As a result of this work, our forest stands are now more fire-resistant and better prepared to safely receive prescribed fire. In the coming years, we plan to implement prescribed fire and periodic timber harvests to sustain forest health.

Because we only own approximately 3,700 acres of the 56,000-acre BBS watershed, we support work beyond our lands to increase the pace and scale of forest restoration, collaborating closely with the U.S. Forest Service on adjacent federal lands and partnering with the Oregon Department of Forestry to secure funding for non-commercial thinning on both our property and nearby private lands. These collective efforts enhance forest resilience, reduce wildfire risk, and help protect this critical drinking water source.