



Waterlines

Quarterly Newsletter
of Medford Water



Don't Miss Important Updates—Get Water Alerts Today

Staying informed about your water service has never been easier! By signing up for email and/or text alerts from your Watersmart account portal, you'll receive updates about service outages, emergencies, and other important notices, so you can stay informed.

Login to your account at services.medfordwater.org, click on the *Settings* tab, then click on *Communication Preferences* from the dropdown menu. Be sure that *Utility Connect Messages* and *Urgent Notices & Service Alerts* are checked, and select your notification preference for both.

You can also elect to receive alerts for high usage and receive your bill by email on the *Settings* tab. Call us at 541-774-2430 if you need help.



WATER SUPPLY OUTLOOK

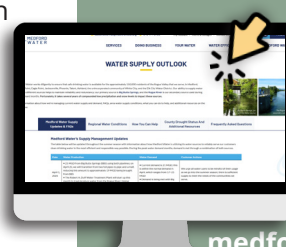
How Medford Water is Managing The Supply

With the recent news about the drought declaration for Jackson County, many residents in our area are likely to wonder how this impacts them.

To keep our customers informed about water supply conditions and drought, we've launched a Water Supply Outlook webpage. Located at medfordwater.org/watersupply, the page will feature information on our water supply production and demand, regional water conditions, water supply FAQs, and more; it will be updated regularly as conditions change throughout the summer irrigation season so that customers know what to expect.

Medford Water's principal source of water is from the Big Butte Springs, located about 30 miles northeast of Medford. Our secondary source comes from the Rogue River and is treated at the Robert A. Duff Water Treatment Plant near TouVelle Park.

These two sources provide drinking water to the communities of Medford, White City, Elk City Water District, and our Partner Cities of Eagle Point, Central Point, Jacksonville, Phoenix, Talent, and Ashland; total typical water use averages 45 million gallons per day in the summer.



View our new Water Supply Outlook page to see our supply management updates, regional water conditions, supply FAQs, and more.

medfordwater.org/watersupply

(Continued on Page 2)

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!



HOW TO LOVE YOUR WATER

And Use it Wisely

When water is economically available with a simple turn of the tap, it's easy to not give much thought to how much water you use, or to not realize how much water you actually use. We can all make simple changes to reduce the amount of water we use, and a drought year is a particularly appropriate time to make the effort.

Consider the suggestions that follow, and visit our website for more tips and information. Locally, more water is used for landscape irrigation than any other use, so this is where you can make the most difference:

- Purchase an inexpensive moisture meter to check whether your soil is moist or not. Typically, little or no irrigation is necessary until well into May or June, yet sprinklers often are turned on at the first sign of sunny weather. Also, routine watering and/or fertilizing too early in the spring can result in vertical growth but shallow roots. Without deep roots, more water is needed to keep plants green throughout the summer.
- It's common for people to apply more water than their landscape needs, by watering too often or too long. Visit medfordwater.org/infoline for weekly sprinkling times and tips based on current local weather.

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LOVE YOUR WATER, CONT'D.

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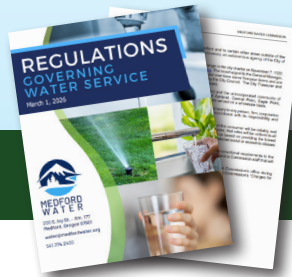
- Just like a car, your sprinklers also need maintenance. To make sure your system is functioning well, run and view all zones at startup and again at least monthly.
- We offer FREE sprinkler system evaluations for our customers. Call us at 541-774-2438 to schedule one.

Water savings can also be achieved indoors, easily and inexpensively:

- Toilet flushing accounts for the most water use inside the home,

and installing a new efficient toilet will provide the greatest savings; we even have a rebate!

- It's simple to replace showerheads and faucet aerators with efficient models; we have some available for free in our office (while supplies last). At the store, look for WaterSense-certified products.
- Do you leave water running when washing dishes, rinsing vegetables, or brushing your teeth? Challenge yourself to change these habits and turn off the faucet!



PROJECT UPDATES

Stay up to date with our projects here, or go to medfordwater.org/projects.

Capital Hill Reservoir Replacement

The project was advertised for bids in late March 2026, and following the bid opening May 5, it will go to the Board of Water Commissioners for award at the end of May. Once a contractor is under contract, we plan to hold an Open House near the end of June 2026 to share more about how the project will develop. Stay tuned for details on the Open House.

medfordwater.org/capitalhill

Updating the Framework: Regulations, System Development Charges, and More

Medford Water annually reviews our *Regulations Governing Water Service*, the document that guides how we operate our water system and how services are provided to customers. Updates are then made to improve clarity and align with current practices; these are approved by the Board of Water Commissioners and will take effect July 1, 2026.

Exhibits to the *Regulations*, which encompass several types of fees charged, are also reviewed throughout the year to keep pace with inflation and updated following public hearings:

Charges in Lieu of Assessment

(Exhibit A) - Collected for new service connections to water mains when the applicant did not contribute to the initial cost of installing those mains. Updates take effect July 1, 2026.

System Development Charges (Exhibit B)

- One-time charges for new connections to the water system or increases in capacity to an existing connection. These charges finance capacity-related improvements to the water system. Updates are anticipated to take effect September 1, 2026.

Charges for Special Services (Exhibit D) - Fees for services performed by our crews such as field collection and meter setting. Updates take effect July 1, 2026.

Water Rates (Exhibit E) - Water rates are generally reviewed in December of each year and any modifications take effect March 1 of the following year.

The *Regulations Governing Water Service* and its exhibits are available at medfordwater.org/regs.

WATER OUTLOOK, CONT'D.

(Continued from Page 1)

Our ability to supply water from two different sources helps to not only maintain reliability, but also redundancy if one source were to diminish. **Despite the drought conditions in our county, these sources are supplying a sufficient amount of water to support the water needs of all our communities, though careful monitoring of these supplies will continue.**

Our water resources are precious, and we encourage customers to be good stewards of our water supplies and avoid wasting water. Any customers interested in understanding how much water they use and how to be most efficient are encouraged to reach out to us to participate in the many programs we offer to help reduce unnecessary water use.



DO YOU KNOW

What's in the Water We Drink?
How About What's Not?

Every year we publish a Consumer Confidence Report (CCR) that includes water testing results for the previous year. The CCR for 2025 is available in English at medfordwater.org/ccr and Spanish at medfordwater.org/ccresp.

Medford Water

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

Commissioners

Jason Anderson • David Wright
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