



This meeting will be held in person, but you may attend virtually; see the instructions on page 2.

AGENDA

11:30 a.m. LUNCH

11:45 a.m. STUDY SESSION – Demand/Population Forecasting (Engineering Manager, Brian Runyen)

12:15 p.m. BOARD MEETING

1. Roll Call

2. Pledge of Allegiance

3. Comments from the Audience

Comments will be limited to 4 minutes per individual, group, or organization; please state your name and organization (if applicable) when prompted.

4. Written Communications

4.1 Letters from ACCESS, St. Vincent de Paul and The Salvation Army

5. Consent Calendar

5.1 Approval or Correction of the Minutes of the Last Regular Meeting of June 3, 2026

5.2 Resolution No. 2029, A RESOLUTION Adopting the Proposed Modifications to the “Regulations Governing Water Service” Document, Effective July 1, 2026

5.3 Resolution No. 2030, A RESOLUTION Authorizing the General Manager of Medford Water to Execute on Behalf of the Board of Water Commissioners, a Payment to City County Insurance Services in the Amount of \$312,898.17 for Medford Water 's General Liability, Automotive, and Property Damage Insurance Premium for Fiscal Year 2026-2076

5.4 Resolution No. 2031, A RESOLUTION Providing for the Collection of a Proportionate Share of the Cost of Water Main Construction on Rainbow Drive From Vilas Road to approximately 513 Feet North of Vilas Road, From Property Owners Benefitting Thereby at the Time of Use of the Said Water Mains and Providing for the Payment of the Sums So Collected to Mast One, LLC, Installer of Said Water Mains

5.5 Resolution No. 2032, A RESOLUTION Providing for the Collection of a Proportionate Share of the Cost of Water Main Construction in Meadows Lane From Approximately 245 Feet West of the Intersection of Darlington Street and Meadows Lane Continuing 350 Feet West Terminating Near the South East Property Corner of Map Lot 37-2W-26CA TL-900, From Property Owners Benefitting Thereby at the Time of Use of the Said Water Mains and Providing for the Payment of the Sums So Collected to Orchard Glen South, LLC, Installer of Said Water Mains

6. Items Removed from Consent Calendar

7. Leadership Team Reports

Leadership Team staff will be present and may provide information: Engineering Manager Brian Runyen, Finance Manager Beau Belikoff, Water Operations Manager Dan Perkins, Information Technology Manager Kris Stitt, Human Resources Manager Tanya Haakinson, Water Resources & Customer Service Manager Julie Smitherman, and General Manager Brad Taylor.

8. Propositions and Remarks from the Commissioners

9. Adjourn

DATES TO REMEMBER*					
DATE	DAY	TYPE OF MEETING	STUDY SESSION TOPIC	REGULAR MEETING	LOCATION
7/1/26	Wed	Project Tour	No Meeting	12:15 p.m.	Medford Water Operation Center, 4677 Industry Dr., CP, Oregon
<i>Friday, July 3, 2026 – Offices closed in observance of the Independence Day holiday</i>					
7/15/26	Wed	Board Meeting	Comprehensive Financial Management Plan	12:15 p.m.	Prescott Room, Police Dept.

*Meeting dates, times, and locations are subject to change.

INSTRUCTIONS FOR ATTENDING THIS MEETING VIRTUALLY



To join by computer, click the following link:
https://us02web.zoom.us/webinar/register/WN_eokdh-SvTegfxGriYQ7rQA
 Meeting passcode: 894 8796 2907



To join by phone, call:
 (669) 900-6833
 Meeting ID Number: 894 8796 2907 Meeting passcode: 888761



Memorandum

TO: Commissioners Jason Anderson, John Dailey, Robert Mylenek, Brian Sjothun, and David Wright

FROM: Julie Smitherman, Water Resources and Customer Service Manager

DATE: Wednesday, June 17, 2026

SUBJECT: Item 4.1 – Grant Request Letters from ACCESS, St. Vincent de Paul and The Salvation Army

OBJECTIVE: Board Approval

Issue

Grant request letters have been received from local organizations; ACCESS, The Salvation Army and St. Vincent de Paul. These community agencies have historically received annual grants from Medford Water to provide water bill payment assistance to Medford Water customers. Each of these agencies have used the funding provided in the 2025/26 fiscal year and are requesting grants for the 2026/27 fiscal year.

Discussion

Since 2003, Medford Water has provided grant funding to partner agencies to assist qualifying customers with paying their water bills. In 2015, we began budgeting \$15,000 annually for this program and in FY 25/26 the budget increased to \$20,000. Participating agencies are responsible for applicant screening and disbursement of funds. Eligibility is determined by using 60% of the State of Oregon median income by household size. Attached are the letters of request for funding for Fiscal Year 2026/27, along with disbursement reports from Fiscal Year 2025/26 for your review.

Financial Impact

The proposed budget for the 2026/27 fiscal year includes \$20,000 for emergency bill payment assistance. Additionally, staff is moving forward with a “Customer Care” program, which will allow customers to leave a donation when paying their bill online. Staff anticipates this program will launch in the next fiscal year.

Based on their current funding status, ACCESS, The Salvation Army, and St. Vincent de Paul are requesting the following grants for the 2026-27 fiscal year.

ACCESS:	\$8,000	Current Balance:	\$ 0
St. Vincent de Paul:	\$8,000	Current Balance:	\$ 0
The Salvation Army:	\$2,000	Current Balance:	\$ 3,000

Requested Board Action

Staff recommends approval of funding by motion for ACCESS, St. Vincent de Paul, and The Salvation Army and any additional requests for funding of the remaining budget (\$2,000) to be approved by the General Manager.



June 2, 2026

Brad Taylor
General Manager
Medford Water Commission 200
South Ivy St., Room 177
Medford, OR 97501

Dear Mr. Taylor,

ACCESS sincerely appreciates the financial support the Medford Water Commission has provided over the past several years to assist low-income families with their water bills.

Last year, the Commission awarded \$6,000 in water assistance funding. ACCESS fully expended these funds between July 2025 and December 2025, demonstrating the ongoing need within our community. When additional funds were requested in December 2025, we were advised to refer clients to neighboring agencies that still had available resources, and we appreciate that coordinated approach to meeting community needs.

At this time, ACCESS respectfully requests \$8,000 in funding to continue providing water assistance to low-income households. ACCESS has adopted the de minimis administrative rate of 15%. The de minimis administrative funds would support the costs associated with administering this program in the coming program year. Enclosed are the program guidelines from the previous program year, along with the report covering July 2025 through June 2026.

Thank you again for your continued partnership and commitment to supporting vulnerable community members. We value our collaboration and the meaningful impact it makes for those we serve.

Sincerely,

Rose Reeser

Signer ID: L3IPOBQA15...

Rose Reeser
Housing Director
(541) 618-4018

3630 Aviation Way | PO Box 4666 | Medford, OR 97501
Office: (541) 779-6691 • www.accesshelps.org • Fax: (541) 779-8886
CCB #111194 • TAX ID #93-0665396

MEDFORD WATER COMMISION REPORT 2025-2026

DATE	ACCOUNT NAME	AMOUNT
7/24/2025	Customer	\$ 145.42
8/1/2025	Customer	\$ 212.62
8/12/2025	Customer	\$ 101.93
8/12/2025	Customer	\$ 188.12
8/19/2025	Customer	\$ 143.08
8/19/2025	Customer	\$ 102.64
8/22/2025	Customer	\$ 407.87
8/27/2025	Customer	\$ 174.09
8/27/2025	Customer	\$ 141.19
9/4/2025	Customer	\$ 289.26
9/5/2025	Customer	\$ 113.47
9/10/2025	Customer	\$ 189.08
9/12/2025	Customer	\$ 222.72
9/19/2025	Customer	\$ 156.10
9/22/2025	Customer	\$ 156.20
9/29/2025	Customer	\$ 115.99
9/30/2025	Customer	\$ 154.68
9/30/2025	Customer	\$ 391.74
10/10/2025	Customer	\$ 147.08
10/23/2025	Customer	\$ 107.13
10/28/2025	Customer	\$ 418.06
10/30/2025	Customer	\$ 120.53
10/30/2025	Customer	\$ 64.62
10/31/2025	Customer	\$ 92.57
11/1/2025	Customer	\$ 98.87
11/4/2025	Customer	\$ 130.71
11/8/2025	Customer	\$ 126.03
11/13/2025	Customer	\$ 222.91
11/13/2025	Customer	\$ 137.26
11/22/2025	Customer	\$ 186.59
11/24/2025	Customer	\$ 70.01
11/26/2025	Customer	\$ 59.76
11/26/2025	Customer	\$ 85.56
12/2/2025	Customer	\$ 151.17
12/3/2025	Customer	\$ 134.67
12/3/2025	Customer	\$ 177.72
12/3/2025	Customer	\$ 62.55
Total		\$ 6,000.00



The Salvation Army

Medford Citadel Corps & Community Center

Serving all of Jackson County

Medford, Oregon 97501

May 11, 2026

Founded in 1865

William & Catherine
Booth
Founders

Brian Peddle
General

Commissioner
Douglas Riley
Territorial Commander

Major Nancy Dihle
Divisional Commander

Major Randy Mulch
Major Jonnette Mulch
Jackson County
Coordinators/Corps Officers

Esmeralda Cortez

541-774-2425

Esmeralda.cortez@medfordwater.org

Medford Water Commission

Dear Esmeralda,

We at The Salvation Army are thankful to the Medford Water Commission for their commitment to our community to provide safe water resources to low-income individuals in our community demonstrated by the \$7,500.00 grant given to The Salvation Army last year. Your support allowed us to help those who have been issued water shut-off notices and those who had water leaks to repair systems.

We have been able to help 98 household occupants comprising 33 households thus far in our community with payment of their water bills which help them stay in their homes. The current balance of our grant is \$3,215.00 and we will fully spend the grant by the end of the cycle.

We have seen a continued influx of low-income households in Medford coming to us seeking help with water shut-off notices, and with the expansion of allowable expenses to the grant money, we expect that need to continue to rise. Due to the increase in requests for services we are requesting an additional grant of \$7,500 so we can help low-income households to continue to have access to safe water.

Thank you for helping us help others,

With Blessings,

Randy Mulch, Major
The Salvation Army
Jackson County Oregon

Medford Citadel Corps
304 Beatty Street
Ph (541)773-6965
Fax (541) 734-4293

Hope House Transitional Living
1065 Crews Road
Ph (541) 773-7005
Fax (541) 842-2497

Family Services
922 N. Central
Ph (541) 772-8149
Fax (541) 842-2489

Thrift Store
922 N. Central
Ph (541) 773-7335

Serving Jackson County

Date of Voucher	Name of Client	Amount of Voucher	Members of Household
7/1/2025	Deposit 25/26-\$7500.00	\$ -	n/a
8/14/2025	Medford Water Customer	\$ 158.47	1
8/19/2025	Medford Water Customer	\$ 79.67	3
8/25/2025	Medford Water Customer	\$ 126.60	1
10/8/2025	Medford Water Customer	\$ 150.00	6
10/14/2025	Medford Water Customer	\$ 73.19	1
11/25/2025	Medford Water Customer	\$ 104.96	1
12/4/2025	Medford Water Customer	\$ 155.39	3
12/19/2025	Medford Water Customer	\$ 119.08	3
12/23/2025	Medford Water Customer	\$ 126.76	3
1/23/2026	Medford Water Customer	\$ 176.26	2
1/27/2026	Medford Water Customer	\$ 74.67	7
1/27/2026	Medford Water Customer	\$ 81.15	8
2/3/2026	Medford Water Customer	\$ 119.64	4
2/24/2026	Medford Water Customer	\$ 224.21	1
2/24/2026	Medford Water Customer	\$ 200.00	2
3/10/2026	Medford Water Customer	\$ 67.95	1
3/10/2026	Medford Water Customer	\$ 26.86	4
3/11/2026	Medford Water Customer	\$ 159.79	3
3/13/2026	Medford Water Customer	\$ 166.36	1
3/18/2026	Medford Water Customer	\$ 240.61	6
3/24/2026	Medford Water Customer	\$ 106.10	1
3/31/2026	Medford Water Customer	\$ 66.79	1
3/31/2026	Medford Water Customer	\$ 121.98	3
3/31/2026	Medford Water Customer	\$ 64.19	4
3/31/2026	Medford Water Customer	\$ 140.53	5
4/7/2026	Medford Water Customer	\$ 58.26	4
4/9/2026	Medford Water Customer	\$ 129.59	1

4/10/2026	Medford Water Customer	\$ 237.68	1
4/14/2026	Medford Water Customer	\$ 140.35	3
4/20/2026	Medford Water Customer	\$ 165.48	4
4/28/2026	Medford Water Customer	\$ 173.80	3
4/28/2026	Medford Water Customer	\$ 59.08	5
5/5/2026	Medford Water Customer	\$ 70.58	1
5/12/2026	Medford Water Customer	\$ 118.68	1

\$ 4,284.71



Memorandum

TO: Commissioners Jason Anderson, John Dailey, Robert Mylenek, Brian Sjothun, and David Wright

FROM: Julie Smitherman, Water Resources and Customer Service Manager

DATE: Wednesday, June 17, 2026

SUBJECT: Item 5.2 – Resolution 2029 Adopting Revised “Regulations Governing Water Service”, Effective July 1, 2026

OBJECTIVE: Board Approval

Issue

Annual updates to Medford Water’s “Regulations Governing Water Service” sections 1 through 22 are necessary to clarify policy and ensure alignment with modern practices and organizational requirements.

Discussion

A review of the “Regulations Governing Water Service” document is completed annually and proposed modifications are considered by the Board of Water Commissioners.

Medford Water staff have reviewed the current “Regulations Governing Water Service” document and have updated sections as necessary to improve clarity, update policy, and better support customers, contractors, and operational needs.

The proposed modifications were presented to the Board during a study session on June 3, 2026. A blue lined version of the document changes was also provided.

Financial Impact

N/A

Requested Board Action

Staff recommends approval of Resolution 2029, adopting the revised “Regulations Governing Water Service” and repealing all previous “Regulations Governing Water Service”, effective July 1, 2026.

RESOLUTION NO. 2029

A RESOLUTION Adopting the proposed modifications to the “Regulations Governing Water Service” document, effective July 1, 2026

WHEREAS, proposed modifications to Medford Water’s “Regulations Governing Water Service” document are periodically considered by the Board of Water Commissioners; and

WHEREAS, the proposed modifications of specific sections are considered; and

WHEREAS, revision of sections within the document, as set forth and by reference made a part hereof, is necessary for clarification of policy and alignment with modern practices; and

WHEREAS, the Board of Water Commissioners have reviewed and approved proposed modifications to the Commission’s “Regulations Governing Water Service” which were presented during a study session at the board meeting on May 20, 2026;

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF WATER COMMISSIONERS OF THE CITY OF MEDFORD, OREGON, AS FOLLOWS:

That the “Regulations Governing Water Service” are hereby revised as set forth in that document, which is on file in the Medford Water office and by reference made a part hereof, to become effective from and after the 1st day of July 2026, and that all prior “Regulations Governing Water Service” adopted by of the Board of Water Commissioners of the City of Medford, Oregon are hereby repealed.

PASSED at the regular meeting of the Board of Water Commissioners and signed by me in authentication thereof this 17th day of June 2026.

ATTEST: _____
Amber Furu, Asst. Clerk of the Commission

Jason Anderson, Chair

REGULATIONS GOVERNING WATER SERVICE

~~March 1, 2026~~ July 1, 2026



**MEDFORD
WATER**

200 S. Ivy St. - Rm. 177
Medford, Oregon 97501

water@medfordwater.org

541.774.2430



**MEDFORD WATER COMMISSION
REGULATIONS GOVERNING WATER SERVICE**

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ATTACHMENTS

- Exhibit A - Charges in Lieu of Assessment & Refund Districts - List of Streets, Alleys and Easements
- Exhibit B - System Development Charges
- Exhibit C - History of Outside Water Service and Resolution No. 1058
- Exhibit D - Charges for Special Services
- Exhibit E - Rate Schedules

PREFACE

Water service is furnished within the city limits of Medford and to certain other areas outside of the Medford city limits by Medford Water Commission (Commission), an autonomous agency of the City of Medford, Oregon.

Medford Water Commission was established through a change in the city charter on November 7, 1922. The utility is governed by the [Board of Water Commissioners](#). The board appoints the General Manager, who is authorized to direct the operations of the utility. Board members serve five-year terms and are appointed to the Commission by the Mayor and approved by the City Council. The City Treasurer and City Recorder shall be ex-officio treasurer and clerk of the board.

Commission directly serves Customers in the City of Medford and the unincorporated community of White City. Additionally, at its sole discretion the cities of Ashland, Central Point, Eagle Point, Jacksonville, Phoenix, Talent and one domestic water district are served on a wholesale basis.

The following *Regulations Governing Water Service (Regulations)* apply to any person, firm, corporation or legal entity supplied with water service by Commission in accordance with its responsibility and authority set forth in the Medford City Charter.

It shall be the policy of Commission that the water service needs of the consumer will be reliably met without discrimination and in accordance with sound business principles; that rates will be uniform to all consumers within classifications; and that water service pricing will be based on providing the lowest reasonable rate to all consumers without special rate categories for selected social or economic classes of consumers.

It is the intent of Commission that these *Regulations* will provide the instructional requirements to the *Customer*, the many segments of the plumbing and building industries and to Commission staff that will achieve the common goal of efficient and high quality water service.

These *Regulations* may be viewed online at www.medfordwater.org, at Commission's office during regular business hours, or copies may be purchased in accordance with Commission's "Charges for Special Services."

SECTION 1 VISION, MISSION & VALUES

To be the Rogue Valley's trusted municipal water provider for present and future generations; through responsible stewardship, accountability, and the pursuit of excellence.

To safeguard public health by providing a reliable, high-quality water supply at the best value.

VISION
MISSION
VALUES

WORTH. To our community.

We deliver the best value for existing and future customers.

ACCOUNTABILITY. In everything we do.

We build strong relationships through open communication.

TRUST. We strive to earn it.

Public health is our number one priority.

EXCELLENCE. In water quality, customer service, and reliability.

We bring forward-thinking solutions to challenges.

RESPECT. For everyone.

SECTION 2 CONDITIONS OF SERVICE & ACCOUNT REQUIREMENTS

2.1 Conditions of Service

These *Regulations Governing Water Service (Regulations)*, Rate Schedules and regularly scheduled miscellaneous charges apply to any person, firm, corporation or legal entity supplied with water service by Commission.

All persons desiring water service will be referred to as Customers. By applying for or accepting service from Commission, Customers agree to abide by all terms of Commission's policies, to provide any rights of way across their properties that Commission deems reasonably necessary to supply and/or meter such service, and to cooperate with Commission in the construction and maintenance of the facilities needed for such service.

Customers are responsible for furnishing, owning, and maintaining all materials and facilities required to distribute services beyond the meter for their service address. Customer is also responsible for installing protective devices to prevent backflow or cross-contamination of Commission water system when determined necessary by Commission personnel. If Commission-owned facilities are located beyond the meter, they will continue to be maintained by Commission. Customers will secure and pay for all necessary permits and costs of installing, upgrading, and maintaining utility materials and equipment necessary to safely accept Commission's services.

While Commission endeavors to supply reliable water services, Commission cannot and will not guarantee uninterrupted delivery of water services and will not be responsible for loss or damage to life or property resulting from the use of the supplied products or services or from non-Commission facilities.

Commission reserves the right to deny water service or refuse to extend water service where reasonable grounds for refusal are determined to exist. These grounds must be nondiscriminatory. Grounds for refusal could be based on, but not limited to, fraudulent applications, public health, safety, system reliability and/or capacity, or configuration limitations.

Commission may bill a Customer for any costs resulting from the Customer's failure to comply with the provisions of this policy. Public records will be retained in accordance with State of Oregon retention laws.

2.2 Application for Service

To start or stop service, Commission must be notified by phone or in person with a minimum notice of twenty-four (24) hours during regular business hours.

An "Application for Service" is a request for service only and does not constitute a contract until Commission is ready to deliver water service to the Customer. Applications for service must be complete with all required information submitted in a method acceptable to Commission under the circumstances. Requests for residential service from persons other than the Applicant will not be accepted without confirmation of a verified Account Holder in a form acceptable to Commission. In the absence of an approved application, pre-existing services at a property may be disconnected without notice. Upon application for service, Commission may conduct a credit evaluation of the Applicant and an additional deposit may be required based upon the credit evaluation.

Account holders are responsible for water service charges and fees, effective from the date Commission is requested to start service. Commission reserves the right to backdate the start of service to the last meter reading date if not notified of occupancy or responsibility in a timely manner. Customer will remain responsible for charges at the service location until Commission receives notice to disconnect the water service or the account is closed.

Whether or not Commission receives a joint application, where two or more adults occupy the same residence, they will be jointly and separately responsible for the water service supplied, for the payment for services provided, and will be billed by means of a single, periodic bill mailed or presented electronically to the Account Holder designated to receive the bill.

Water service may be discontinued or denied to a Customer until all unpaid balances owing to Commission or its assigned agency, by the same Customer, have been paid in full with verifiable funds or otherwise discharged. Commission also reserves the right to subsequently terminate service with notice if evidence confirms that an Applicant or Account Holder owes a debt to Commission that was not resolved at the time of service connection.

Aside from Commission, only Applicants, Account Holders or authorized agents may select and control the type and level of services at a given account's service location, including requests for connection, disconnection or transfer of water services. A non-refundable account processing charge may apply whenever water service is established, transferred or reactivated.

2.3 Information Required

Applicants for residential service shall provide Commission with the following minimum information at the time each account is opened: Full name; service address; mailing address; date of responsibility; employment; primary phone number for each Account Holder, and any additional information necessary to open an account for service. Additional information may include valid photo identification, proof of Ownership or tenancy of residence, e-mail address and additional Account Holder's name (where applicable).

2.4 Landlord and Property Management

Landlords or property management agencies must enter into a Landlord/Tenant agreement with the Commission. This agreement requires the water service to remain active in between tenants. The Commission is not responsible for any billing disputes between a landlord, property management agency, and/or tenant. It is the responsibility of the landlord to notify the Commission if the property is sold or used for purposes other than a rental unit(s).

2.5 Credit Establishment and Security Deposits

Commission requires a security deposit for new or existing accounts whenever it determines that there is financial risk. The minimum deposit is defined per Exhibit D, "Charges for Special Services." Financial risk may include, but is not limited to a Customer who:

- (1) has no established credit with Commission
- (2) is using a pseudonym with the apparent intent of avoiding payment of previous billings
- (3) is refusing to give information requested by Commission for the purpose of clarifying the Customer's identity or credibility
- (4) has a history of delinquent payments with Commission, or whose service has been discontinued for failure to pay bills when due
- (5) has used water service following illegal re-connection of service

A security deposit is not considered a payment on the account. Upon discontinuance of water service, the deposit will be applied to any closing bills and to the Account Holder. Commission may, after the deposit has been held for twelve (12) consecutive months, service has been continuous and all bills for such service have been paid promptly, apply the deposit to the depositor's account. No interest will be paid on deposits held by Commission.

A Customer may establish satisfactory credit using one of the methods below, if the Customer:

- (1) has been a Customer of Commission for one (1) year and has promptly paid all accounts due
- (2) provides a letter of credit from another utility
- (3) pays a deposit using verifiable funds

Any outstanding bills for previous service or miscellaneous charges must be paid before an application for new service will be accepted.

SECTION 3 BILLING

3.1 General Billing Information

Billing is in accordance with the charges and rates as regularly established by Commission. All Rate Schedules are based on monthly billing periods. Reference to one (1) month's service relates to the billing period but does not necessarily correlate to a calendar month. Commission reserves the right to read meters and present bills for longer or shorter periods.

Meters will be read on a monthly basis or at the time service transfers for the calculation of bills. Opening and closing bills for periods smaller or greater than normal will be pro-rated; the minimum billing period shall be for five (5) consecutive calendar days. Monthly service charges and standby fire service charges shall be pro-rated at the ratio of the number of days of service to a thirty (30) day month.

Bills will be based on the consumption to the nearest 1,000 gallons. No consumption charge will be made for amounts less than 1,000 gallons.

3.2 Bill Payment and Financial Assistance

Bills are payable upon presentation and past due after the due date on the bill. Commission allocates payments across all unpaid charges, paying oldest charges first and does not allocate payments to include or exclude specific charges. Late fees and charges apply per Exhibit D, "Charges for Special Services."

Payment must be in the form of United States currency. Due to the discontinuation of penny production by the U.S. Treasury, Commission may reach a point at which we are unable to accept pennies for payment or provide pennies as change. In such cases, cash transactions will be rounded to the nearest nickel. Any rounding difference will be applied to the Customer's account as either a credit or a balance due.

-Example:

A Customer's water bill is \$35.02. The Customer pays \$40.00 in cash. The Customer will receive \$4.95 in change, and the additional \$0.03 will be applied as a credit to the account.

How to Pay: Payments may be made online through the Watersmart customer portal, by phone using an automated system, by phone with a customer service representative by mail, at utility at utility drop boxes or in person at:

Medford Water Commission
200 South Ivy Street - Room 177 Medford, OR
97501-8601
(541) 774-2430
www.medfordwater.org

Past due payments should be made in person or over the phone with a live Customer service representative to avoid delay.

If Commission is notified that a payment cannot be processed, the attempted payment will be considered a Non-Sufficient Funds (NSF) event, and the Account Holder will be charged accordingly. Commission may require payment with Verifiable Funds after an NSF event.

A Customer who questions or disputes a bill shall be encouraged to contact Commission before collection efforts become necessary. Refer to section 4 for additional information regarding non-payment of bills and disconnection of service.

Final bills that remain unpaid for 30 days past the due date may be referred to a collection agency.

Account Holders unable to pay the full amount of their bill may:

- (1) request a mutually acceptable Payment Arrangement that includes all current billings. Acceptance of partial payments in the past does not preclude Commission's right to require full payment. An Account Holder who has not kept prior payment commitments may be prohibited from entering a new Payment Arrangement. Payment Arrangements will usually not exceed sixty (60) days and will be in addition to all current billings. Acceptance of partial payments in the past shall not prevent Commission's right to require full payment in the future.
- (2) contact one of the community service agencies that Commission provides annual grants to. These agencies offer information and programs designed to assist with payment of water bills. It remains the Account Holder's responsibility to fully and timely pay all bills, and to apply for payment assistance when appropriate.

3.3 Estimated Annual Payments

An Estimated Annual Payment plan is available with one (1) yearly payment. The payment amount is calculated based on the previous twelve (12) months of water bills. Customers that elect to make an Estimated Annual Payment will receive an additional credit on their account equal to 3.5% of the annual payment amount. This is available for existing Customers with twelve (12) consecutive months of billing history at the current location. This is an estimated billing, which is not adjusted for rate or other account changes and is not guaranteed to last a full twelve (12) billing cycles. Customers will receive a monthly statement showing current charges and remaining credit balance. Once the credit balance has run out, it is the Customers responsibility to make regular monthly payments on the account. This credit can only be applied once in a 12-month period, and the account must be active all year.

3.4 Billing for Standby Fire Service

Standby Fire Service accounts are used for fire suppression purposes **only**. These accounts are metered and billed a monthly base rate. There is no charge for water used to extinguish accidental fires or routine testing of the fire protection system. However, if the Commission determines that water is being used for purposes other than fire suppression or routine testing, then consumption charges and/or a surcharge will be applied to the account. [If Customer becomes delinquent on charges for Standby Fire Service, the outstanding balance will be transferred to the domestic account associated with that fire service.](#) Standby Fire Service accounts may be transferred [into another applicant's name](#) but shall not be closed without written approval from the appropriate fire department. In the absence of a tenant, the service will be transferred into the property Owner's name. [Tenants will be required to submit a landlord tenant agreement signed by the owner pursuant to section 2.4 of these regulations.](#)

3.5 Special Accounts

Commission may refuse to serve two (2) or more separate houses or premises through one (1) meter. If any parcel is divided where one (1) existing meter is providing service to more than one (1) separate premise, a second service must be installed and may be charged a System Development Charge (SDC) - Exhibit B.

Where residences and commercial establishments are located on separate and distinct parcels of land, or in separately owned or managed buildings, and are served through one (1) meter, the commercial rate shall apply.

Where a residence and a commercial establishment are combined in one building or operated in connected buildings, they may be served by one (1) meter, and the commercial rate shall apply.

Common-use Facilities associated with nonresidential and multifamily structures comprised of more than one (1) unit will be served per the Rate Schedules in Exhibit E. Where a Master Meter is installed, Commission will not furnish or read auxiliary or sub-meters used for the Customer's convenience.

Commission acknowledges that there are certain grandfathered contractual arrangements currently in effect.

3.6 Intermittent Users

Where an existing dedicated service and meter can be utilized at Commission's discretion to supply water to intermittent Customers, rates will apply per Exhibit E, Rate Schedule 7.

3.7 Seasonal Disconnects and Vacation Holds

The Commission does not suspend the billing of base rates or offer discounted rates for seasonal disconnects or vacation holds. This applies to both water and irrigation accounts.

3.8 Resale of Water

The rate schedules cover the sale of water for the sole and exclusive use of the Customer. Redistribution of water through a piped system for resale is not allowed. The Customer shall not resell water supplied by Commission, except as permitted under Exhibit E, Schedule 5 (District Customers), Schedule 6 (Partner Cities), and approved water service agreements.

Resale of water may be allowed under certain circumstances. These rules are not intended to restrict the manufacture and resale of treated water products such as bottled water plants with treatment facilities which may significantly alter the chemical or physical quality of the water. Commission reserves the right to review individual water service applications for Customers intending to resell water products to ensure compliance with these rules.

3.9 Leak Adjustments

The Customer retains control over the use of water on the Customer's premises, and as such, the Customer is responsible for all the water passing through the meter, including water which may be lost or wasted through leaking pipes or fixtures. Commission may make allowance for water loss if the leak is beyond the Customer's control and provided the Customer makes an immediate and diligent effort to repair the leak as soon as possible after discovery.

When the repairs of such leak have been personally observed by a representative of Commission, Commission may, upon application of the Customer, make an adjustment for the water lost not to exceed fifty percent (50%) of the excess use caused by the leak for up to a maximum of three (3) months. The adjustment will be based on the last year's consumption, if available. If not, it will be based upon the average consumption of a similar Customer.

In order to receive a leak adjustment:

- (1) Account must be in good standing.
- (2) Total water loss must be more than twenty thousand (20,000) gallons.
- (3) Customer must repair the leak and contact Commission within sixty (60) days of discovery or notice from Commission to request a leak adjustment.
- (4) Once repair has been made, Customer has (30) days to submit a completed application for leak adjustment.

Applications will be reviewed by Commission and if approved, an account credit will be issued within one (1) to two (2) billing cycles. Leak adjustments exceeding one (1) per calendar year will be at the discretion of Commission.

3.10 Waste of Resource

Water is regarded as a precious resource and waste is discouraged, including waste resulting from leaks, improper operation of an irrigation system or behavioral actions. Customers will be required to

correct all issues that cause the waste of water on their premises in a timely manner. In the attempt to stop water waste, Commission shall be notified immediately of known water issues and will follow these procedures:

- (1) If Commission notices abnormally high usage, a courtesy notice will be made by phone or mail to the Customer. If it is determined that the high usage is due to a leak, it is the responsibility of the property Owner to correct the leak by the next billing cycle.
- (2) If corrective action does not appear to have been made after two (2) notices, steps will be taken which may include a surcharge on the account on the amount of water deemed as wasted, and/or termination of service. If additional time is needed to make repairs, an arrangement must be made with Commission.
- (3) Service may be terminated immediately if the waste is particularly blatant and irresponsible, the leak is excessive, there is apparent damage, or it creates a potential hazard to the property or surrounding area.
- (4) Restoration of service following termination shall be subject to the same charges in effect following termination of service due to nonpayment of water bills.

3.11 Appeals

A Customer in disagreement with a water bill, supplemental charge or fee, or other charge has the right to file an appeal with Commission. Commission may also consider appeals for water usage or service installation during mandatory curtailment declarations.

Pending resolution of the appeal, the obligation to pay undisputed and subsequent charges continues. Service(s) under appeal will continue during the appeal process provided that:

- no evidence of fraud, tampering or diversion is discovered
- a legitimate and valid appeal exists in which the facts asserted support continued service
- service has not already been disconnected

If a Customer fails to accept or comply with the Commission's decision, Commission may proceed with immediate collection efforts without further notice including, but not limited to, disconnection of the water service. The decision of the Commission is final.

SECTION 4 WATER SERVICE AVAILABILITY

4.1 Interruptions, Curtailments, Fluctuations, Shortages and Outages

Commission endeavors to supply reliable water service. However, it is inherent that there will be times of failure, interruption, suspension, curtailment or fluctuation. Commission cannot and will not guarantee constant or uninterrupted delivery of water service. Commission shall have no liability to its Customers or any other persons for any interruption, suspension, curtailment or fluctuation in water service, or for any loss or damages resulting from but not limited to the following:

- (1) Causes beyond Commission's reasonable control including, but not limited to, accident or casualty, fire, flood, drought, wind, action of the elements, court orders, litigation, breakdown of or damage to facilities of Commission or of third parties, acts of God, strikes or other labor disputes, civil, military or governmental authority, electrical disturbances originating on or transmitted through electrical systems with which Commission's system is interconnected, and acts or omissions of third parties.

- (2) Repair, maintenance, improvement, renewal or replacement of facilities, or any discontinuance of service (which in Commission's judgment is necessary) to permit repairs or changes to be made in Commission's source of supply, transmission or distribution facilities, or to eliminate the possibility of damage to Commission's property or to the persons or property of others. Whenever Commission schedules maintenance in advance which will require Customers to be without water service for more than one (1) hour, Commission will notify Customers as follows:
- a. At Commission's discretion, Customers will be notified in writing or orally depending on the circumstances.
 - b. The oral or written notice will include the following:
 - i. Reason for interruption
 - ii. Date and approximate time interruption will begin
 - iii. Expected duration of interruption
 - c. Whenever possible, Customers expected to be without service beyond one (1) hour due to a planned outage will be notified at least one (1) day in advance.
- (3) Automatic or manual actions taken by Commission (which in its sole judgment are necessary or prudent) to protect the performance, integrity, reliability, public health or safety, or stability of Commission's systems or any system with which it is interconnected. Such actions shall include, but shall not be limited to, the operation of automatic or manual protection equipment installed in Commission's systems, including, without limitation, such facilities as mains, pump and control stations, intakes and reservoirs.
- (4) Action taken by Commission ~~to conserve utilities~~ at times of anticipated deficiency of [water resources](#), including, but not limited to, [non-voluntary mandatory](#) curtailment, [penalties/fines](#) or suspension of water services. ~~For a description of voluntary and non-voluntary actions to be taken in the event of a water shortage and Customer responsibilities during a curtailment declaration, see the Water Management & Conservation Plan, Section 4, available on the Commission's website.~~
- a. [Curtailment penalties/fines may be issued to accounts that do not comply with mandatory water-use reduction requirements during declared curtailment events. A minimum fine of \\$75.00 will be assessed to any Customer account that fails to meet these requirements. Fines will vary based on the type of Customer account, any record of previous violations, and the severity of the curtailment stage in effect at the time of the violation.](#)
 - (4)b. [For a description of voluntary and mandatory actions to be taken in the event of a water shortage and Customer responsibilities during a curtailment declaration, see the Water Management & Conservation Plan, Section 4, available on the Commission's website.](#)

4.2 Disconnection/Reconnection at Commission's Discretion

- (1) Commission may disconnect water service(s) with written notice for failure to pay all charges when due, including, but not limited to charges incurred pursuant to Sections [3.4 and 7.2 of these Regulations](#). This applies to all accounts including temporary water service from fire hydrants (hydrant devices) and residential accounts where the domestic meter also supplies water to fire sprinklers.
- (2) Commission may disconnect water service(s) without written or verbal notice for any of the

following reasons:

- a. evidence of tampering/diversion, code violations, fraud
- b. to protect health, life or property
- c. violation(s) of any part of Commission policies and *Regulations*
- d. where no Commission Account Holder exists for a service address
- e.—on a temporary basis for operational purposes

A Commission election to disconnect water service does not prevent Commission from exercising any other available rights under law, requiring compliance and imposing service fees or charges consistent with these *Regulations*.

Commission may reconnect water service(s) under the following circumstances:

- all charges for the service address have been paid in full using Verifiable Funds
- Commission judges that collection action has been satisfied
- All inspections and changes in plumbing of a disconnected service address, as required by local jurisdictions or agencies, are arranged by Customer at the Customer's expense

Where a property Owner of a disconnected premises is found to owe Commission past due monies for any premises provided with water service for the same property Owner, water service will not be started or resumed for any Applicant or Customer until outstanding debts are resolved to Commission's satisfaction.

If service has been discontinued by Commission and restored or tampered with, without Commission's authorization, Commission may remove the Customer's meter or disconnect the service from Commission's main. Under these circumstances, the service will not be reconnected until all bills, service charges, disconnection and re-connection costs, tampering fees, damages and deposits have been paid in full, and until Commission is satisfied that similar instances will not occur. In addition to the rights and remedies stated here, or as may be found elsewhere in State and local laws, Commission reserves its right to pursue legal recourse against the parties involved in, and/or benefiting from such illegal acts.

In emergency situations, where it is necessary for water service to be temporarily connected or disconnected to protect health, life or property, Commission will, at its discretion, take such action without notice or charge to the Customer.

4.3 Code Violations, Fraud and Failure to Pay

If a water regulation or code violation is detected, water service may be denied or discontinued without notice. Whenever water service has been discontinued or temporarily suspended by Commission for code violations, fraud, failure to pay all charges for service, or for violation of any part of these *Regulations*, service will not be resumed until the situation requiring such action has been resolved to the satisfaction of Commission and any other governmental agency having jurisdiction.

The Customer shall not permit any conditions to exist on their property relating to water services which would cause Commission to be out of compliance with applicable safety standards or result in a code violation attributable to Commission.

If any fraud against Commission relating to water services is detected, Commission may discontinue water service immediately without notice, refuse service or take other action permitted under law, including referral of the details to appropriate authorities for further investigation and action.

4.4 Tampering/Diversion

All Commission meters, equipment and services must not be tampered with. Commission maintains an ongoing program for detecting and deterring such activity through inspection, education, collection of costs and revenue loss, and referral to appropriate authorities for investigation and prosecution.

If water service disconnected by Commission is reconnected without Commission's authorization, Commission will remove the meter without notice. Commission will also impose applicable fees on the Customer's account in addition to charges for any actual costs of repair and replacement incurred by Commission. These charges are applicable to each tampering occurrence.

4.5 Temporary Discontinuance for Plumbing Repairs

During normal working hours, Commission will not charge fees to Customers requesting temporary discontinuance of service for plumbing repairs, other temporary discontinuance of service for less than thirty (30) days, or restoration of service after such discontinuance which requires Commission to go to

the premises. When requests for these services are made after normal working hours, or if Customer abuses this service, the Customer may be charged for Commission's cost of providing such special service in accordance with Exhibit D, "Charges for Special Services."

4.6 Temporary Service

Monthly charges for water furnished through a temporary service connection shall be based on the type of service and corresponding established rate schedule in Exhibit E. Temporary service connections shall be disconnected and terminated within three (3) months after installation unless an extension of time is granted in writing by the Commission or a longer period of time is authorized by Board resolution.

The Applicant for temporary service will be required to pay:

- (1) the estimated cost of installing and removing all facilities necessary to furnish such service
- (2) a deposit sufficient to cover the water use during the entire period temporary service may be used, or to otherwise establish their credit
- (3) a deposit equal to the value of any equipment loaned by Commission to Applicant for use in temporary services

The Customer is responsible for damage to the device and meter.

4.7 Unsafe Apparatus

Commission may refuse to furnish water and may discontinue service to any premises where plumbing apparatus, appliances or equipment using water are dangerous, unsafe or not in conformity with plumbing codes, laws or ordinances. Five (5) days' written notice will be given before such discontinuance of service unless immediate discontinuance is necessary to protect health, life, or property.

Commission does not assume liability for inspecting apparatus on the Customer's premises or property. However, Commission does reserve the right of inspection if there is reason to believe that unsafe apparatus is in use.

4.8 Privately Owned Pipelines

Commission may discontinue the delivery of water to any privately owned main or pipeline where such main or pipeline is not maintained or constructed in accordance with the *Regulations* as now or hereafter adopted. Five (5) days' written notice will be given before such discontinuance of service unless immediate discontinuance is necessary to protect health, life, or property.

4.9 Cross Connections

Commission may immediately discontinue service to any premises where actual or potential cross connections exist. Compliance with cross connection control rules is mandatory. Cross connection control program rules are referenced in Section 12.

SECTION 5 SERVICE CONNECTIONS AND METERS

5.1 Ownership of Meters

Commission shall own, install, and maintain all necessary meters for measuring the amount of water used by the Customer. Where a Master Meter is used, Commission shall not furnish or read auxiliary or sub-meters used for the Customer's convenience.

5.2 Installation and Maintenance

The installation and maintenance of service connections shall be performed only by duly authorized employees or representatives of Commission.

Charges for service connections are payable in advance and shall be in accordance with Commission's regularly scheduled charges and rates (refer to Exhibit D, "Charges for Special Services"). For service connections 3 inches (3") and larger, the full cost shall be made in advance of performance of the work. Reference Section 9.5 for SDC fees

5.3 Metered Service Connections

Reference the Commission's Standards for Water Facilities for additional requirements regarding number and location of metered water service connections for specific developments.

5.4 Re-Setting Charge

If service to a premise has been discontinued and the meter has been removed, any Applicant for re-establishment of service shall be charged for re-setting the meter, based on the meter size, in accordance with Commission's regularly scheduled charges and rates.

5.5 Size and Location

Commission will install a service connection and meter of the size and location requested by the Applicant except that Commission reserves the right to determine the size and type of service connection and meter to be installed, based on the estimated rate of water use by the Applicant and pressure conditions and provided that the location complies with Commission's construction standards for service connections. The minimum size shall be a one-inch (1") service connection with a 5/8" x 3/4" meter. When the location of the service connection is selected by the Applicant, they shall assume full responsibility for interference with other structures, including existing underground utility installations.

5.6 Meter Tests

Commission will, upon request, test any Customer's meter. If the meter is found, upon test, to over-register more than two percent (2%), the Customer's billing shall be adjusted for a maximum of six (6) months to reflect the correction. No charge will be made to the Customer for the meter test except that if requests for testing meters are made by the Customer more often than once (1) every three (3) years, Commission may charge the Customer for the cost of making such test if the meter does not over-register more than two percent (2%).

5.7 Non-Registering Meters

Should any meter malfunction and incorrectly register the amount of water used by the Customer, the billing shall be computed by estimating the consumption with the previous year's usage for the same month or upon a reasonable comparison with the use of other Customers receiving the same class of service during the same period and under similar circumstances and conditions.

5.8 Inaccessible Meters

If the meter is inaccessible at the regular reading date, the billing consumption will be estimated with the previous year's usage for the same month, or by reasonable comparison with the use of other Customers receiving the same class of service during the same period and under similar circumstances and conditions.

If a Customer blocks access to the meter and has been given reasonable time to arrange for access to the meter and has not responded, Commission may surcharge their account. Adjustment will be made to the bill when the Customer has arranged for permanent access to the meter. Refer to the "Rights-of-Way and Right-of-Access" section for additional information.

5.9 Abandoned Service Connections

If a service connection to a premise has been abandoned for more than three (3) years, Commission may remove the service and meter setting. If the service is removed and the Customer wants to restore service to the property, a new installation charge will be due in accordance to section 5.2.

If a Customer requests relocation of meter, all costs related to new installation, including any increased SDCs and abandonment of the existing service, shall be paid for by the Customer. SDCs cannot be transferred or credited to other meters not on the original Tax Lot of property. Multiple services to be abandoned on a Tax Lot of property may apply related credited SDC's to pay for abandonment charges.

SECTION 6 RIGHTS-OF-WAY AND RIGHTS-OF-ACCESS

Commission shall be granted, at no cost, all rights-of-way, rights-of-access, and easements necessary to serve the Customer for the installation, maintenance, repair, replacement, removal or use of any or all equipment or materials used to supply and deliver water to the Customer.

Access at all times to the premises of the Customer for the purpose of reading of meters, testing, repairing, removing or exchanging any or all equipment belonging to Commission shall be deemed granted during the time that water service is accepted by the Customer. The Customer shall not store materials, park vehicles or otherwise over the water meter, or erect fences or other obstructions which would block access to reading of the Customer's meter, operation of valves or fire hydrants. It shall be the Customer's responsibility to remove or trim any shrubs, hedges or other plants which interfere with reasonable access for reading of meters or access to fire hydrants or valves. Reasonable access is defined as an unobstructed clear zone at least twelve (12) inches wide on all sides and 6 feet above the water facility in question. Fire hydrants require five (5) feet of clearance around the hydrant. If, after written notice, the Customer does not remove or trim interfering shrubbery, hedges or plants, Commission shall be granted all necessary rights-of-way and rights-of-access to perform such trimming. Commission gives the Customer thirty (30) days to accomplish their own trim and/or removal of material blocking access to the meter. If the situation is not corrected at the time of the next normal reading day, a Water Commission representative will perform the necessary work. Trim details and other information regarding access to meters are available upon request.

SECTION 7 DAMAGES AND RESPONSIBILITY**7.1 Responsibility for Customer Equipment**

The Customer shall, at their own risk and expense, furnish, install and keep in good and safe condition all equipment that may be required for receiving, controlling, regulating water pressure, applying and utilizing water, and Commission shall not be responsible for any loss or damage caused by the improper installation or inadequacy of such equipment, or the negligence, want of proper care or wrongful act of the Customer or any of their tenants, agents, employees, contractors, licensees or permittees in installing, maintaining, using, operating or interfering with such equipment.

No reduction will be made in charges for water service for lack of supply caused by freezing of the Customer's pipes or any other cause.

When requested to turn on water by a Customer, Commission shall not be responsible for damage to property caused by the release of water from spigots, faucets, valves or other equipment left in an open position, nor shall Commission be responsible for damages or injuries sustained through failure to exclude water from a premise.

7.2 Damage to or Alterations and Relocations of Commission's Property

The Customer shall be liable for any damage to equipment or property owned by Commission (whether located at the Customer's service address or elsewhere) which is caused by an act of the Customer or

their tenants, agents, employees, contractors, licensees or permittees, including, but not limited to, the breaking or destruction of seals or locks. Any such damage will be a charge to the Customer account.

If Commission's facilities are required to be altered or moved because of change, configuration or usage of any properties, the property Owner will be responsible for the full cost of the alterations.

SECTION 8 CONTROL VALVES

8.1 Separate Control Valves for Each Premise

In the event that more than one premise is served through one meter, each premise shall have its own separate control valve which may be used by Commission for discontinuance of service. The location of such separate control valves shall be as approved by Commission.

8.2 Customer Control Valves

In accordance with the provisions of prevailing plumbing codes, the Customer shall install a suitable control valve which the Customer or their agent may utilize for controlling the water supply to the Customer's premises. Commission's control valve on the upstream side of the meter shall not be considered as fulfilling the plumbing code requirement for a separate Customer control valve although Commission may, at the Customer's expense, install a Customer control valve on the downstream side of the meter and within the meter box for use by the Customer. Any person or agent of any person, other than authorized employees of Commission, who operates any valve or curb stop on the upstream side of the meter shall do so at their own risk, and Commission will hold any such person responsible for the cost of repairing any damage to such valve or curb stop caused by such operation.

As a part of the installation of new service connections, Commission will install a Customer control valve on the downstream side of the meter and within the meter box. When a Customer control valve in the meter box does not now exist, Commission may, at the request of the Customer, install such Customer control valve at the expense of the Customer in accordance with its regularly scheduled charges for such work.

SECTION 9 DISTRIBUTION SYSTEM EXTENSIONS AND NEW CONNECTIONS

9.1 Procedure

Distribution extensions, including lateral water mains, and special facilities such as reservoirs and pump stations that are required specifically to provide pressure or storage for an exclusive area may be financed and installed under any of the following procedures:

- (1) By private contract based on plans prepared by a registered professional engineer which have been reviewed and approved by Commission and with dedication of the facilities to Commission upon completion and acceptance. Acceptance of facilities installed under this procedure shall be with the provision that Commission shall be indemnified and saved harmless from any and all defects appearing or developing in the workmanship or materials in such installations for a period of one year after acceptance by Commission. This procedure is normally used for development of subdivisions or commercial properties.
- (2) Construction by contract with Commission or by Commission forces in accordance with plans prepared by Commission forces and payment of the cost of the project by Commission or in part by Commission or entirely by others. This procedure is normally used for the installation of transmission water mains, reservoirs or pump stations benefiting a large portion or the entire system.
- (3) By petition to the Medford City Council by Owners of property which would be benefited by the installation of the facilities requesting installation of the distribution system extension and

payment of the cost by the benefited property Owners through the assessment procedure (LID's). This procedure is normally used where there are existing streets without water mains and where there are multiple property Owners.

9.2 Policy on Sizing

- (1) Sizing of water facilities necessary to serve a development shall be determined by the "Medford Water Commission Standards for Water Facilities" and at the discretion of the Engineering Division of the Commission. The normal size of lateral mains for single-family residential areas is eight inches (8"). For permanently dead-ended mains not supplying hydrants and not exceeding two hundred feet (200') in length, 4-inch (4") mains may be used, depending on the number of service connections to the main. On permanently dead-ended lateral mains supplying fire hydrants, Commission may require a minimum main size of eight inches (8"). The normal size of lateral mains for commercial, industrial, and multiple-family areas shall be twelve inches (12").
- (2) In all commercial, industrial or residential areas, the main shall be extended through the tax lot requesting service. If the development requesting service occupies both sides of the right-of-way on which the main is being extended, then the main extension must extend totally through the lots requesting service. If a main extension has been installed to serve one side of a right-of-way, and the lot requesting service is on the other, then the main extension shall extend to the end of the lot.
- (3) Commission may require the developer to oversize some, or all, of the proposed water main. As a matter of general policy, Commission's investment in facilities required for main oversizing will be limited to the cost of pipe materials only and based on invoices provided by the developer. Evidence of competitive bids for material may be required prior to construction.

9.3 Policy on Distribution System Extension Financing

Applicants for extension of the water distribution system by Commission may be required to advance to Commission, prior to construction, the estimated reasonable cost of the mains and any additional facilities that are required specifically to provide pressure or storage exclusively for the service requested. Or, if the project is to be financed through assessments, the assessment may include the entire cost of the mains, and any additional facilities that are required specifically to provide pressure or storage exclusively for the service requested.

9.4 Charges in Lieu of Assessment (CLAs)

When an application is made for a service connection to the water mains installed by MW, and if the Applicant's property fronts, abuts, or is adjacent to the alley, street or easement wherein such water main is located in, and said property benefits but has never been assessed for any portion of the cost of construction said main, and/or any additional facilities for provision of pressure or storage, before such application is granted and the service connection installed, the Applicant shall be required to pay an in-lieu charge in accordance with Commission's regularly scheduled charges and rates (marked as CLA). Or, in the event that an assessment rate has been established by city ordinance for a portion of said main or for a transmission main or any additional facilities required for storage or pressure, the CLA shall be as indicated in Exhibit A of these *Regulations*.

Upon annexation or upon receiving water service to any property not included in Exhibit A, the Owner/Applicant may be required to pay an in-lieu charge if the property has never been assessed for the water facilities serving the property.

If the application is for service to a flag lot (for purposes of this section, a flag lot is defined as a lot having less than fifty-seven feet (57') of frontage and with the building on the lot being one hundred feet (100') or more distance from the street), the CLA shall be in accordance with Commission's regularly

scheduled charges for CLA for flag lots. Or, if an assessment rate has been established, the minimum frontage to be used in determining the amount of the CLA shall be fifty-seven feet (57'). This paragraph shall apply only when the application is for connection to a water main owned by Commission. CLAs shall be in addition to the charges for service connection installations.

In-lieu charges (CLAs) shall be in addition to the charges for service connection installations.

9.5 Refund Districts (RDs)

When an application is made for a service connection the water mains associated with a developer's "Refund District", and if the Applicant's property fronts, abuts, or is adjacent to the alley, street or easement wherein such water main is located in, and said property benefits but has never been assessed for any portion of the cost of construction said main, and/or any additional facilities for provision of pressure or storage, before such application is granted and the service connection installed, the Applicant shall be required to pay into a "Refund District" (marked as RD) established by a Resolution for refunding moneys to developers who installed water lines, which benefit property owners developing property subsequent to installation of the water line.

When Owners are required to extend mains across property which can receive direct benefit, and such property is not, will not or cannot pay their proportionate share of the cost of the extension, Commission, upon request, shall set a Refund District agreement for that main. The term of this agreement shall be twenty (20) years. Commission shall be the sole judge as to the amount to be charged for each future connection to the main. No interest or other charges shall be allowed, and the assessment shall be based on the actual cost of the main extension. Commission shall collect the prorated share of the cost of the main extension and refund this amount to the developer who paid the cost of the extension.

RDs charges (RDs) shall be in addition to the charges for service connection installations.

9.6 System Development Charges

Certain portions of the water system may be subject to System Development Charges (SDCs) to pay for transmission, distribution, storage and pumping capacity or to pay the cost of special facility needs to provide service to the property. A SDC is also collected for all new services or for services that are enlarged, which covers the costs of treatment plant and distribution water main expansion.

SDCs shall be paid in full prior to water service installation. For subdivisions and site development involving construction of new water improvements, full payment of SDCs may be deferred until upon completion and acceptance of water improvements, but prior to setting of any water meters. (See Exhibit B, "System Development Charges.") These fees shall be in addition to applicable CLAs, special charges, or service connection fees.

9.7 Private Pumps

- (1) It is the policy of Commission to discourage the use of private individual booster pump systems to the public distribution system. No pump shall be directly connected to the incoming water supply line due to potential contamination during mainline repair depressurization. An air gap shall exist between the incoming water supply line and any booster pump. If the water service is additionally for sprinklered fire suppression, the use of a commercially designed fire pump system meeting both the State Fire Code and Commission *Regulations* will be reviewed for each individual situation.

A pump found directly connected to Commission water without an air gap shall have three (3) weeks to correct the situation. A loss of prime or low pressure cut out switch set at the State standard of twenty (20) psi shall be installed until the situation is corrected. If the situation is not corrected, water service will be terminated. (See Section 4.7, "Unsafe Apparatus".)

- (2) Commercial industrial water service for sprinklered fire suppression, having inadequate water pressure, will use a commercially designed fire pump system meeting both the State Fire Code and Commission *Regulations* that will be reviewed for each individual situation. The pumping facility must be designed to ensure that minimum pressure will be maintained in the Commission's distribution system. This may include throttling valves, variable speed pumps, low capacity pumps and alarm systems.

9.8 Design Parameters

Standards and requirements for engineering design are defined in the current "Medford Water Commission Standards for Water Facilities."

SECTION 10 PUBLIC FIRE HYDRANTS

10.1 Fire Hydrants for Public Use

Commission will accept and maintain public fire hydrants within public streets and rights-of-way and fire hydrants installed on private property when such hydrants are for public use. Private hydrants located behind a fire service may be installed to support private development. The cost of fire hydrants and their installation and any water mains required solely for fire protection shall be borne by the benefited property Owners (Easements will be required for such hydrant located on private property).

When fire hydrants are installed in conjunction with new water mains, the cost of the hydrant installations shall be included with and made a part of the water main cost to be paid for by the benefited property Owners in accordance with Commission regulations on Distribution System Extensions, Section 9 of these *Regulations*.

The number and location of fire hydrants shall be in accordance with applicable Jackson County Fire Districts #3 and City of Medford Fire Department.

Public fire hydrants are for the sole use of the Commission, Medford Fire Department, or those designated by the Commission within the city limits of the City of Medford and water districts served by the Commission.

Use of private fire hydrants is restricted to fire protection only.

10.2 Use of and Damage to Fire Hydrants

No person or persons, other than fire department, water utility personnel or designated persons shall operate any fire hydrant or in any manner damage or tamper with fire hydrants. Any violation of this regulation will be prosecuted according to law.

10.3 Moving of Fire Hydrants

When a fire hydrant has been installed in a location in accordance with approved plans or as specified by the Fire Department, Commission has fulfilled its obligation. Persons desiring a change in location, size or type of fire hydrant shall bear all cost of such changes. Any change in the location of a fire hydrant must be approved by the fire department and Commission.

10.4 Painting of Fire Hydrants

Commission charges a fee for painting each new fire hydrant. Refer to Exhibit D, "Charges for Special Services."

10.5 Temporary Service from Fire Hydrants

Commission may allow public fire hydrants to be used on a "temporary" basis by contractors for filling of tank trucks on a day-to-day basis upon making formal application. Temporary service from private fire hydrants will not be allowed. Water taken from a fire hydrant is Non-Potable Water. It is important to remember that fire hydrants are an essential part of the community's fire protection program and utilization of them for temporary service can delay or hamper their effectiveness. Utilization of fire hydrants for temporary service shall be limited to ninety (90) days. Extension of this period may be granted by request.

No hydrant may be utilized without a Commission installed backflow and control device. During peak construction periods, a shortage of devices may occur, and allocation will be on a first come, first serve basis. Commission reserves the right to limit one device per company.

Charges for fire hydrant temporary service shall be at Commission's regularly established schedule of charges and rates. Such charges include Commission's cost of furnishing, installing, maintenance, and subsequent removal of the device and the cost of water used. Such charges are based on the use of a single hydrant and moving of the equipment shall constitute a separate charge. Commission may disconnect water service(s) with written notice for failure to pay all charges when due. Refer to section 4.2 for additional information regarding non-payment of bills and disconnection of service.

Persons responsible for unauthorized use of fire hydrants without Commission's flow control and backflow protection equipment shall be charged a tampering and inspection fee and for water used in accordance with Commission's regularly scheduled charges and rates.

Temporary service will be provided from November 1 through March 1 if the Applicant provides adequate protection against freezing weather conditions. The temporary fire hydrant connection must be protected, to Commission's satisfaction, within two (2) hours of installation. If the device is not adequately protected, within two (2) hours, the device will be removed, and the Applicant's installation charge forfeited. The contractor shall be responsible for the cost of repair of any device damaged by freezing or neglect.

Contractors performing work within the city limits of the City of Medford and existing surrounding water districts or service area that are not master metered may be allowed to utilize temporary service from a fire hydrant. The water taken from a fire hydrant may not be used or transported to other areas outside of our service boundary. Water from the temporary service is for the exclusive use of the contractor or their designated subcontractor for the express project identified on the application for service.

10.6 Bulk Water Sales from Fire Hydrant

Bulk water sales from fire hydrants are not allowed. Bulk water can be purchased at 821 N. Columbus Ave., Medford, and also at the Jackson County Public Works shop located at 724 Antelope Road in White City.

SECTION 11 PRIVATE FIRE SERVICE

Standards and requirements for private fire protection services are defined in the current "Medford Water Commission Standards for Fire Protection Systems."

Use of private fire services or private fire hydrants is restricted to fire protection only.

SECTION 12 PREVENTION OF CONTAMINATION BY BACKFLOW & CROSS CONNECTIONS

Standards and requirements for cross connection issues are defined in the *Medford Water Commission Standards for Backflow Protection Assemblies*.

12.1 Private Wells and Auxiliary Water Supplies

Oregon Health Division rules strictly prohibit interconnection of other water supplies with a municipal system without the installation and maintenance of approved backflow protection. Auxiliary water supplies (private wells, piped irrigation sources, etc.) are major cross connection control hazards and therefore, must be effectively isolated from the domestic water supply.

- (1) Commission Cross Connection policies and requirements for Customers with private wells are as follows:
 - a. Premise isolation (with approved Reduced Pressure (RP) assembly installed directly behind the meter) is required for all properties with auxiliary water sources.
 - b. No backflow protection is required if a well can be verified to be permanently inactivated by removing the well pump and associated plumbing, and welding the well casing closed. In such cases, formal abandonment in accordance with requirements of the Jackson County Water Master should be pursued by the property Owner.
 - c. If the well remains active, an approved RP back flow assembly is required at the service connection. The RP backflow assembly shall drain to daylight and be protected from freezing. On-site plumbing is the responsibility of the local plumbing authority.
 - d. Visual inspection of a weld sealed well casing is required to avoid installing backflow protection.
- (2) Rainwater harvesting or gray-water systems shall be evaluated on a case-by-case basis.
- (3) A new service to any premise with an active well or other auxiliary water supply on-site shall be locked OFF until the installation and initial test of a RP is verified by Commission.
- (4) An existing service to any premise with an active well or other auxiliary water supply on-site shall be required to be retro-fit with a RP at the service connection.
- (5) Plumbing permits are required when installing backflow prevention assemblies.
- (6) All backflow prevention devices are subject to annual inspection and testing. The cost of annual performance testing and any required maintenance is the responsibility of the device Owner. Annual testing and routine maintenance for backflow prevention assemblies located on "single-family residential" service connections may be included in Commission's "Residential Backflow Protection Program" detailed in Section 12.2.

12.2 Residential Backflow Protection Program

To accomplish the common goals of maintaining safe drinking water while providing high quality Customer service, Commission has adopted a program to assist single-family residential Customers with the annual testing and maintenance requirements for backflow prevention assemblies. The Residential Backflow Protection Program provides annual testing and routine repair services for all privately owned backflow assemblies located on single-family residential services.

Backflow prevention assembly installation and initial performance testing is the responsibility of the device Owner. Assemblies will be adopted into the program thereafter. All backflow prevention assemblies remain the responsibility of the property Owner.

Replacements or device replacements are not covered in this assistance program. Program costs are recovered in a base-level charge applied equally to all single-family residential water services.

Customers may opt to secure their own annual testing services in lieu of allowing Commission representatives access to test and repair the assembly.

12.3 Commercial, Industrial and Multi-Family Backflow Protection

All Commercial Systems and Multi-Family Units shall be required to install backflow protection at the service connection to the premise with service installation, remodel, tenant improvements, and/or change of use. The degree of hazard protection will be determined by MWC.

In addition, backflow prevention assemblies for protecting community water systems shall be installed at the service connection to premises where an approved air gap does not exist and:

- (1) There is an auxiliary water supply which is, or can be, connected to the potable water piping;
- (2) There is piping for conveying liquids other than potable water, and where that piping is under pressure and is installed in proximity to potable water piping;
- (3) There is intricate plumbing which makes it impractical to ascertain if cross connection exists.
- (4) There is back siphonage potential.

12.4 Irrigation Systems

All irrigation systems that are connected to potable water lines shall be equipped with a backflow device. Refer to Medford Water's Standards for Backflow Prevention Assemblies for approved backflow devices.

12.5 Backflow Testing and Reporting

It is the responsibility of any backflow prevention assembly tester performing tests and maintenance on backflow prevention assemblies to submit records of such tests and maintenance to the Commission. At such a time when a backflow test and maintenance portal is implemented by the Commission, testers will be required to enter test results directly into the online portal.

SECTION 13 AIR CONDITIONING AND REFRIGERATION

13.1 Definitions

For the purpose of this section, the following terms shall have the following meanings:

- (1) The terms "air-conditioning system" and "refrigeration system" shall include any combination of equipment, whether compressor or other type, by which heat is removed from the air and from which the accumulated or effluent heat is wholly or partially removed by the use of water.
- (2) "Air-conditioning system" shall mean an installation for maintenance, by heat removal, of temperatures which are not less than 60° F.
- (3) "Refrigeration system" shall mean an installation for maintenance, by heat removal, of temperatures which are less than 60° F.
- (4) "System" shall mean any combination of apparatus, individual unit, group or collection of units supplied with water through any Customer service pipe connected to the public water system.
- (5) "Rated capacity in tons" shall be considered as not less than the following:
 - a. total maximum BTU's per 24 hours of capacity of the installation divided by 288,000; or
 - b. the nameplate horsepower of any compressor prime mover unit, for any air-conditioning installation; or
 - c. two-thirds of the nameplate horsepower of (b) above, for any refrigeration installation.

13.2 Water Use and Conservation

All air conditioning systems and refrigeration systems having rated capacities exceeding three (3) tons per 24 hours using water cooling equipment shall be of enough capacity to ensure that the requirements for make-up water when operating under a full loading at maximum summer temperatures will not exceed:

- (1) Evaporative coolers, cooling towers and spray ponds 0.05 gallons per minute per ton of rated capacity
- (2) Adiabatic coolers 0.2 gallons per minute per ton of rated capacity

13.3 Installation and Sanitary Protection

No piping connection shall be installed which would permit direct use of water from the public water system and which would allow the by-passing in part or in entirety of the necessary evaporative condenser, cooling tower, spray pond or other water-cooling equipment.

13.4 Effective Date of Compliance

For new installations, these *Regulations* shall be effective immediately.

Existing installations shall be modified to conform to the provisions of these *Regulations* whenever such existing installations are improved, increased in capacity, relocated or changed in any manner. If a critical condition develops in the public water supply system, all installations not equipped to conserve water shall be subject to immediate discontinuance upon notice.

13.5 Water Source Heating/Cooling Pumps

A demonstration project allows a limited number of water source heat pumps to be installed in the system. No additional water source heat pumps are allowed.

SECTION 14 GROUND WIRE ATTACHMENTS

The attachment of any electrical ground wire to any plumbing which is or may be connected to a service connection or main belonging to Commission by any person shall be at their own risk. Commission will assume no liability for damage to property or injury to the persons caused by such ground being made ineffectual through removing of a meter or other break in electrical conductivity or the use of plastic or other nonconducting materials. Commission will hold the Customer liable for any damage to its property caused by such ground wire attachments.

SECTION 15 SURGE CONTROL

Commission may discontinue service to Customers when the Customer's rate of water use is suddenly changed as caused by a quick closing valve or other device which creates excessive pressure surges in the public water system. Commission may approve the installation and operation of surge suppression devices by the Customer at the Customer's expense as a condition of continued service.

SECTION 16 IRRIGATION

16.1 Rate of Use of Water

Commission may require that landscape or garden watering systems with a capacity exceeding twenty (20) gallons per minute be operated only during off-peak hours of 9:00 p.m. to 6:00 a.m. If customer refuses to comply with such a request, a surcharge may be added to customer's bill or water service could be terminated.

16.2 Water Waste

Where water is wastefully or negligently used on a Customer's premises which adversely affects the surrounding property, Commission may discontinue service to the premises if such conditions are not corrected after notice. (See also Section 3.10, "Waste of Resource".)

SECTION 17 WATER PRESSURE STANDARDS

For the provision of water service to Customers, the desired minimum water distribution main pressure is thirty-five (35) pounds per square inch. Applications for service from mains having operating pressure less than the minimum may be denied and such Applicants shall be given the option of initiating the installation of the necessary distribution system facilities to provide water service above the minimum pressure in accordance with Commission's distribution system extension policy and procedure. Where service is presently provided at water pressure in the distribution main of less than the minimum it may be discontinued or included in long range planning for future correction.

Customers who receive water pressure in excess of eighty (80) psi are encouraged to install and maintain pressure reduction valves. All costs associated with the installation and maintenance of these pressure control devices shall be the responsibility of the Customer.

SECTION 18 SURPLUS WATER**18.1 Use of Surplus Water**

Water disposed of or sold outside of the boundaries of the City of Medford shall only be surplus water.

18.2 Rights to Surplus Water

Customers' rights of use of surplus water of Commission shall not be prior or superior to the rights to the use granted to others by Commission and shall at all times be subject to the *Regulations* of Commission. Limiting or restricting the supply of water to any Customer is in the sole discretion of Commission, when deemed advisable or necessary for the distribution and use of the surplus water of the City of Medford, taking into consideration the Commission water system, the condition of the water system, the surplus water available, requirements and use, and such other conditions as Commission shall deem pertinent.

18.3 Surplus Bulk Water Sales

Surplus Bulk Water is available from Medford Water at 821 N. Columbus Ave., Medford, Oregon. Maximum weekly limit is 3,500 gallons. Maximum water volume per month is 15,500 gallons. Water in larger volumes are available at the Jackson County Public Works Facility at 724 Antelope Road, White City, Oregon upon set up of account with Jackson County. Medford Water maintains water sales records by customer including license plate of the vehicle used to haul the water. Only one account per vehicle license is allowed. Once maximum volume is reached water will not be dispensed until new time period begins. Bulk water is used and hauled at your own risk. Rights to purchase water will be rescinded if terms and conditions are not followed. Refer to Exhibit E (Schedule 11) for rate information.

SECTION 19 UTILITY AND MUNICIPAL CUSTOMERS**19.1 Contracts**

Commission requires a contract for service to utility and municipal Customers. Such contract shall set out the maximum quantity of water to be supplied, the maximum rate of use of water, the location of the connection or connections, the location of the area to be supplied, a requirement that service to the Customer shall be in accordance with these *Regulations* and the current and future water rates that may be modified or changed by Commission and such other provisions as Commission may deem necessary. Contracts with utility Customers will allow for operation and maintenance of the utility Customer's facilities by Commission forces.

19.2 Extension of Facilities

At the time of entering into a contract with Commission, utility Customers shall file with Commission a written legal description of the area to be served by the utility Customer and the utility Customer shall not supply service outside of such described area without written consent of Commission. Utility Customers shall have received the written consent of Commission before annexing and serving additional areas. The area in which municipal Customers may supply water service is defined in the water supply contract for each entity.

SECTION 20 PUBLIC RECORDS REQUESTS

Commission strictly adheres to all provisions of ORS 192.314, Right to Inspect Public Records. Fees may be charged to reimburse all costs associated with making non-exempt records available to the public per Exhibit D, "Charges for Special Services."

SECTION 21 ADJUSTMENTS AND REVISIONS

Commission reserves the right to change these *Regulations*, Rate Schedules, and regularly scheduled miscellaneous charges as it deems necessary. Where applicable, these *Regulations* cancel and supersede all previous *Regulations* issued by the Commission.

These *Regulations* are available for inspection on Commission's website and in the office during regular business hours. Copies may be purchased in accordance with Commission's regularly scheduled charges and rates.

SECTION 22 DEFINITIONS

Account Holder	An individual, partnership, corporation or governmental agency or agent of any of these receiving water service.
Applicant	An individual, partnership, corporation or governmental agency or agent of any of these applying for water service.
Commercial Service	All water service except that defined as residential or industrial and including service to governmental agencies.
Commission	The Board of Water Commissioners of the City of Medford or its authorized agents or employees.
Customer	An individual, firm, corporation, or governmental agency receiving water service from Commission.
Customer Line	The pipe, valves, and facilities leading from the meter, or shut-off valve, or double detector check in the case of a fire service, into the premises served.
Standby Fire Service	The provision of water service exclusively for fire sprinkler systems, hose connections, and private fire hydrants using water only for extinguishing fires or for testing.
Group Customer	Customers served as a group through a master meter where one Customer of the group is responsible for payment of monthly charges.
Industrial Service	The provision of water service to premises wherein the manufacturing or processing of a product is performed.
Irrigation Account	Water Service that is provided through a separate meter that supplies water for outdoor use only.
Landlord/Owner	The person or business who owns the property is the owner. The person or business who the owner has an agreement with to manage and rent the property to a tenant is the landlord.
Main	A water line two inches (2") or larger in diameter and designed or used to serve more than one (1) premise.
Municipal Customer	Incorporated cities purchasing wholesale water from Commission.
Premise	A continuous tract of land, building, or group of adjacent buildings under a single control with respect to use of water and responsibility for payment.

Residential Service	Water Service to any structure used primarily for residential purposes and which is not an integral part of a commercial venture.
Multiple-Family Residential Service	Service to a premise which consists of two or more dwelling units (structure or the part of a structure that is used as a home, residence or sleeping place by one person who maintains a household or by two or more persons who maintain a common household).
Service Connection	The pipe, valves and other facilities extending from the main to and including the meter, or in the case of a fire service, to the shut-off valve or double detector check in the vault. In the case of a fire service where there is no shut-off valve, or when the DDC device is within the structure, Commission's responsibility for the service connection ends at the edge of the public right of way.
Surplus Water	Remaining water available for contractual sale after unrestricted use by Commission, its customers and special Commission agreements with others within and without the City of Medford.
Temporary Service	Service for circuses, bazaars, fairs, construction work, and similar uses of a short term or transient nature and any service that does not meet the requirements for permanent service line or main or main extension.
Tenant	A person who occupies a property rented from an owner/landlord.
Transmission Main	Those water mains that normally provide water for a large area and transport water for long distances for distribution by distribution mains.
Utility Customer	Domestic water districts incorporated under Oregon State Statutes or private corporations organized for the provision of water service to 15 or more premises.
Water Service	Water furnished within the city of Medford and certain other areas outside the city limits by Commission.



Memorandum

TO: Commissioners Jason Anderson, John Dailey, Bob Mylenek, Brian Sjothun and David Wright

FROM: Beau Belikoff, Finance Manager

DATE: Wednesday, June 17, 2026

SUBJECT: Item 5.3 – Resolution 2030, Authorizing the General Manager to Execute a Payment to CIS for General Liability, Automotive, and Property Damage Insurance for Fiscal Year 2026-2027

OBJECTIVE: Board Approval

Issue

The total cost of the annual premium for general liability, automotive, and property damage, and cyber insurance premium exceeds the General Manager's purchasing authority without board approval.

Discussion

Medford Water's 2026–2027 insurance renewal maintains comprehensive coverage across property, liability, auto, crime, and cyber programs. The proposed CIS premium is \$312,898.17, a 3.5% increase from last year. The increase is primarily due to market conditions and the addition of new facilities

The insurance market remains challenging due to inflation, rising claim costs, more frequent severe weather, and increasing cyber risks—all of which influence carrier pricing and underwriting. Despite this environment, the proposed renewal continues to provide comprehensive protection for Medford Water's assets and operations. Although property insurance rates are trending downward overall, Medford Water's property premiums experienced an increase with the addition of the Duff Treatment Plant and the new Operation Center. These significant new assets expand the insured property base.

In addition, \$2M in cyber liability and additional crime coverage is being purchased from Travelers through Marsh McLennan Insurance in the amount of \$17,513.00. Last fiscal year's cost for cyber liability was \$14,107 from Travelers.

Financial Impact

The Fiscal Year 2026-2027 premium for general liability, automotive, and property damage from CIS is \$312,898.17. Travelers' cyber liability coverage through Marsh McLennan is \$17,513.00. The total on both insurance premiums is over the proposed budgeted amount by \$4,090.00.

Requested Board Action

Approval of Resolution 2030, authorizing the General Manager of Medford Water to execute a payment of \$312,898.17 to CIS for Medford Water's general liability, automotive, and property damage insurance premium for Fiscal Year 2026-27.

RESOLUTION NO. 2030

A RESOLUTION Authorizing the General Manager of Medford Water to Execute on Behalf of the Board of Water Commissioners, a Payment to City County Insurance Services in the Amount of \$312,898.17 for Medford Water 's General Liability, Automotive, and Property Damage Insurance Premium for Fiscal Year 2026-2027

WHEREAS, the cost of the premium for general liability, automotive, and property damage insurance from City County Insurance Services (CIS) for Fiscal Year 2026-2027 is \$312,898.17; and

WHEREAS, Medford Water will be adding the new Operation Center to its insurance policy during the current policy term, and such mid-term modification is expected to result in an increase to the total premium; and

WHEREAS, the anticipated annualized premium associated with adding the Operation Center is approximately \$25,000; however, this amount will be prorated based on the effective date of the coverage addition; and

WHEREAS, this amount exceeds the General Manager's authority;

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF WATER COMMISSIONERS OF THE CITY OF MEDFORD, OREGON, THAT:

SECTION 1. The General Manager is hereby authorized and directed to execute on behalf of the Board of Water Commissioners a payment in the amount of \$312,898.17 to CIS for Medford Water's general liability, automotive, and property damage insurance for Fiscal Year 2026–2027.

SECTION 2. That the General Manager is hereby authorized and directed to execute said contract, payments for said contract up to \$312,898.17, and any contract amendments not exceeding twenty-five percent (25%) of the original contract amount, including amendments necessary to incorporate prorated premium adjustments associated with the addition of the Operation Center and related changes in building value, contents value, and total insured square footage. The contract, which is on file in the Office of Medford Water and by reference made a part hereof, is hereby approved. This authorization exceeds the authority of the General Manager as defined in Section 1.02 of the Medford Water Contracting & Purchasing Regulations.

PASSED by the Board of Water Commissioners and signed by me in authentication of its passage this 17th day of June 2026.

ATTEST: _____
Amber Furu, Asst. Clerk of the Commission

Jason Anderson, Chair



Memorandum

TO: Commissioners Jason Anderson, John Dailey, Bob Mylenek, Brian Sjothun, and David Wright.

FROM: Brian Runyen, Engineering Manager

DATE: Wednesday, June 17th, 2026

SUBJECT: Item 5.4 – Resolution 2031, Providing for the Creation of a Refund District Associated with the Rainbow Drive Development for Reimbursement to Mast One, LLC of Future Collection of a Proportionate Share of Costs of Water Main Construction

OBJECTIVE: Board Approval

Issue

As allowed under the Regulations Governing Water Service, the developer of Rainbow Drive Development has requested a Refund District be created related to the water system improvements dedicated to Medford Water. Board approval is needed to create this refund district.

Discussion

Mast One, LLC has completed the construction of public improvements for Rainbow Drive Development in Central Point, Oregon.

The construction of the Rainbow Drive Development included installation of approximately 513 feet of 12-inch waterline in Rainbow Drive. The west side of Rainbow Drive consists of potentially re-developable land with no current water service, and under different ownership.

MW Regulations Governing Water Service allow for creation of a Refund District to recoup costs associated with the construction of the water main in Rainbow Drive. Mast One, LLC has requested establishment of a refund district. The request by Mast One, LLC for a Refund District with a term of 20 years is consistent with MW Regulations Governing Water Service requirements for creation of Refund Districts.

The reimbursement amount for Rainbow Drive will be based on a 12" water line installed in an un-paved condition at \$62.96 per lineal foot for the west side of street frontage.

Financial Impact

There is no financial impact to Medford Water (MW). When a new customer connects to the water main, MW collects the approved amount for the Refund District and passes the amount on to Mast One, LLC.

Requested Board Action

Staff recommends approval of this Resolution, creating a Refund District to Mast One, LLC related to the Rainbow Drive Development.

RESOLUTION NO. 2031

A RESOLUTION Providing for the Collection of a Proportionate Share of the Cost of Water Main Construction on Rainbow Drive From Vilas Road to approximately 513 Feet North of Vilas Road, From Property Owners Benefitting Thereby at the Time of Use of the Said Water Mains and Providing for the Payment of the Sums So Collected to Mast One, LLC, Installer of Said Water Mains

BE IT RESOLVED BY THE BOARD OF WATER COMMISSIONERS OF THE CITY OF MEDFORD, OREGON, AS FOLLOWS:

SECTION 1. Mast One, LLC has constructed approximately 12-inch water line in Rainbow Drive from Vilas Road to approximately 513 feet North of Vilas Road, paying all such costs of construction and has dedicated the said water main for public use and ownership to the City of Medford by and through its Board of Water Commissioners.

SECTION 2. That the General Manger of Medford Water, acting on behalf of the Board of Water Commissioners, has accepted said water mains for ownership by the City of Medford by and through its Board of Water Commissioners.

SECTION 4. That the water lines described in Section 1 benefits the property (map lot 36-2W-36D TL-1300) fronting on the west portions of Rainbow Drive, and that the property owner fronting said extension has not paid any of the cost of said water main although benefited by said water main.

SECTION 5. That any future applicant for a connection to the said water main or development of the property with water service will be charged the sum of \$62.96 per lineal foot of their frontage along Rainbow Drive, as a proportionate share of the cost of the said water main, and the sum so charged and collected will be paid to Mast One, LLC, 5235 Rainbow Drive, Central Point OR 97502, until the 17th day of June 2046.

PASSED at a regular meeting of the Board of Water Commissioners and signed by me in authentication thereof this 17th day of June 2026.

ATTEST: _____
Amber Furu, Asst. Clerk of the Commission Jason Anderson, Chair

RAINBOW DRIVE DEVELOPMENT
REFUND DISTRICT EXHIBIT



RAINBOW DEVELOPMENT REFUND DISTRICT EXHIBIT



Street frontage of properties affected by refund district.

1" = 100'
Page Size:
Letter
150 200

0 50 100 150 200
Feet

OCRS Grants Pass-Ashland NAD
1983 2011 TM Feet Intl
jwmenteer

This map is based on a digital database compiled by Medford Water from a variety of sources. Medford Water cannot accept responsibility for errors, omissions, or positional accuracy. There are no warranties, expressed or implied. MW GIS 20260304 jwmenteer



Memorandum

TO: Commissioners Jason Anderson, John Dailey, Bob Mylenek, Brian Sjothun, and David Wright.

FROM: Brian Runyen, Engineering Manager

DATE: Wednesday, June 17, 2026

SUBJECT: Item 5.5 – Resolution 2032, Providing for the Creation of a Refund District Associated with the Smith Village Apartments Development for Reimbursement to Orchard Glen South, LLC of Future Collection of a Proportionate Share of Costs of Water Main Construction

OBJECTIVE: Board Approval

Issue

As allowed under the Regulations Governing Water Service, the developer of the Smith Village Apartments development has requested a Refund District be created related to the water system improvements dedicated to Medford Water. Board approval is needed to create this refund district.

Discussion

Orchard Glen South, LLC has completed the construction of public improvements for Smith Village Apartments development in Medford, Oregon.

The construction of the subdivision included installation of approximately 350 feet of 12” waterline in Meadows Lane. The south side of Meadows Lane consists of potentially re-developable land with no current water service, and under different ownership.

MW Regulations Governing Water Service allow for creation of a Refund District to recoup costs associated with the construction of the water main in Meadows Lane. Orchard Glen South, LLC, has requested establishment of a refund district. The request by Orchard Glen South, LLC, for a Refund District with a term of 20 years is consistent with MW Regulations Governing Water Service requirements for creation of Refund Districts.

The reimbursement amount for Meadows Lane will be based on a 12-inch water line constructed in an unpaved condition at \$62.96 per lineal foot for the south side of street frontage.

Financial Impact

There is no financial impact to Medford Water (MW). When a new customer connects to the water main, MW collects the approved amount for the Refund District and passes the amount on to Orchard Glen South, LLC.

Requested Board Action

Staff recommends approval of this Resolution, creating a Refund District to Orchard Glen South, LLC related to the Smith Village Apartments development.

RESOLUTION NO. 2032

A RESOLUTION Providing for the Collection of a Proportionate Share of the Cost of Water Main Construction in Meadows Lane From Approximately 245 Feet West of the Intersection of Darlington Street and Meadows Lane Continuing 350 Feet West Terminating Near the South East Property Corner of Map Lot 37-2W-26CA TL-900, From Property Owners Benefitting Thereby at the Time of Use of the Said Water Mains and Providing for the Payment of the Sums So Collected to Orchard Glen South, LLC, Installer of Said Water Mains

BE IT RESOLVED BY THE BOARD OF WATER COMMISSIONERS OF THE CITY OF MEDFORD, OREGON, AS FOLLOWS:

SECTION 1. Orchard Glen South, LLC has constructed approximately 350 lineal feet of 12-inch water in Meadows Lane from approximately 245 feet west of the intersection of Darlington Street and Meadows Lane continuing 350 feet west, terminating near the south east property corner of map lot 37-2W-26CA TL-900, paying all such costs of construction and has dedicated the said water main for public use and ownership to the City of Medford by and through its Board of Water Commissioners.

SECTION 2. That the General Manger of Medford Water, acting on behalf of the Board of Water Commissioners, has accepted said water mains for ownership by the City of Medford by and through its Board of Water Commissioners.

SECTION 4. That the water lines described in Section 1 benefit the property fronting on the portions of the south side of Meadows Lane, and that the property owner fronting said extension have not paid any of the cost of said water main although benefited by said water main.

SECTION 5. That any future applicant for a connection to the said water mains or development of the property with water service will be charged the sum of \$62.96 per lineal foot of their frontage along Meadows Lane, as a proportionate share of the cost of the said water main, and the sums so charged and collected will be paid to Orchard Glen, LLC, 353 Dalton Street, Medford OR 97501, until the 17th day of June, 2046.

PASSED at a regular meeting of the Board of Water Commissioners and signed by me in authentication thereof this 17th day of June, 2026.

ATTEST: _____
Amber Furu, Asst. Clerk of the Commission

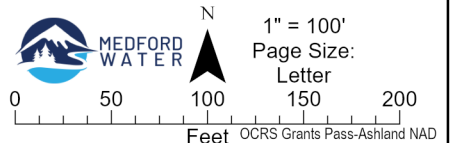
Jason Anderson, Chair

SMITH VILLAGE REFUND DISTRICT EXHIBIT



SMITH VILLAGE APARTMENTS REFUND DISTRICT EXHIBIT

Street frontage of properties affected by refund district



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