November 2026

MEDFORD WATER

Waterlines

Quarterly Newsletter of Medford Water



5th Annual Calendar Contest Underway

In September, we kicked off our annual calendar contest for fourth grade students of the Medford School District and White City. This exciting program helps spark an interest in source water protection and conservation; students are asked to create an illustration of what water means to them, and 12 submissions are selected for our Water Efficiency calendar.

For more information, go to: medfordwater.org/calendarcon.

(Pictured above: 2nd Place from the 2026 calendar, drawn by Nevaeh from Table Rock Elementary)

We're here for you

Contact us:

(541) 774-2430
customerservice@medfordwater.org

medfordwater.org

200 South Ivy Street - Room 177
Medford, Oregon 97501

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

Socialize with us!

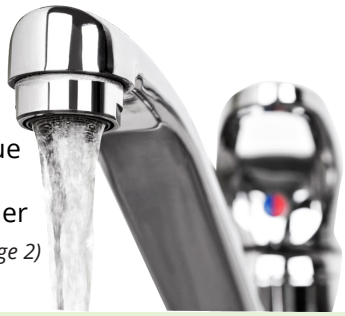
Annual Hearing Set to Consider Proposed Rate Adjustments

Having high-quality water at the turn of a tap is a convenience that many in the world do not have, and yet it is something often taken for granted. Treating, transporting, and storing water for people to use comes at significant expense, and these costs are the basis for fees that all water providers charge.

Medford Water is deeply committed to providing reliable, high-quality water service to everyone in our system at the best value. To do this, we conduct annual reviews of our water rates for all customer classes to determine the revenue necessary to fund replacement of aging infrastructure (parts of our system are over 100 years old), improvements and expansion of existing facilities, and the construction of new resilient facilities that store, treat, and transport water. We must continue the growth of our system from the last 100 years so that we can continue to provide service for the next 100 years.

In addition to maintaining and expanding our system, inflationary increases in operating costs—such as electricity and treatment chemicals—are a factor as well. We receive no support from local taxes, and our revenues do not support other City of Medford work; revenue from water rates and other

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Giving Thanks by Safeguarding Our Sources

While turkey and pie take center stage in November, water is essential to our Thanksgiving feast—and our daily life. From the fields that grow our food to the taps in our homes, clean water is a blessing that we are grateful for. But gratitude is more than just a feeling, it is an action. We honor this blessing by protecting our water sources through proactive planning, collaboration, and strategic action, so that the water we provide remains safe and as affordable as possible.

Both of our sources, Big Butte Springs and the Rogue River, provide high-

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Don't Miss Important Updates—Get Water Alerts Today

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

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



Rates Hearing, Cont'd.

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fees stay with us to be invested in the water system. To reduce impacts to customers, we have sought out federal funding sources, such as Water Infrastructure Finance and Innovation Act funding ($97M of low-interest rate loan terms awarded in 2022) that is being applied to several large-scale infrastructure projects, such as our Capital Hill Reservoir Replacement Project and our Operation Center.

This year's Cost-of-Service Study will determine any rate modifications necessary to address the rising costs of operating our community's water system, and those modifications will be considered by the Board of Water Commissioners at a public hearing on December 2, 2026. The purpose of this hearing will be to review the proposed adjustments, explain why these changes are being considered, and gather feedback from our customers and community members. If approved, any modifications would take effect March 1, 2027. All members of the public are welcome to attend board meetings.

Go to medfordwater.org/agendas for details on the December 2 board meeting (agendas are posted the week prior). The proposed rate modifications and rates FAQs will be available ahead of the hearing at medfordwater.org/rates.

Thanks, Cont'd.

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Employees collecting litter

quality water, but land uses within these watersheds can threaten water quality. Our Source Water Protection Plan guides efforts to address these risks. Its objectives include improving water quality in the Rogue River upstream of our drinking water treatment plant, establishing emergency spill prevention and response plans for both sources, and reducing wildfire risk in the Big Butte Springs watershed.

Healthy forests act as natural filters throughout the watershed. Our responsible thinning and fuels reduction improves forest health and helps protect surface and groundwater supplies before they ever reach our treatment plant.

During this month's annual Rogue River training, our staff will join local agencies and emergency response teams to practice quick treatment and problem-solving techniques designed to prevent spills from harming our water supplies.

We also adopted a section of highway in partnership with Jackson County Roads earlier this year. Our section of highway is an 8-mile stretch that runs through our watershed. Employees can volunteer twice a year to collect litter along the route. This year, we have gathered almost 50 bags of trash and debris, protecting local wildlife and preventing pollutants from these materials from washing into streams and rivers.

Through these and other strategic actions, Medford Water will remain an active steward of our watersheds and safeguard the water we provide for current and future generations.

PROJECT UPDATES

Stay up to date with our projects at medfordwater.org/projects.

Capital Hill Reservoir Replacement

The contractor is working diligently; hard rock excavation is ongoing and anticipated to be complete by the end of November. Weekly schedules and updated photos are posted at the link below so neighbors can keep up with project activities.

medfordwater.org/capitalhill


Excavation for new reservoir

Winterizing Sprinklers: Protect Your Pipes and Your Wallet!

With fall here and winter on the way, it is no longer necessary to water your landscape. It's time to turn off your irrigation system and prepare it for the winter!

Leaving water inside your irrigation lines when the ground freezes can cause pipes to crack, valves to burst, and other parts to fail—leading to costly spring repair bills and water waste. Properly draining and blowing out your system before the first hard freeze shields your investment from damage and helps ensure it will work properly when warmer days return.

Go to medfordwater.org/winterizing for easy steps to complete, or you may consider consulting a local irrigation contractor.

Medford Water

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

Commissioners

Jason Anderson • David Wright

John Dailey • Robert Mylenek • Brian Sjothun

General Manager

Brad Taylor

Serving Medford and Partner Cities:

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

Also serving:

White City area and the Elk City Water District

MEDFORD WATER

Water for the Next Century.

(541) 774-2430 | medfordwater.org