



Waterlines

MAY 2019

QUARTERLY NEWSLETTER OF MEDFORD WATER COMMISSION

CONSERVATION PAYS OFF!

In an average home with older plumbing fixtures, nearly one-third of the water used indoors is flushed down toilets.

Commission customers can receive a rebate of up to \$85 per toilet with the purchase and installation of a new WaterSense® certified dual-flush, or 1.28-gallon or less per flush model.

These new low-flush models use up to 70% less water than toilets installed prior to 1994, and 20% less than the current standard 1.6-gallon per flush toilet.

For eligibility requirements and the application form, go to the Conservation tab of our website or call our conservation team at (541) 774-2436.



We're here for you:

(541) 774-2430
customerservice@medfordwater.org

medfordwater.org

200 South Ivy Street, Room 177
Medford, OR 97501

8 a.m. to 5 p.m., Monday - Friday

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WATER QUALITY IMPROVEMENTS UNDERWAY

Continuing a tradition of providing drinking water of the highest quality.

Water quality and the protection of public health are Medford Water Commission's top priorities. In late 2018, the Commission completed a two-year Water Quality and Corrosion Study to better understand options to further reduce the possibility of lead and copper leaching from materials in service lines and household plumbing.

Our two water supplies – Big Butte Springs and the Rogue River – do not contain lead or copper. However, there may be an opportunity to make further improvements to preserve the community's high-quality water all the way to the tap; the study showed that adjusting the water chemistry with a compound called sodium hydroxide is the best option to reduce the release of lead and copper from fixtures and fittings.

Is sodium hydroxide safe?

Sodium hydroxide is used at thousands of drinking water plants across the nation. When dissolved in water, it breaks down into sodium (found in table salt) and hydroxide ions (found in all water).

In addition to being used in water treatment, it is found in many everyday beauty products and used in food preparation.



Water sampling

Why are lead and copper important?

Lead and copper have known health effects. Reducing the release of lead and copper helps keep everyone in our community healthy.

Since our wastewater is treated and eventually makes its way to the river, reducing copper in our drinking water helps keep the Rogue River healthy and allows us to continue to be good stewards of our natural resources.

How is the Commission moving forward with improvements?

The Commission has started preliminary design of water quality improvements for both drinking water sources that utilize the new sodium hydroxide system. It will take approximately two years to design and construct the new systems. This is the last step of our multi-pronged approach to reducing the release of lead and copper.

Learn more about the Study at medfordwater.org or contact Water Quality at (541) 774-2430.



At left: Pipe loop testing simulates conditions found in service pipes and home plumbing.

ANNUAL CONSUMER CONFIDENCE REPORT AVAILABLE JULY 1

Medford Water Commission's annual Consumer Confidence Report will be available by July 1 at <http://www.medfordwater.org/consumerconfidencereport.pdf>.

Paper copies will be available at our office in the Medford City Hall Lausmann Annex building at 200 S. Ivy St., Room 177, or by calling (541) 774-2430.

The report includes water testing results for the year 2018 and

information explaining what the results mean. It focuses on and provides additional details about compliance with regulations; it does not include data on all of the parameters tested. For a comprehensive listing of results, find the 2018 Water Quality Analyses on the Water Quality page of our website.

El informe anual sobre la calidad de su agua estará disponible en línea el 1 de Julio en: <http://www.medfordwater.org/informedeconfianzadelconsumidor.pdf>. Por favor llame al (541) 774-2430 si desea una copia en papel por correo.



DID YOU KNOW...

That you can help play a role in improving your water quality?

Here are a few tips:

- Always use the cold water tap for drinking or cooking, since hot water is more likely to release metals from pipe materials.
- Periodically remove and clean out the build-up on the aerators in your faucet.
- During periods of long stagnation, water can pick up off-tastes from sitting in the plumbing inside of your house, especially in older plumbing systems.

To help combat this, you can run your water for 30 seconds to 2 minutes (until you feel the temperature drop) before drinking or cooking, to flush water that has been sitting in pipes without use, such as in the morning, after returning from work or school, and especially after a vacation.

**BONUS
CONSERVATION
TIPS!**

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

Medford Water Commission

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

Commissioners

John Dailey • Daniel Bunn
Rick Whitlock • Greg Jones • Jason Anderson

General Manager

Brad Taylor

Serving Partner Cities:

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

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*Emergency intertie only

