



## Safety Committee Honored With Award

Medford Water's safety committee was recently awarded the 2021 Safety Award for Outstanding Safety Committee by the Southern Oregon Chapter of the American Society of Safety Professionals.

The award—presented at the 2021 Southern Oregon Occupational Safety & Health Conference—honors safety committees who have done an outstanding job with safety programs, statistics, and engagement.

We congratulate our team and thank them for their continued efforts to protect our employees, customers, and facilities.

## We're here for you:

### Contact us:

(541) 774-2430  
customerservice@medfordwater.org

medfordwater.org

200 South Ivy Street - Room 177  
Medford, Oregon 97501

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

### Socialize with us!



facebook.com/MedfordWater



twitter.com/MedfordWater



## WATER REVENUE BONDS TO FINANCE PIVOTAL RESILIENCY PROJECT

Following the passing of an ordinance by Medford City Council on October 7<sup>th</sup> authorizing Medford Water to issue up to \$150 million in water revenue bonds, the Board of Water Commissioners have approved an agreement with the City that is the next step towards issuing bonds to finance essential improvements to our water system.

As the Rogue Valley's trusted municipal water provider for nearly 100 years, Medford Water is working to ensure we can serve our customers for the next hundred years as well.

Accomplishing this is tied to the implementation of our 10-year Capital Plan, which serves as a roadmap for the renewal, replacement, and expansion of facilities needed to serve our customers, as well as the financial planning of these projects so that the

funding is available when it is needed.

We take our mission to provide a high-quality water supply at the best value very seriously, and in addition to water revenue bonds, Medford Water is proceeding with an application for Water Infrastructure Finance and Innovation Act (WIFIA) funding.

The WIFIA program is a federal credit program administered by EPA for eligible water and wastewater infrastructure projects.

### What are water revenue bonds?

Water revenue bonds are a type of municipal bond issued to finance the construction and improvement of water utility facilities. These bonds are payable from water system revenues.

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## BE WINTER WISE...AND WINTERIZE!

The summer watering season has come to an end, and now it's time to prepare your irrigation system for winter temperatures. The best way to protect your system from potential freeze damage over the winter is to "winterize" all of the components.

This process involves removing water from pipes, valves, and sprinkler heads before freezing occurs. Follow these basic steps to assist you in the winterizing process:

1. Shut off water to your sprinkler system. This can typically be done at the backflow prevention device.
2. Turn on each of the sprinkler valves to release the pressure in the pipes.

3. Drain sprinkler components as much as possible. Remove the cap and riser from the highest and lowest sprinkler in each irrigation zone to help water drain out.
4. Some systems are equipped to be blown out with compressed air. Contact an irrigation professional who offers this service.
5. After purging the system of all water, leave all the valves on your backflow preventer half-open. Make sure to close them when you turn the system back on in the spring.
6. Turn your sprinkler controller to the off position.

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## WINTERIZE, CONT'D.

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- In addition, any above-ground piping, backflow preventers, and valves need to be insulated. Disconnect garden hoses and place insulation caps on hose bibs.

Properly preparing your system for winter can be far less costly than repairing damaged equipment in the spring. Consider contacting an irrigation professional to assist you with winterizing your system.

If you have any questions or would like more information on our conservation programs, please call 541-774-2436 or visit our website at [medfordwater.org](http://medfordwater.org).

## NOVEMBER WATER-WISE TIP

Medford Water is still giving away free showerheads and faucet aerators; just call us to schedule a time to pick them up!

Also, be sure to take advantage of our toilet rebate: Get up to \$85 back when replacing an older toilet with a new high-efficiency model. Find more information at [medfordwater.org](http://medfordwater.org).

Swapping out fixtures like these can make a big difference in how much water we use. It'll not only help save water, but help your bank account as well!



Go to [medfordwater.org](http://medfordwater.org) for more water-wise tips!

### Medford Water Commission

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

#### Commissioners

Jason Anderson • Bob Strosser • Daniel Bunn  
John Dailey • Mike Smith

#### General Manager

Brad Taylor



## PAYMENT PLANS HELP CUSTOMERS IN CRISIS DURING PANDEMIC

As an essential service provider, we know that water is foundational to all areas of the economy, healthcare, and public safety, and we recognize that many customers have experienced financial hardship during the COVID-19 pandemic.

When the pandemic began, Medford Water responded by implementing short-term crisis programs such as eliminating late fees and temporarily suspending our shut-off process. This allowed customers who are financially impacted to defer payments without worrying about losing service or accruing late fees.

Now, to help our customers get their accounts back on track over time, and keep the utility financially resilient, we have created flexible zero-interest repayment plans.

*If you have a past-due balance, please call our office for more information*

*on these plans. We will be returning to standard disconnection procedures in mid-November, and a payment arrangement will prevent late fees from being assessed on your account.*

In addition to payment options, we provide annual grants to several local agencies for water bill payment assistance. If you are having trouble paying your bill, any one of these agencies may be able to help you:

- ACCESS: 541-779-6691
- St. Vincent de Paul: 541-772-3828
- The Salvation Army: 541-772-8149

We're here to answer your questions and to help you with payments and payment arrangements, billing questions, and water-related services. Call us at 541-774-2430, Monday through Friday, from 8 a.m. to 5 p.m., or stop by and see us in person at the Lausmann Annex, 200 South Ivy Street - Room 177, Medford, Oregon.



## BONDING, CONT'D.

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It offers loans with low, fixed interest rates and flexible financial terms. This broad funding strategy will allow us and our customers to benefit from significant cost savings, allowing us to keep rates among the lowest in our region.

Capital Plan projects include the pivotal Rogue Valley Water Supply Resiliency

Project—a bundle of several projects, such as the expansion of the Robert A. Duff Water Treatment Plant to 65 million gallons per day capacity—and the Water Quality Improvement Project, which will improve the resiliency of our system, as well as make improvements to water quality and storage capacity to meet the needs of our growing community.

After all of the pieces are in place, the initial offering of public bonds will occur in the spring of 2022.

### Serving Medford and Partner Cities:

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

#### Also serving:

White City area and the Elk City and Charlotte Ann Water Districts

\*Emergency intertie only

