



MEDFORD
WATER

Waterlines

QUARTERLY NEWSLETTER OF MEDFORD WATER
NOVEMBER 2022

FALL INTO WATER SAVINGS

With Our November Water-Wise Tip

Take advantage of our toilet rebate! Get up to \$85 back when replacing an older toilet with a new high-efficiency model. Go to medfordwater.org/rebates for details and the application.

Also, we are still giving away FREE showerheads and faucet aerators; stop by our office or call to schedule a time to pick them up. Swapping out fixtures like these can make a big difference in how much water you use and help you save money as well.

Be sure to check out page 2 for winterizing tips that can help you stay water-wise and save money.



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](https://www.facebook.com/MedfordWater)

 twitter.com/MedfordWater



CALENDAR CONTEST DRAWS STUDENT INTEREST

To pique an early interest in water conservation, Medford Water has kicked off our first annual calendar contest for students of the Medford School District and White City.



Starting with 4th grade students, we rolled out the calendar contest by asking them to create a drawing that illustrates what water means to them and

why it is important to conserve. We coupled the contest with a presentation to bring an even deeper understanding of water conservation.

Twelve illustrations will be selected and published in a 2023 calendar; once the artwork has been selected and the calendar has been printed, they will be distributed to the participating classes and available for the community. Winners will receive some great prizes, all sponsored by Medford Water.



ACADEMY PLACE WATERLINE RELOCATION WILL SYNERGIZE WITH CITY PROJECT

An upcoming City of Medford sewer main replacement project is providing an opportunity for Medford Water to replace aging waterlines in the same area.

The City's project will replace sewer mains in the alleys of the Academy Place neighborhood (Academy Place, Euclid Avenue, Reddy Avenue, and Queen Anne Avenue), requiring relocation of the waterlines that are currently in use there. Relocating these water lines from the alleys to the streets has the added benefit of replacing aging

lines that are beyond their service life with new ones that will help preserve water service for residents in the future.

Medford Water will be working with the City as well as independent, licensed contractors to complete this work; we will work hard to communicate with impacted customers and to minimize intermittent disruptions to traffic and water service as much as possible. For more information on this project, go to medfordwater.org/AcademyPlace.



WINTERIZE TO BE WINTER-WISE

Fall is officially here; daylight hours are getting shorter, and plants are going dormant for the winter season. Now that the watering season has ended, it's time to prepare your irrigation system for winter temperatures.

The best way to protect your irrigation system from potential freeze damage over the winter is to "winterize" all of the system components. This process involves removing water from pipes, valves, and sprinkler heads before freezing occurs. Follow these basic steps:

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.
7. 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 the winter can be far less costly than repairing damaged equipment in the spring. Consider contacting an irrigation professional to assist you with this process. If you have any questions or would like more information on Medford Water's conservation programs, please call 541-774-2436 or go to medfordwater.org/winterizing.

WATER SYSTEM TOUR RETURNS A SUCCESS

After being put on hold temporarily due to the pandemic, we were excited to once again hold a bus tour of Big Butte Springs (our primary water source), Whiskey Springs, and Willow Lake in September. Tour attendees spent the day learning about the history of our water, where it comes from, and how it is treated.

Staff from across our organization help lead these tours; attendees come away impressed with what they learn about our system and water quality, in addition to the ownership and pride that our staff have in it.

Our goal in 2023 is to return to holding two tours a year, beginning in the spring, as we did pre-pandemic. If you would like to attend a future tour, please call (541) 774-2430 to be added to our waiting list.



September 2022 Tour

LOOKING FOR OZONE PROJECT PART OF LARGER TREATMENT PLANT EXPANSION

The replacement of our ozone treatment system, which began earlier this year, was completed in mid-August and is fully functioning.

Following multiple delays throughout the process due to supply chain issues and damaged materials, the extensive commissioning process to make the many piping and electrical connections began in late July. The original ozone system was installed in

2002 to provide a dramatic reduction in musty taste and odors that are found in the river water source each year as temperatures rise.

As we work to increase the resiliency and capacity of our system so that we may serve the over 140,000 residents of the Rogue Valley for the next 100 years, we are expanding the capacity of the Robert A. Duff Water Treatment Plant to treat more water as demand

increases with our growing population. The ozone replacement is just one step in this multi-faceted expansion project.

We appreciate the patience and cooperation of our customers throughout this challenging process.

Medford Water

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

Commissioners

Bob Strosser • Mike Smith
John Dailey • Jason Anderson

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 and Charlotte Ann Water Districts

*Emergency inertie only

