



Waterlines

AUGUST 2018

QUARTERLY NEWSLETTER OF THE MEDFORD WATER COMMISSION

World Water Week is August 26-31



World Water Week is an annual event focused on global water issues.

This year's theme is "Water, ecosystems and human development", addressing the impact that water-related challenges have on the world's environment, health, climate, and economy.

This unique forum allows innovators and professionals from a variety of fields to come together to exchange ideas, network, and develop solutions for these challenges.

In 2017, participants included individuals from over 135 countries. If you'd like to learn more, go to worldwaterweek.org.

Committed to:

Excellence in Water Quality
Professionalism
Customer Satisfaction
System Reliability

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NEW BILLING & PAYMENT OPTIONS

Medford Water Commission is excited to announce the rollout of expanded billing and payment options!

Following the conclusion of our customer survey earlier this year, the Commission has focused on making improvements to systems used to support bill payment options.

While most are highly-satisfied with their service and the quality of their drinking water, we found that our payment options did not meet modern customer expectations.

In order to make it as easy and convenient as possible for customers to

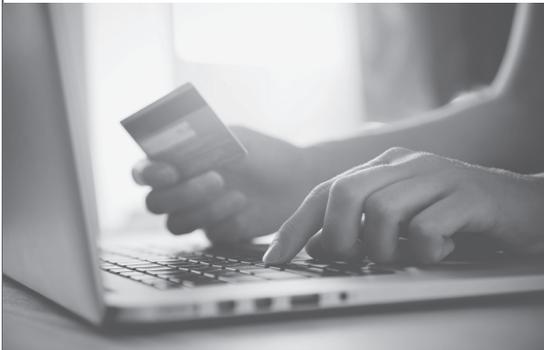
pay their water bill, we have recently implemented a software upgrade for our payment services website.

This upgrade has expanded our online billing and payment services, allowing for many new options:

- View and pay your bill online with credit/debit card or e-check, no registration required
- Automatic/recurring payments
- Schedule payments for a future date
- Go paperless and get bills via email
- Receive email notifications when your bill is ready, just before the due date, and a confirmation after payment

To find out more about these new features, go to our website: medfordwater.org.

We will continue to look for ways to enhance water quality and customer satisfaction. If you have a question or suggestion for further improvements, give us a call or send us an email.



PREPARE NOW. LEARN HOW.

September is National Preparedness Month, which is a great reminder of the importance of preparing for disasters.

Don't wait until a disaster occurs; take time to make sure your family is prepared.

Make a plan that outlines what you would do if there was an earthquake, flood, or fire. Put the plan on paper and practice it together to help identify anything you might have missed.

Assemble a kit that includes supplies

BE READY
so you don't have to
GET READY

for eating, hydration, first aid, safety, warmth, cleanliness, and health. Be sure to think of each family member's specific requirements (including any pets).

A necessity for this kit is drinking water. Following a disaster, clean drinking water may not be available due to contamination of a water source or damaged service lines.

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PREPARE NOW

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Medford Water Commission will be working quickly to notify customers of any water advisories and to restore water service, but it is important to have a personal emergency supply of water for everyone in your household. At least one gallon of water per person, for a minimum of three days, is recommended for drinking and sanitation needs. That's at least twelve gallons for a family of four.

NATIONAL PREPAREDNESS MONTH 2018



PREPARE NOW LEARN HOW



It is also a good idea to check your insurance policies and coverage for the hazards you may face, and set aside money to cover the costs associated with disasters.

Find other helpful disaster preparedness tips, emergency kits, fillable emergency plans and more at redcross.org, fema.gov, and ready.gov.

FOREST MANAGEMENT PROGRAM STATUS

Responsible forest management practices work!

Medford Water Commission owns around 3,500 acres in the Big Butte Springs (BBS) watershed, approximately 3,000 acres of which are forested. In forests where fires are suppressed, active forest management is necessary to preserve and improve water quality by maintaining a healthy forest.

Much of this forest is becoming overgrown with brush, small trees and low-hanging limbs (known as ladder fuel because it allows a fire to climb from the forest floor to the tree canopy).

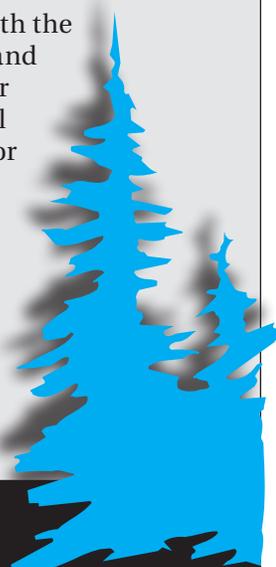
To help with this, we are currently implementing a project which will result in the thinning and commercial harvest of a 105-acre area near BBS.

Our active management practices will leave many trees of all age groups

in place, reducing the risk of fire and disease from overcrowding, increasing species diversity, improving growing conditions for the remaining trees and understory plants, and improving wildlife habitat.

Additional thinning and sustainable commercial harvest activities are planned in the future; we do not clear-cut our forests. Pesticides and fertilizers are prohibited, as strict water quality protection guidelines for all contractors and forest management activities are required.

Working closely with the US Forest Service and with private timber companies, we will continue to monitor conditions in the watershed and work to develop a long-term management plan to maintain the health and diversity of our forests.



BE A GOOD WATER STEWARD

Every year, people gather together to clean up trash along local streams on Bear Creek Stewardship Day, in recognition of the importance of protecting our local water resources. Whether for drinking water or recreation, water is essential for supporting and improving the lives of humans, fish and wildlife.

This event focuses on numerous areas in the Bear Creek watershed, including: McAndrews Road, Hawthorne Park, Bear Creek Park and Coyote Trails Nature Center in Medford, Blue Heron Park in Phoenix, Lynn Newbry Park in Talent, and Valley View Road at Highway 99 and Ashland Creek Park in Ashland.

Organized by our partner, Rogue Valley Council of Governments (RVCOG), the event has many

generous sponsors, such as the cities of Medford, Phoenix, Talent and Ashland, the Gordon Elwood Foundation, Ashland Food Co-op, Medford Food Co-op, Starbucks Coffee, REI, Rogue Credit Union, Rogue Valley Mall, Food 4 Less, Trader Joes, Bi-Mart and Grange Co-op, as well as local governments: Jackson Soil and Water Conservation District and Jackson County Parks. Stop Oregon Litter and Vandalism is the state-wide sponsor.

This year, Bear Creek Stewardship Day is September 29th, 2018, from 9:00 a.m. to Noon. To register, visit bearcreekstewards.org.

If you are interested in learning about other opportunities to help protect and restore our watershed, contact Craig Tuss at RVCOG: (541) 530-3640.

Waterlines

is a quarterly publication of the

Medford Water Commission

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

Commissioners

Jason Anderson • John Dailey
Rick Whitlock • Leigh Johnson • Daniel Bunn

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Serving these cities:

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

Also serving:

White City area and the following water districts: Elk City and Charlotte Ann

*Emergency intertie only