



Waterlines

AUGUST 2019

QUARTERLY NEWSLETTER OF MEDFORD WATER COMMISSION

SEPTEMBER IS NATIONAL PREPAREDNESS MONTH - ARE YOU READY?

If the recent earthquakes along the West Coast weren't enough of a reminder of the need for emergency preparedness, September is National Preparedness Month.

After such an emergency, you may need to survive on your own. Local officials and relief workers will be on the scene after a disaster, but they cannot reach everyone immediately. It might take several days for help to reach you and your family. This means that you should have your own food and other supplies in significant quantities to last at least three days.

When it comes to water, experts recommend that each person in the family have a water supply equal to

one gallon per day for 14 days, due to the higher earthquake risk in our region and the possibility that water systems and infrastructure may be severely damaged. Your household needs may be even greater; be sure to think of each family member's specific requirements (including pets).

Take time with your family to create a plan and make an emergency kit. Get a checklist to create a kit at ready.gov or our website, medfordwater.org.

If you already have a kit, consider these activities:

- Participating in first-aid classes or Community Emergency Response Team (CERT) trainings
- Securing furniture, heavy objects,



wall hangings, etc. to prevent damage and injury

- Testing communications plans
- Ask your extended family, friends, or neighbors if they have kits; tell them where they can find checklists or other tips!



Rogue River

HAVE YOU EVER WONDERED...

What is the Commission doing to prepare for potential future droughts?

Population growth and climate change can lead to water shortages if not properly managed; Medford Water Commission has plans and monitoring programs in place to help guard against future water shortages.

We have two sources of water to draw from: Big Butte Springs (BBS) provides a year-round source of high-quality drinking water for our customers, which satisfies the needs of our community for much of the year, and in the summer when demand for water increases, the Robert A. Duff Water Treatment Plant treats water from the Rogue River to supplement the supply.

These sources provide ample redundancy if one source were ever to diminish, and adds to our water portfolio (a collection of assets, practices and technologies for water management). Our staff regularly monitors water quantity and quality

in our watersheds to ensure we are on top of any changes or trends. In the BBS watershed, we measure the depth of groundwater in a network of wells, and the output and water quality at the Springs. Water quality and streamflow is monitored throughout the upper Rogue River watershed upstream of our intake.

These sources and practices allow us to ensure a sufficient supply of drinking water for our customers, who also play a part in drought preparedness. Making conservation a part of your daily life can help us to preserve this essential resource. For ways to reduce your water usage inside and outside your home, go to ready.gov/drought, or our website.

Big Butte Springs

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

Socialize with us!

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

twitter.com/MedfordWater

CHANGE TO WATER SERVICE RECONNECTION HOURS

We are pleased to provide you with water service to your home or business. In order to deliver the highest quality drinking water to over 136,000 Rogue Valley residents, our utility staff labors daily to read and inspect water meters, install and repair water mains, fittings, valves, and fire hydrants, as well as turn water services on and off as needed.

To avoid unnecessary water disconnections and allow staff time to focus on the maintenance and care of our water system, bills should be paid within two weeks of the bill date, and prior to any shut-off notices. We'd like you to be aware of a change in the hours for water service reconnections **due to non-payment** (reconnection and other fees have not changed).

Effective September 3, 2019, when water is disconnected **due to non-payment and payment is received in full with a reconnection request made to a Customer Service Representative**, the following rules apply:

- *Monday through Friday, 8:00 a.m. to 4:30 p.m., excluding holidays, water service will be restored the same day.*
- *Monday through Friday, 4:30 p.m. to 5:00 p.m., excluding holidays, an additional after-hours fee will be required for same-day restoration of service.*

Need help paying your water bill? Ask about our payment assistance grants for qualified low-income households.

THE MISSION MATTERS

As any organization grows and evolves over time, so must its vision. The Commission has recently redefined its Vision, Mission, and Values to better focus on its heart. These new statements will serve as a guide to help our organization make decisions that align with specific goals, emphasizing trust and responsibility through open communication and respect.

For instance, the new vision statement better affirms our objectives as a water provider:

To be the Rogue Valley's trusted municipal water provider for present and future generations; through responsible stewardship, accountability, and the pursuit of excellence.

See the complete new Vision, Mission, and Values on the About MWC page of our website.



MARK YOUR CALENDARS!

 **August**
Nat'l Water Quality Month

Learn where your water comes from and what's in it, so you can help protect it (medfordwater.org).

 **August 25-30**
World Water Week

An annual event focused on global water issues allowing innovators and professionals to come together to develop solutions (worldwaterweek.org).

 **September**
Nat'l Preparedness Month

Disasters happen. As mentioned on page 1, this is a reminder that we must all prepare now and throughout the year.

 **October 17**
Great Oregon Shakeout

Improve your earthquake safety through Great ShakeOut Earthquake Drills. Millions worldwide will practice how to Drop, Cover, and Hold On (shakeout.org).

 **October 19**
Bear Creek Fall Festival

Celebrate the return of salmon and how our communities benefit from living in the Bear Creek Watershed! Features hands-on activities for participants of all ages (bearcreekstewards.org).

 **October 23**
Imagine a Day Without Water

An annual day to raise awareness and educate America about the value of water (imagineadaywithoutwater.org).

 **October 26**
Nat'l Prescription Drug Take Back Day

Improper disposal of unused medications poses a major threat to water quality. We encourage you to bring them to a local law enforcement agency (takebackday.dea.gov).

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*

Also serving:

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

*Emergency intertie only

