



MEDFORD  
WATER

# Waterlines

QUARTERLY NEWSLETTER OF MEDFORD WATER  
AUGUST 2022



## Bus tours are back!

After being put on hold temporarily due to the pandemic, we are excited to once again offer a *FREE* bus tour of Big Butte Springs, Whiskey Springs, and Willow Lake (tours of the water treatment plant remain postponed to keep our essential personnel safe) on Wednesday, September 14th.

Spend a day learning about the history of our water, where it comes from, and how it is treated. Space is limited, so claim your spot today; scan the QR code below or call (541) 774-2430.



## We're here for you:

### Contact us:

(541) 774-2430  
[customerservice@medfordwater.org](mailto:customerservice@medfordwater.org)  
[medfordwater.org](http://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://facebook.com/MedfordWater)  
 [twitter.com/MedfordWater](https://twitter.com/MedfordWater)



## MAXIMIZE YOUR WATER USE AND MINIMIZE WASTE

During the summer months, it is important to make the best use of the water we apply to our landscapes and find ways to minimize water waste. Being proactive and checking our sprinkler systems for leaks, misaligned sprinklers or runoff can help reduce excess use.

Additionally, as the weather changes, adjusting sprinkler controllers to align with weather conditions can significantly reduce overwatering and can save money on your monthly water bill. Below are some helpful tips and programs for reducing water waste in the landscape.

- **Adjust your watering schedule regularly.** Adapt for the weather and the season. Visit our website for a sample watering guide or call 541-774-2460 to find out how much water your landscape needs weekly.

- **Check your water meter.** Read your water meter before and after a two-hour period when no water is being used. If the meter does not read the same, there is a leak.

- **On a Slope? Cycle and Soak.** To reduce the amount of run off, especially if you are on a slope, consider using the cycle and soak method when programming your controller. Breaking up your watering time into two or three shorter cycles, each separated by an hour, can help water soak into our clay soils.

- **Periodic irrigation checks.** Inspect your irrigation system at least twice a month. Check for leaks, broken or clogged sprinkler heads and make adjustments to be sure you are watering plants and not sidewalks, buildings, or fences.

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## OZONE PROJECT BACK ON TRACK TO TREAT SEASONAL TASTE AND ODOR ISSUES

As we work to increase the resiliency and capacity of our system so that we may serve the 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. This multi-faceted expansion project also includes filter treatment optimization, and replacement of the current ozone treatment system, which was installed in 2002.

The addition of ozone provided a dramatic reduction in musty taste and odors that are found in the river water source every summer as temperatures rise; residents here before that time

may recall this being a seasonal occurrence. While ozone does provide additional disinfection benefits, it was added only for these aesthetic qualities; the overall water quality remains safe to drink thanks to the water treatment process performed at the plant.

Replacement of the ozone equipment was impacted by some unforeseen supply chain issues, which have held up the project; during this time, the ozonation system is offline.

The two ozone generators were delivered to the water treatment plant in late July, and the complicated process of making connections

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## SPOT A LEAK IN YOUR NEIGHBORHOOD OR AROUND TOWN? LET US KNOW!

While our water rates remain low compared with water providers across the region, conservation plays an important role in water resource management. Call our office at (541) 774-2430 or email [conserve@medfordwater.org](mailto:conserve@medfordwater.org) if you spot a ruptured waterline, a broken sprinkler head at a commercial building, or another water issue while out and about in your neighborhood or around Medford.

Please be ready to provide a sufficient description of the location and leak (you may remain anonymous). We will address the issue as soon as we can based on the severity of the problem, our ability to make contact

with property owners and their willingness to let us help them with the issue, and as staffing allows, but note that the process may take time.

There is no need to report leaks inside and around your home or business, but we do highly encourage you to find and fix them as soon as possible. To learn how, go to [medfordwater.org/leaks](http://medfordwater.org/leaks).

Fresh drinking water is a limited resource. Conserving now helps to keep treatment costs down, reduce capital expenditures, delay infrastructure projects, save energy, and safeguard this valuable resource long into the future.

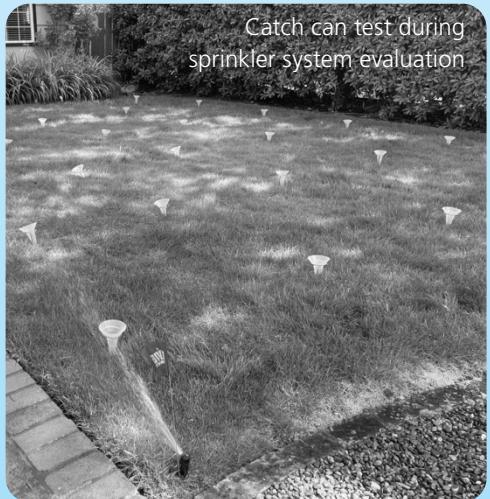


## MAXIMIZE, CONT'D.

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- **Sprinkler system evaluations.** Call to schedule a FREE sprinkler system evaluation! This program is offered during the summer months and consists of a comprehensive assessment of the design, operation, management, and scheduling of your sprinkler system.
- **Upgrade to a WaterSense-labeled smart sprinkler controller.** Reduce water use and keep a healthy landscape by installing a smart controller. Take advantage of our rebate and apply for up to \$150 back on your controller. Rebate forms are available on our website.
- **Know when to water.** Watering before sunrise and after sunset is ideal, as less water is lost due to evaporation and wind.

For more water saving tips, or information on rebates and programs offered, please visit our website or call 541-774-2436.



### August Water-Wise Tip

When mowing your lawn, set the mower blades at 2-3 inches high. Longer grass shades the soil, improving moisture retention, and has more leaf surface to take in

sunlight, allowing it to grow thicker and develop a deeper root system. This helps grass survive drought, tolerate insect damage, and fend off disease.



## OZONE PROJECT ON TRACK, CONT'D.

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began immediately. There are a large number of piping, electrical, controls and communications connections necessary to integrate the ozone generator components into the rest of the systems that deliver the ozone into the treated water piping.

Before startup and commissioning of the generators occurs, a critical

purging and cleaning process of the connected oxygen piping lines has to be performed and verified; these many tasks will continue to occur diligently and safely over the next several weeks. We remain hopeful that the ozone equipment will be fully operational by the end of August, if not sooner. When the ozone system is back online, customers should see a great improvement in taste and odor.

### 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 • Daniel Bunn

### 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 intertie only