



Waterlines

MAY 2018

QUARTERLY NEWSLETTER OF THE MEDFORD WATER COMMISSION



Bus tours offered June 12th and September 13th

Spots are filling up fast for the Commission's tours of the Robert A. Duff Water Treatment Plant and Big Butte Springs later this year.

Register to join us if you would like to learn more about your drinking water, including where it comes from and what treatment it receives.

Participants should be prepared to be gone most of the day, departing at 9 a.m. and returning around 4:30 p.m.

To register or obtain more information, call (541) 774-2435.

Committed to:

Excellence in Water Quality
Professionalism
Customer Satisfaction
System Reliability

Contact us:

200 South Ivy Street, Room 177
Medford, OR 97501

(541) 774-2430

water@medfordwater.org
www.medfordwater.org

Find us on Facebook @MedfordWater

METER UPGRADE REVEALS SURPRISE

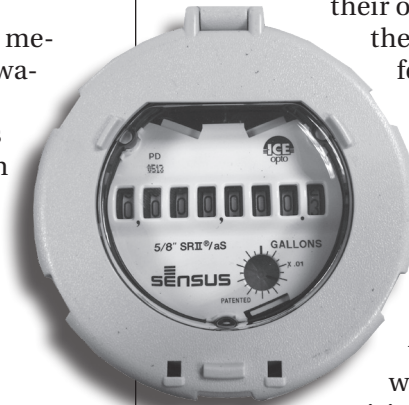
As a Medford Water Commission customer, you should be aware that we regularly replace old water meters within our distribution system.

In a few instances, the old water meters were not registering all the water flowing through them. Once it was replaced, some customers were shocked to learn how much water they are truly consuming, especially during the summer months.

If you'd like to get a perspective of how much water an average household uses, estimate one to two thousand gallons per person per month for indoor use. Water consumption during summer months combines indoor use with outdoor use, where one square foot of landscape requires ap-

proximately five gallons of water during the hot month of July.

In an effort to help our customers with their outdoor water use, the Commission offers a Free Sprinkler Checkup, where your landscape and sprinkler system are evaluated for water efficiency.



For more about this program and water saving tips, visit our website and click on the Sprinkle Smart link or the Conservation tab, or call our Conservation team at (541) 774-2435 to make a Sprinkler Checkup appointment.

NEW TREATMENT & QUALITY DIRECTOR

Medford Water Commission is excited to announce the addition of Dr. Benjamin Klayman, PhD, PE to our team as Water Treatment & Quality Director.

He started in late April, and will work alongside Water Quality Superintendent Jim Stockton until Jim's retirement later this year.



Dr. Benjamin Klayman, PhD, PE

Dr. Klayman has worked closely with the Commission over the last few years as a consultant for Black & Veatch, and is a nationally recognized

expert in corrosion control.

His familiarity with the Commission's existing treatment process and ongoing Water Quality and Corrosion Study will be a significant asset to helping determine the best way to preserve and safeguard our high-quality water going forward.

He has extensive experience in water treatment process design, water quality optimization, and water treatment plant commissioning, as well as watershed management.

We look forward to Ben joining our team and putting his many skills to work as a complement to our existing staff and assisting in the broader role of managing our water utility.



CUSTOMER SURVEY RESULTS: YOU SPOKE, WE LISTENED!

As part of the Water Quality and Corrosion Study, Medford Water Commission recently conducted a customer survey, focused on capturing the views of residential and business customers to help determine any possible improvements.

Results of the survey have shown us that while overall our customers are highly satisfied with their service and love the quality of their drinking water, there are some things we need to work on.

The majority of respondents are satisfied with water quality, remarking that our drinking water is better than other areas of the country and rates are low.

Waterlines

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Medford Water Commission

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

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The respondents that did note issues with water quality mentioned chlorine, taste, and odor. To address these, a better understanding of our treatment process is helpful.

During the peak-use summer months, water from the Rogue River is used to supplement the Big Butte Springs supply. When both sources are used, the water is blended within the distribution system, with some areas receiving more water from one source than the other; this varies continuously depending on the demand for treated water from the Robert A. Duff Water Treatment Plant. The finished water from both supplies is very similar, with temperature being the most detectable difference.

The river water is of high quality but additional treatment performed at the plant is required to meet drinking water standards. This consists of coagulation, settling, filtration, disinfection, and ozone, which provides a dramatic reduction in musty taste and odors occasionally found in the river water.

One of the primary disinfectants is chlorine, which is required by Oregon Health Authority (OHA). Minimum and maximum levels of chlorine residuals remaining in the water throughout the distribution system and all the way to your tap are set by OHA and monitored frequently, so the Commission adds enough to maintain an effective level, and no more.

The presence of chlorine in your water reflects that it has continued to receive disinfection throughout our system, being a positive indicator, rather than cause for concern.

If you are bothered by the chlorine smell, it can be minimized by keeping a pitcher of water in the refrigerator overnight to allow some of the chlorine

to dissipate or adding a slice of citrus or cucumber to the water to naturally dechlorinate it.

A variety of other water quality problems such as residue, solids, or lead in the water are actually found to be contamination from household plumbing or fixtures and can be fixed by upgrading them. To learn more, visit the Commission's webpage and click on the Water Quality tab.

On a scale of 1 (poor) to 7 (excellent), the quality of both drinking water and service was rated at **6.34**

Other issues that customers report having involve the bill-paying experience. Improvements are just around the corner, with a software upgrade taking place in the next month. This will greatly expand our online billing and payment services, allowing for recurring payments, autopay setup directly online, the ability to select which date the bill is paid, and more.

The Commission wants to make it as easy and convenient as possible for customers to pay their water bill, and this upgrade will have a significant effect on bringing our capabilities up to date with customer expectations.

Watch for more information on these exciting changes coming soon at medfordwater.org.

"It is my opinion we have some of the best drinking water in the nation."

"Great water at a great price."

These survey results will help Medford Water Commission continue to enhance water quality and customer satisfaction. By the end of 2018, we will have the data needed from the current corrosion study to optimize the stability of the water to preserve our community's exceptional water all the way to the tap, safeguard health, and keep water affordable.