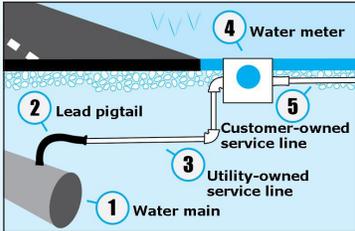




# Waterlines

NOVEMBER 2016

QUARTERLY NEWSLETTER OF THE MEDFORD WATER COMMISSION



## Lead Q & A

While lead service lines were not used extensively in our distribution system and Medford Water Commission fully complies with state and federal rules regarding testing for lead, it has been our longstanding policy to remove and replace lead pipes known as "pigtailed" as they are found.

Earlier this year, Medford Water Commission launched an extensive search to find and remove any lead lines that may remain within our system.

As of November 8<sup>th</sup>, 4770 meter boxes have been investigated, 218 potholes have been completed, and 19 lead pigtailed have been removed.

To learn more about pigtailed and find out what Medford Water Commission is doing, visit [medfordwater.org](http://medfordwater.org) and click on the "Looking for LEAD" banner.

### Committed to:

Excellence in Water Quality  
Professionalism  
Customer Satisfaction  
System Reliability

### Contact us:

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Find us on Facebook @MedfordWater

## NEW INTERACTIVE VOICE RESPONSE SYSTEM

Medford Water Commission is pleased to offer you 24/7 access to your account via our new Interactive Voice Response (IVR) phone system. With its self-service features that can be accessed day or night, many tasks can be taken care of when it is most convenient for you. It is no longer necessary to call into our customer service department before closing time or during your lunch hour to pay your bill.

The IVR system accepts voice or text prompts and provides the following features:

- Look up account history
- Make a payment on your account
- Office hours and location information

IVR enables Medford Water Commission to handle the frequent large call volumes and allows time for customers with more complex issues.



### How to navigate the system

When you call our customer service line, 541-774-2430, the automated system will welcome you and prompt you to select your choice of language:

- For English, say "English" or press "1"

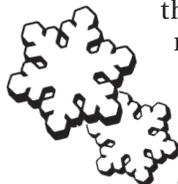
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## WINTER IS COMING

While our winters are generally mild, we occasionally get spells of extreme cold weather that can catch people unprepared and do a lot of damage to pipes and irrigation systems.

Frozen pipes can burst, leading to water damage, mold, and costly repairs.

Some homeowners may feel comfortable completing winterization tasks themselves, while others may wish to contact a specialist due to the potential damage and safety risks.



To lessen the chance of unwanted repair bills later, here are just

some of the actions worth pursuing.

### Before the cold weather hits

- ✓ Be prepared to turn water off quickly if a pipe breaks; locate water shutoff valves and confirm they turn easily.
- ✓ Detach garden hoses from faucets and add freeze caps over the hose bib.
- ✓ Insulate pipes in unheated locations, including crawl spaces, garages and outdoors; don't forget pool equipment and piping.
- ✓ Leave household heat on to at least 55° F if you will be away during winter.

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**IVR SYSTEM**

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- For Spanish, say “Español” or press “2”

Once your response is submitted, you will have the option to:

- Say “account” or press “1” for account history information, such as consumption or billing
- Say “payment” or press “2” to make a payment on your bill
- Say “information” or press “3” for office hours and location

• As always, customer satisfaction is a priority. For those who need to start, stop, or transfer service, or who simply wish to speak to a live person, say “transfer” or press “0” to speak directly with a Customer Service Representative that will be happy to assist you.

**Tips and more information**

- Your account can be accessed by using either your Customer and Account numbers, or by phone number. If you use your Customer and Account numbers, you will need to enter the full 8-digit Customer num-

ber, followed by “#”, and then the full 7-digit Account number, followed by “#” (be sure to include the zeros). This information can be found at the top right-hand corner of your bill. If you do not have your bill handy, use the 10-digit phone number that is associated with your account; **do not enter the country code** (1 in the United States).

- There is no additional fee to pay your bill using the IVR system; Visa, MasterCard, and Discover credit cards are accepted, as well as debit cards.
- If you call in before 5 p.m., your payment will be posted by the end of the day; if you call in after hours, it will be posted the next business day.

We encourage you to try it and welcome any feedback that will help improve our service to our customers.

**WINTER**

*(Continued from Page 1)*

- ✓ Winterize sprinkler systems too. These often aren’t equipped to blow water out, but other actions will help minimize damage, including shutting off water to the entire sprinkler system, turning time clocks off, draining the sprinkler components as much as possible, and insulating exposed valves.

**During freezing weather**

- ✓ Cut and place cardboard or foam pieces temporarily into crawl space vents to seal them.
- ✓ Keep a trickle of water running from faucets that are on outside walls and/or are farthest from the point where the main water line enters the house.
- ✓ Heat all rooms with plumbing fixtures, particularly those with plumbing on outside walls. Open cabinet doors under sinks to let heat in.

For a full list of suggestions, go to [medfordwater.org](http://medfordwater.org) and select the “Conservation” tab.



Expansion project ongoing

**TREATMENT PLANT PROJECT UPDATE**

Medford Water Commission continuously evaluates water system capabilities in relation to projected system demand.

In order to ensure uninterrupted water service to existing customers and new development within the communities we serve, the Robert A. Duff Water Treatment Plant has been undergoing expansion to bring plant capacity from 45 to 65 million gallons per day (mgd).

In 2015, McClure & Sons, Inc. was selected to complete the flocculation and sedimentation basin expansion project; a phased construction plan over 4 years. This phased approach allows the plant to continue to provide emergency backup during the winter months, and ensures summertime demands are met.

The project is currently in the critical second phase, involving many challenging milestones and requiring extensive coordination between the Commission and contractor. To date, approximately 2200 cubic yards of concrete have been placed and much of the heavier mechanical and electrical construction is in full swing. McClure & Sons is performing very well and utilizes many local resources to complete the work.

This modification, when finished, will safeguard the high quality water supply that our customers enjoy and depend on.

**Waterlines**

is a quarterly publication of the

**Medford Water Commission**

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

**Commissioners**

Leigh Johnson • Lee Fortier • John Dailey  
Jason Anderson • Bob Strosser

**Interim Manager**

Eric Johnson

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