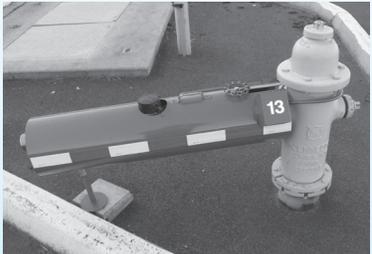




Waterlines

NOVEMBER 2017

QUARTERLY NEWSLETTER OF THE MEDFORD WATER COMMISSION



Hydrant Devices

Contractors often need a water supply at their work-site for construction purposes, and are allowed to use public fire hydrants as a temporary water source after applying through the Commission's office. A meter device with a backflow prevention assembly is installed to provide access and ensure that contaminated water is not accidentally put back into the water system. In order to prevent unauthorized access and vandalism, which can be both damaging and costly, these devices now are being installed with an anti-tamper device that can only be accessed by the permit-holder (see picture above). If you see water being used from a hydrant without a meter device, it may be unauthorized. Call (541) 774-2430 to let us know.

Committed to:

Excellence in Water Quality
Professionalism
Customer Satisfaction
System Reliability

Contact us:

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Medford, OR 97501
(541) 774-2430
water@cityofmedford.org
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Find us on Facebook @MedfordWater

STUDY SURVEY - WE'RE LISTENING

Enter to win a \$25 Visa gift card!

Medford Water Commission is committed to delivering the highest water quality and service to our customers, and has taken the proactive step of hiring a consultant to complete a water quality corrosion study for evaluation of the water from the source through to the customer taps.

The study is now underway, and scientists are at work at the Robert A. Duff Water Treatment Plant conducting demonstration scale testing. These tests expose pieces of lead, iron, and copper metals into water from the Commission's two sources: the Rogue River and Big Butte Springs.

While the Commission is currently in compliance with regulations concerning

lead and copper levels in drinking water, this study is looking at ways to maintain or improve current quality. Part of this includes a survey to capture the views of residential and business customers to help find possible improvements.

Please take a few minutes now to complete the survey; your name will be entered into a drawing for a \$25 Visa gift card! Go to <https://www.surveymonkey.com/r/MedfordWater> or our website to participate.

Your input will help us continue to provide excellent water and to satisfy our customers, which is vital to our organization, and our community.

Once the corrosion study is complete, the Commission will hold an open house, giving the public the chance to learn more about the study and its findings.



PROTECTING OUR WATER

The Rogue River is a drinking water source for many communities in Jackson and Josephine counties, and Medford Water Commission is working to protect the water that flows in it.

Activities that take place on the land in the area surrounding such a water source, referred to as the Drinking Water Protection Area, can impact downstream water users and in fact, businesses in the White City industrial

area and Bear Creek Valley are upstream from several water treatment plants. Pollutants can quickly enter the water and wreak havoc because many storm drains in the area are connected to the river, with no treatment in between.

We've partnered with Rogue Valley Sewer Services (RVSS) to provide select businesses near the Rogue River and its tributaries with technical assistance

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ARE YOU READY?

Suddenly the building begins shaking around you. Glass shatters and people shout. It's loud, and you can't think straight. You duck under your desk or an open doorway and cover your head. **My family! How will I get to them? My phone won't work! What do I do?**

Scientists predict that a rupture of the Cascadia Subduction Zone, the tectonic plate boundary that stretches from southwest Canada to northern California, will occur in the next 50 years, causing widespread destruction in the Pacific Northwest. Don't wait until a disaster occurs. Make sure your family is prepared.

Make a Plan. Talk with your partner about what you would do if there was an earthquake, flood, or fire. What if the kids are at school in a different

town, and you're at work? Choose two meeting spots and make sure everyone knows exactly where they are. Whose job is it to get the family pet?

Put the plan on paper, and you can even draw a map if it is helpful.

Practice the Plan. Practicing as a family helps to identify anything you might have missed and will help you stay calm and remember details.

Store Drinking Water. Following a disaster, clean drinking water may not be available due to contamination of a water source or damaged service lines. 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 that meets your family's needs.

At least 1 gallon of water per person, per day, is recommended for a minimum of 3 days for drinking and sanitation needs. That's at least 12 gallons for a family of 4.

Make a Kit. Include supplies for eating, hydration, first aid, safety, warmth, cleanliness, and health.

A partial list of items to meet these needs are: a 3 day minimum non-perishable food supply, pet food, multi-tool, hand-crank radio, battery backups for cell phones, camp stove and fuel, matches/lighter, a change of warm clothes and sturdy shoes, blankets/sleeping bags, antibacterial wipes, important family documents, prescriptions, photos of your kids and pets in case they get lost, and books or games to keep the kids busy. Think of your family's specific requirements.

Know Where To Go. If you can't stay home and have no other family or friends in the area, know where shelters are so you will have a safe place to sleep. Find local resources at 211info.org or by calling 2-1-1.

Go to redcross.org, fema.gov, or ready.gov for disaster preparedness tips, emergency kits, and fillable emergency plans.

PROTECTING

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and free site visits to help protect water quality in the Rogue River. All participants receive a free spill response kit and information on spill response plans, secondary containment, best management practices and other environmental recommendations.

Preventing pollutants from going into storm drains saves on water treatment costs and makes the water more hospitable for the fish, wildlife, plants, and humans that depend on it. You too can help defend our water with these spill prevention steps:



- ✓ **Prepare your storage area.** Identify and label hazardous materials. Place spill kits where liquids are stored. Develop a spill response plan.
- ✓ **Contain hazardous liquids.** Consider adding secondary containment to reduce the risk of spills.
- ✓ **Cover your waste.** Scrap metal, used tires, garbage cans and dumpsters can be sources of stormwater pollution.
- ✓ **Report hazardous spills** or discharges of wastewater into a storm sewer system by calling 911, and ask the dispatcher to notify RVSS and Medford Water Commission. Facilities also need to contact Oregon Emergency Response Systems at 800-452-0311.

For other spill related information, visit RVSS's website at www.rvss.us or call 541-779-4144.

Waterlines

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Medford Water Commission

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

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