



# Waterlines

QUARTERLY NEWSLETTER OF MEDFORD WATER COMMISSION - NOV. '18



## NEED A HELPING HAND?

At one point or another, we all need a little help.

The Commission provides annual grants to The Salvation Army, St. Vincent de Paul and ACCESS for water bill payment assistance to qualifying low-income families. If you are having difficulty paying your water bill, give any one of these agencies a call; they may be able to help you.

Applicant screening and disbursement of funds are handled by each agency. We encourage you to take advantage of this program to help avoid any shutoffs or late fees.

## TWO WATER SOURCES: A BALANCING ACT

Big Butte Springs (BBS) has been the Commission's primary source of drinking water since 1927, providing up to 26 million gallons of exceptionally high-quality water per day.

This is enough water to supply all of our winter demands and a large percentage of peak-use summer demands. During the summer months, water from the Rogue River is used to supplement the BBS supply to provide a total of up to 65 million gallons per day of water to the community.

In a "typical" year we would have the full 26 million gallon per day capacity of BBS water to use throughout the summer months, thereby reducing the amount of water drawn and treated from the Rogue River.

This year, however, there are two factors contributing to a reduction in the quantity of water available from BBS: one of our collection systems is undergoing some maintenance, resulting in part of this supply being

unavailable during repairs, and, during drought years such as this one the groundwater level can drop to where we are unable to collect the full capacity of water.

So for the remainder of this year, our BBS source will provide up to 20 million gallons per day, with the additional water being treated and supplied from the Rogue River. Our ability to supply enough water, even under these conditions, points to the resiliency of our system and the immense benefit of having two high-quality water supplies.



Big Butte Springs

## PROTECTING YOUR FINANCIAL DATA

To help minimize the risk to your financial and personal data, the Commission works diligently to stay ahead of compliance standards and cyber security threats.

Recent breaches at GovPayNow.com, Macy's, FedEx, Instagram, and others have highlighted the dangers to this sensitive information. Even the City of Medford suffered a data breach of their online payment system earlier this year. Thankfully, our online billing and payment system is independent from the City and hasn't been breached.

So what should you do on your own to protect your data? Here are some tips.

- ✓ Use a unique, complex password for every online account you own.
- ✓ Regularly monitor the activity on all of your online accounts.
- ✓ Change passwords following notification of an account compromise.
- ✓ Avoid phishing attacks and other social engineering tactics.
- ✓ Use anti-virus software and keep it and your operating system up to date.

## We're here for you:

(541) 774-2430  
customerservice@medfordwater.org

www.medfordwater.org

200 South Ivy Street, Room 177  
Medford, OR 97501

8 a.m. to 5 p.m., Monday - Friday

### Socialize with us!

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## WINTER PREP TIPS NOW IS THE TIME

Frozen water expands, which can lead to increased water pressure and broken pipes. Fortunately, this costly damage can be prevented with just a few winterizing procedures that should be done each year before temperatures drop to 20 degrees or below.

- **INSULATE** pipes in unheated areas, outdoor faucets, exposed pool equipment, backflow devices, and sprinkler valves.
- **DRAIN** your sprinkler system.
- **DISCONNECT** garden hoses & the common “c” wire from the automatic sprinkler controller.
- **HEAT** your home and open cabinet doors containing plumbing fixtures (leave your thermostat above 55 degrees F, even if you will be away).
- **RUN** exposed faucets during extremely cold weather; keeping a trickle of water running will help prevent frozen pipes.
- **LOCATE** water shutoff valves and confirm they turn easily, so that you are prepared to turn water off quickly.

### *What if your pipes freeze?*

Thaw pipes safely and slowly with a hair dryer or heat lamp. Avoid opening the meter box near the curb. It allows freezing air to enter, increasing the chance of frozen water at the meter

### *What if your pipes break?*

Close the main water shutoff valve to your house and water heater cold water inlet. Repairing pipes on the customer’s side of the meter is the customer’s responsibility. Contact a plumber for repair work.

To report water main breaks, we encourage you to call our customer service department at (541) 774-2430. For more helpful tips, visit our website.

## AUTO PAY IS HERE - ENROLL TODAY!

With the completion of a recent upgrade to our online billing and payment services, the Commission is pleased to offer a convenient new automatic payment option. Your bill can now be paid automatically, with a credit card or linked bank account. To enroll:

- 1 Login at [services.medfordwater.org](https://services.medfordwater.org) and add a credit card/bank account.
- 2 Go to “Auto Pay Settings” and select the payment method you would like to use.
- 3 Confirm AutoPay setup and save. You will receive a confirmation email.



## COMMISSION JOINS DISASTER RESPONSE NETWORK

In the wake of a disaster, rapid response and recovery is imperative. To help us prepare for major emergencies or hazardous events, the Commission has joined forces with Oregon Water/Wastewater Agency Response Network (ORWARN).

ORWARN facilitates deployment of personnel, equipment and materials between member utilities, allowing for better planning and coordination, access to vital resources, and expedited arrival of aid.

### *What does this mean for you?*

This network will help us to recover more quickly and get water to those who need it most.

Emergency preparedness is a shared responsibility. We will be updating our emergency response plan, and want our community to be involved in preparation as well. Stay tuned as we begin this process!

### Medford Water Commission

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

#### Commissioners

Jason Anderson • John Dailey  
Rick Whitlock • Leigh Johnson • Daniel Bunn

#### General Manager

Brad Taylor

### Serving Partner Cities:

Medford, Central Point, Eagle Point,  
Jacksonville, Phoenix, Talent and Ashland\*

#### Also serving:

White City area and the following  
water districts: Elk City and Charlotte Ann

\*Emergency intertie only

