



Your local drinking water providers

are pleased to offer this report on the water we deliver to our local communities. This report includes water quality testing results for the year 2011, along with information explaining what the results mean.

We support our customers' right to know results of our water testing, though also realize that this can be quite technical. Much of the content of this report must follow strict guidelines, but if you have additional questions, a "water connections" section is included with contacts to whom further questions can be posed.

This report is being provided by the Medford Water Commission, along with the cities of Central Point, Eagle Point, Jacksonville, Phoenix and Talent, each of whom receive and distribute water provided by the Commission.

INFORMATION FROM THE EPA:

As water travels over the land and through the ground, it dissolves naturally occurring minerals and may pick up substances resulting from human activity or the presence of animals. This may include microbial organisms such as viruses and bacteria, inorganic substances such as minerals and salts, pesticides and herbicides, organic chemicals such as petroleum products and radioactive substances. Any substances found in water are referred to as contaminants, whether or not they are harmful.

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency's Safe Drinking Water Hotline (800-426-4791).



Medford Water Commission
200 South Ivy Street - Room 177
Medford, Oregon 97501

This report contains important information about your water supply.

Este documento contiene información muy importante sobre la calidad del agua en su comunidad. Tradúzcalo o hable con alguien que lo entienda bien.

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POSTAL CUSTOMER

the water we drink

ISSUED JUNE 2012
BASED ON 2011 WATER QUALITY DATA



ANNUAL WATER QUALITY REPORT FOR:
Medford Water Commission
and the cities of:
Central Point · Eagle Point · Jacksonville
Medford · Phoenix · Talent

Doing Your Part:

As your water suppliers, we continuously provide clean water for your use. Whether used for cooking, firefighting, or just going down the gutter, all of that water must meet drinking water standards. It is then up to customers to assure that this high quality water is used wisely.

Water usage at local residences is typically more than four times higher in the summer than during the winter. High summer use drives infrastructure needs and significantly impacts water costs. Although some of this increase is reasonable, there are many actions homeowners can take to reduce this impact, while also decreasing their water charges. Those involving landscapes range from accurate sprinkler scheduling to plant selection.

To assist customers in managing their water usage, a wide range of tips can be found in the "conservation" section of the Medford Water Commission's website at www.medfordwater.org. Additionally, a new web feature, Water-Wise Gardening in the Rogue Valley, has just been added to the website. Accessible from a link on the home page, this feature includes hundreds of photos showing attractive examples of local landscapes that incorporate water-wise concepts, along with information on specific plants and a variety of tips. We encourage you to check out this new offering.

Particularly for those without internet access, some materials, such as sample watering schedules and various brochures can also be obtained from the

Medford Water Commission by calling **541-774-2435**. Additionally, during the summer months, local residents can call our Lawn Watering Infoline at **541-774-2460** for up-to-date watering schedules based on current weather.



Our Water Sources:

The majority of the water used within our water system comes from the Big Butte Springs, which flow from the lower slopes of Mt. McLoughlin near Butte Falls. Its quality is exceptional, being diverted into pipelines while still underground and requiring no treatment besides disinfection. Considered a groundwater supply, this clear, cold water serves our cities year round.

During the summer months when water usage more than triples, we utilize water from the Rogue River as well. While also high in quality, as a surface water supply, it requires additional treatment to remove substances that might be picked up in the water in its journey out of the

Cascades. The Rogue water is pumped from the river near Tou Velle Park and treated at the Robert A. Duff Water Treatment Plant utilizing ozonation, filtration and disinfection.

With much of the upper Rogue watershed and the entire Big Butte Springs drainage being in undeveloped forested areas, we don't face many of the water quality challenges associated with urban watersheds. Nonetheless, the Medford Water Commission is actively involved in activities aimed at preserving the quality of our water supplies. This includes development of source water assessments / wellhead protection plans, which are available for review upon request.

WATER CONNECTIONS

MEDFORD WATER COMMISSION (PWID: 41-00513)

Robert Noelle, Water Quality Superintendent: 541-774-2434
Email: wtrcom@ci.medford.or.us
www.medfordwater.org
Board Meetings: 1st and 3rd Wednesday at 12:30 pm
Lausmann Annex, Room 151

CITY OF CENTRAL POINT (PWID: 41-00178)

Max Woody, Public Works Operations Manager: 541-664-3321 (ext. 241)
Email: max.woody@centralpointoregon.gov
Council Meetings: 2nd and 4th Thursday at 7:00 pm
City Hall, 140 S. 3rd Street

CITY OF EAGLE POINT (PWID: 41-00267)

Gary Shipley, Public Works Supervisor: 541-826-4212 (ext. 136)
Email: garyshipley@cityofeaglepoint.org
Council Meetings: 2nd and 4th Tuesday at 7:00 pm
City Hall, 17 S. Buchanan Street

CITY OF JACKSONVILLE (PWID: 41-00405)

Jeffrey Alvis, City Administrator: 541-899-1231
Email: administrator@jacksonvilleor.us
Council Meetings: 1st and 3rd Tuesdays at 6:00 pm
Old City Hall, 215 Main Street

CITY OF PHOENIX (PWID: 41-00625)

Jeff Ballard, City Engineer: 541-535-5531
Email: jeff@pwmanagers.com
www.phoenixoregon.net
Council Meetings: 1st and 3rd Monday at 6:30 pm
Public Works Office, 1000 South 'B' Street

CITY OF TALENT (PWID: 41-00857)

Lester Naught, Superintendent: 541-535-3828
Email: pubworksles@cityoftalent.org
www.cityoftalent.org
Council Meetings: 1st and 3rd Wednesday at 6:30 pm
Community Center, 206 E. Main Street

JACKSON COUNTY HEALTH DEPARTMENT,

Environmental Health:
541-774-8206
Oregon Health Authority, Drinking Water Program:
1-971-673-0405
www.oregon.gov/DHS/ph/dwp

EPA SAFE DRINKING WATER HOTLINE:

1-800-426-4791
www.epa.gov/safewater

2011 Water Quality Test Results

Primary Contaminants Analysis

Substance	MCL (Maximum Allowed)	MCLG (Ideal Goal)	Average Amount Detected	Range	Complies?	Typical Source
Barium (ppm)	2	2	Big Butte Springs: 0.003 Rogue River: 0.005	N/A	YES	Erosion of Natural Deposits

Microbiological Contaminants

Substance	MCL (Maximum Allowed)	MCLG (Ideal Goal)	Detected Level	Complies?	Typical Source
Coliform bacteria	Present in 5% of Monthly Samples	0% Presence	Medford: Present in 2.8% of September Samples	YES	Naturally present in the environment
E coli	0	0	0	YES	Human and animal fecal waste

Other Analyses

Substance	TT (Maximum Allowed)	% of Samples Meeting Standard	Highest Measurement	Complies?	Typical Source
Turbidity	Rogue River: 95% < 0.3 NTU Big Butte Springs: N/A	100%	Rogue River: 0.075 NTU	YES	Soil erosion and stream sediments

Secondary Contaminants - Voluntary Guidelines

Substance	Maximum Suggested	Average Amount Detected	Complies?	Typical Source
Aluminum (ppb)	50 - 200	Big Butte Springs: 119 Rogue River: 11.1	YES	Erosion of Natural Deposits
Chloride (ppm)	250	Big Butte Springs: 1.94 Rogue River: 4.65	YES	Erosion of Natural Deposits
Copper (ppm)	1.0	Big Butte Springs: 0.071 Rogue River: 0.003	YES	Erosion of Natural Deposits
Sulfate (ppm)	250	Big Butte Springs: 0.911 Rogue River: 0.646	YES	Erosion of Natural Deposits
Sodium (ppm)	20	Big Butte Springs: 5.99 Rogue River: 5.90	YES	Erosion of Natural Deposits
Zinc (ppm)	5	Big Butte Springs: 0.004 Rogue River: 0.007	YES	Erosion of Natural Deposits

DEFINITIONS

AL (Action Level)

The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.

MCL (Maximum Contaminant Level)

The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.

MCLG (Maximum Contaminant Level Goal)

The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

MRDL (Maximum Residual Disinfectant Level)

The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

MRDLG (Maximum Residual Disinfectant Level Goal)

The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

ND (Non Detect)

Not detected at an established minimum reporting level

ppm / ppb (Parts Per Million / Parts per Billion)

One part per million or per billion means that one part of a particular substance is present for every million or billion parts of water. One part per million compares to one penny in \$10,000, and a part per billion is equivalent to a penny in \$10 million.

TT (Treatment Technique)

A required process intended to reduce the level of a contaminant in drinking water.

UNDERSTANDING THE RESULTS:

Hundreds of tests are run on our drinking water each year to ensure that no substances are present at harmful levels. With testing techniques that are continuously improving, substances can now be detected at truly minuscule levels. Nonetheless, of the approximately 150 contaminants we test for, most have never been found in our water. Those we do detect are at levels far below health standards and are identified herein.



If you wish to view complete results for all constituents that we monitor, a "Water Quality Analysis" can be obtained at the Medford Water Commission offices or on the Commission's website (www.medfordwater.org).

TESTING FOR MICROBES:

Microscopic organisms have more potential to show up suddenly and cause immediate illness than most contaminants. Therefore, water samples are taken throughout the water system on a regular basis to check for bacteria. This sampling is done by the Medford Water Commission, as well as each of the cities participating in this report. This includes testing for coliform bacteria and confirming that adequate chlorine is present in the water to provide ongoing disinfection. While most coliforms do not pose a health threat, they are a good indicator of whether other bacteria might be present. If found, further testing is conducted for harmful forms of bacteria. Coliform bacteria are seldom found in our water. In 2011, of the 1672 samples taken from 104 sampling points, only 3 taken in Medford showed any coliform bacteria, and further testing confirmed no harmful bacteria were present.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV / AIDS or other immune system disorders, some elderly, and infants can particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA / CDC guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline (800-426-4791).

CHLORINE RESIDUAL:

Chlorine is the only disinfectant that remains in water to provide continuous protection to customer's taps. Therefore, some chlorine is typically utilized even if another primary disinfectant is also used. Sampling throughout the distribution system confirms that the amount of chlorine present is neither too low nor too high. Our water is effectively disinfected with much less chlorine than is allowed, and residual testing is similarly low.

DISINFECTION BY-PRODUCTS:

Disinfection to inactivate harmful microbes is extremely important to protect public health. However, by-products can form from this process, some of which can be harmful if they occur at sufficient levels over a long time period. Various measures are taken to keep these by-products to a minimum while insuring that disinfection is achieved.

LEAD AND COPPER:

Because lead and copper can enter drinking water through contact with household plumbing or water system pipes, additional testing is conducted at residences considered to be at greatest risk for elevated amounts of lead and copper. Our water is not prone to high levels of these metals, but if present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children.

Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. Medford Water Commission and each of the cities are responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your drinking water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at <http://www.epa.gov/safewater/lead>.

TURBIDITY:

Turbidity is a measure of how clear water is. Turbidity itself does not necessarily indicate that water is unhealthy, but it can interfere with disinfection and can be an indicator of microorganisms. Turbidity measurement is not required of our spring water, though we continuously monitor it for our own review.

Medford Water Commission and Cities' Disinfection and Disinfection By-Product Analyses

Substance	Average Amount Detected	Range	MCL (maximum allowed)	MCLG (ideal goal)	Complies?	Typical Source
Total Trihalomethanes (ppb)	M.W.C.: 12.6	1.96 - 23.6	80	0	Yes	By-products of chlorination used in the water treatment process
	Central Point: 6.8	0.5 - 16.2				
	Eagle Point: 6.1	1.23 - 20.2				
	Jacksonville: 13.2	13.2 - 13.2				
	Phoenix: 4.0	4.0 - 4.0				
	Talent: 1.4	1.4 - 1.4				
Haloacetic Acids (ppb)	M.W.C.: 13.6	M.W.C.: ND - 28.7	60	0	Yes	By-products of chlorination used in the water treatment process
	Central Point: 4.4	Central Point: ND - 11.2				
	Eagle Point: 2.9	Eagle Point: ND - 11.5				
	Jacksonville: 10.0	Jacksonville: 10.0 - 10.0				
	Phoenix: ND	Phoenix: ND				
	Talent: ND	Talent: ND				
Chlorine (ppm)	M.W.C.: 0.53	M.W.C.: 0.24 - 0.80	4.0 (MRDL)	4.0 (MRDLG)	Yes	Treatment additive for disinfection
	Central Point: 0.36	Central Point: 0.03 - 0.71				
	Eagle Point: 0.44	Eagle Point: 0.17 - 0.66				
	Jacksonville: 0.39	Jacksonville: 0.22 - 0.55				
	Phoenix: 0.45	Phoenix: 0.30 - 0.50				
	Talent: 0.39	Talent: 0.30 - 0.45				

Lead and Copper Sampling from Residential Water Taps

Substance	Entity	Amount Detected (90th percentile value)	Date of most recent test	Action Level	MCLG (ideal goal)	Complies?	Typical Source
Lead (ppb)	M.W.C	1.8	2010	90% of homes tested must have lead levels less than 15 ppb	0	Yes (No sample exceeded action level)	Corrosion of household plumbing
	Central Point	3.0	2011				
	Eagle Point	4.8	2010				
	Jacksonville	2.8	2010				
	Phoenix	1.8	2009				
	Talent	1.7	2010				
Copper (ppm)	M.W.C	0.855	2010	90% of homes tested must have lead levels less than 1.3 ppm	1.3	Yes (No sample exceeded action level)	Corrosion of household plumbing
	Central Point	0.330	2011				
	Eagle Point	0.306	2010				
	Jacksonville	0.310	2010				
	Phoenix	0.677	2009				
	Talent	0.311	2010				