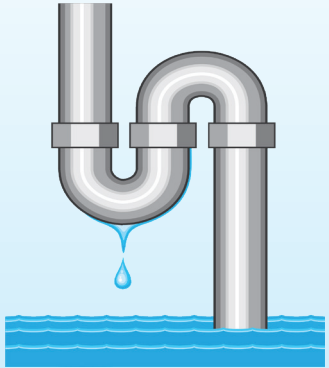




Waterlines

FEBRUARY 2018

QUARTERLY NEWSLETTER OF THE MEDFORD WATER COMMISSION



Fix a Leak Week

Get ready to hunt down leaks during Fix a Leak Week 2018. From March 19th-25th, take a few minutes to find and fix leaks in your home. It's easier than you think!

Something as simple as tightening the faucet or replacing the O-ring can save you 10% on your water bill. Leaks that go on for an extended amount of time not only waste a natural resource, but also result in higher water and sewer charges, and may cause property damage.

If you think you may have a leak, contact us at (541) 774-2430. We can take a look at your account and provide helpful information.

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@cityofmedford.org
www.medfordwater.org

Find us on Facebook @MedfordWater

CHANGES ON THE BOARD

Medford Water Commission is governed independently by five members of the Board of Water Commissioners. Each serve five-year rotating terms, with one board member being selected each year through appointment by Medford's Mayor and approval by the City Council.

Bob Strosser stepped down from our board at the end of January to fully transition to his role at Jackson County, having been elected to the Jackson County Board of Commissioners in November of 2016. The end of 2017 marked Mr. Strosser's twentieth year of volunteer service to the City of Medford, including serving on the City Council for sixteen years (and the City Council's liaison to the Board of Water Commissioners during



Bob Strosser

this time), the Budget Committee, and three years on the Water Commission. He has also undertaken many other community service activities, including the ACCESS Board, Medford Senior Center Board, League of Oregon Cities Board, Rotary Club of Medford, numerous local, state, and regional committees, along with many leadership roles with local and state Realtor associations.

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QUALITY & CORROSION STUDY UPDATE

PRELIMINARY STUDY RESULTS SHOW STANDARD TREATMENT OPTIONS WORK TO IMPROVE WATER QUALITY

Why is Medford Water Commission Studying Corrosion?

Water quality and the protection of public health are Medford Water Commission's top priorities. The ongoing lead issues for customers in Flint, Michigan highlight the need for water systems across the nation to take reducing lead exposure seriously.

The Commission is conducting a Water Quality and Corrosion Study to evaluate treatment options that can, if necessary, reduce the water's tendency to release metals from service lines and household plumbing.

Though our water is in compliance with all EPA standards, there may be

an opportunity to enhance the stability and quality of the water we deliver to our customers' taps.

What have we learned so far?

The first part of the study recently concluded, and the results show that increasing the pH (making water less corrosive) produces stable water that reduces the tendency of metals to leach from pipes.

Methods to increase pH add naturally occurring substances that have been safely used for decades in communities across Oregon and the United States.

What will be the outcome of the study?

The next phase in the study will test treatment methods on samples of the Commission's own pipe in the

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STUDY UPDATE

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laboratory. By the end of 2018, we will have the data needed to identify the best option to preserve our community's high-quality water right to the tap, safeguard health, and keep water affordable.

How can I learn more?

The study is part of a multi-pronged approach to lead and copper in the water system. The Commission has worked to proactively find and replace lead pipe "pigtailed" installed in the early 1900s.

More information on those efforts and steps you can take to reduce your exposure to lead and copper in drinking water is available in the Water Quality section of our website at medfordwater.org.



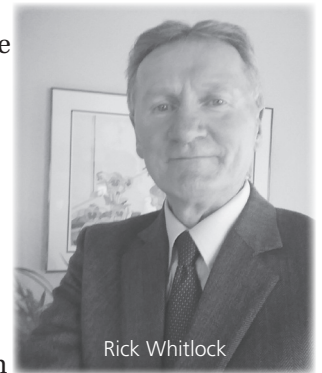
BOARD CHANGES

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Mr. Strosser moved to Medford following retirement as a police commander for Pasadena, California, and began a career as a Realtor. He is currently Principal Broker for Coldwell Banker Pro West, and in addition to his duties as a Jackson County Commissioner, he serves as the Board liaison to the City Councils of Ashland, Butte Falls, Eagle Point, Medford, and Phoenix, as well as the Association of Oregon counties, Medford Chamber of Commerce, Rogue Valley Council of Governments, U.S. Army Corps of Engineers, and many others.

Filling this open position is attorney Rick Whitlock; in addition to having served as an Oregon local government lawyer for approximately 27 years, Mr. Whitlock is the former City Manager for the City of Klamath Falls. Since re-

tiring from the full-time practice of law in 2014, he has served on the City of Medford's Budget Committee as well as the Site Plan and Architectural Commission since 2015.



Rick Whitlock

His wide range of experiences as a public servant and volunteer make him a great asset to the citizens of Medford and to the Commission.

We offer our immense gratitude to Bob for the significant insight and guidance he has provided over the past 19 years, and welcome Rick to his new role.

MARCH RATE INCREASE

At the end of each calendar year, Medford Water Commission conducts a cost of service study, completed by an independent consultant.

Keeping costs down for our customers is always an objective of the Commission, and over the last decade, our fairly static rates have led to water revenues not meeting expenses and the depletion of reserve levels.

This year's study found that changes are needed to provide sufficient revenue to prudently fund short and long-term needs, such as replacing aging infrastructure at the end of its useful life to ensure reliability of the water system, investment in technologies that increase efficiencies, and improvements in the facilities that store, treat and transport water to our customers.

Consequently, water rates will increase beginning in March.

The upcoming rate change from a dollar-and-cents perspective is not significantly large; the typical charge for a residential customer with a 3/4" meter will increase by \$1. Charges both before and after the increase are low compared with water

providers across the region.

We receive no funding from taxes, so these charges support overall flexibility to

meet changing conditions while maintaining a healthy financial outlook moving forward. It also allows us to continue a tradition of safely and effectively delivering water to the growing population of the Rogue Valley.

Just one penny will still buy you nearly 15 gallons of clean, high-quality drinking water delivered right to your faucet



Waterlines

is a quarterly publication of the

Medford Water Commission

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

Commissioners

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

General Manager

Brad Taylor

Serving these cities:

Medford, Ashland, Central Point, Eagle Point, Jacksonville, Phoenix, Talent

Also serving:

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