

Ozone Project

FAQs

Q. Why the change? Weren't things fine the way they were?

A. Although the old station served a lot of customers over the years without many issues, the higher demand on the station has brought increased complaints about long lines, and generated modernization issues. In addition, Oregon State Legislature House Bill 4061, effective June 6, 2022, requires water suppliers to maintain certain records of water purchased at such a facility for at least 12 months and provide records to law enforcement or the Water Resources Department upon request. The new station is designed to eliminate these concerns and serve our customers for many years to come.

Q. Why can't we keep the simple quarter station in addition to the new station?

A. The coin-based station design cannot perform the functions required for House Bill 4061 and had no ability to maintain usage/purchase records.

Q. Why do you need my license plate number?

A. In compliance with House Bill 4061, Medford Water maintains water sales records by customer, including license plate of the vehicle used to haul the water. Only one account per vehicle license is allowed.

Q. Why do I need to bring my own hose to the new water station?

A. Sharing a hose with others has proven to be problematic for an increasing number of users. Customers will now be able to supply a hose of their own choosing and take care of it at the level they choose.

Q. Why do I need to sign up for an account?

A. In order to allow customers to manage their own payments and water access, monitor the use of our station, and comply with House Bill 4061.

Q. I am having trouble setting up a Pay4Water account, who do I contact?

A. If you need help setting up a Pay4Water account, adding funds, retrieving your PIN, or anything else account-related, please contact our Customer Service Team at (541) 774-2430 during normal business hours Monday through Friday, 8 a.m. to 5 p.m., or at customerservice@medfordwater.org.

Q: I forgot my Account Number or PIN, what do I do?

A: There is not a way to recover a forgotten Account Number or PIN on the Pay4Water site. Please document this information for your own records. If you lose this information, please contact our Customer Service Team at (541) 774-2430 during normal business hours Monday through Friday, 8 a.m. to 5 p.m., or at customerservice@medfordwater.org.

Q: What will bulk water cost from the upgraded facility?

A: The current rate is \$0.25 per 215 gallons (equal to \$1.16 per 1000 gallons). On June 6, 2022, this rate will change to \$4.01 per 1000 gallons.

Q. Why the price increase?

A. In summary, it is to pay for the actual cost of providing water from this facility, and an overall enhanced system. The investment in the modernized station comes with a cost, and the return on that investment will take many years. Leaving the price the same was not in the best interest

of Medford Water customers.

Q. Why won't the new station take money at the site?

A. Coin-operated and on-site credit card processing machines require high maintenance and are problematic to manage. Loading money onto accounts via credit cards is safe and secure and helps ensure a higher level of service. Accounts can be securely reloaded using a mobile device—even while in line at the station. Once your credit card payment has been processed, the funds will be available immediately.

Q. How do I put more money on my account?

A. You can load your account with a credit card (\$20 minimum) at [Pay4Water.com](https://www.pay4water.com).

Q. Why the \$20 minimum?

A. We have set this minimum to keep credit card fees manageable.

Q. What are the restrictions on the quantity of water purchased?

A. The maximum weekly limit is 3,500 gallons; maximum water volume per month is 15,500 gallons. Water in larger volumes is available at the Jackson County Public Works Facility at 724 Antelope Road, White City (users of that facility must set up an account with Jackson County). Once the maximum volume is reached, water will not be dispensed until a new time period begins.

Q. Why are there quantity restrictions?

A. To increase efficiency for smaller-quantity users and decrease the frequency of long lines for our customers.

Q. Is this potable drinking water?

A. Yes. This water is delivered by Medford Water's system.

Q. What type of hose should I use?

A. We recommend a 'semi-rigid' hose which holds its shape as opposed to a fire hose or flimsy/thin hose which can kink. Some users may want to invest in a food-grade hose while others will be fine with plastic or some other material. See our website for a non-comprehensive list of local vendors.

Q. What are the hose sizes and connectors to be used?

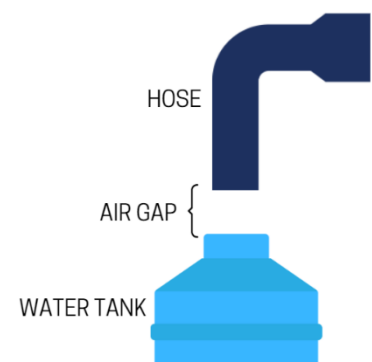
A. Connection is made to the station with a 2" female camlock connector.

Q. How much water comes out of the 2" port?

A. The 2" connection flows approximately 120 gallons per minute, which is very similar to the old station flow rate.

Q. Can the 2" hose be used uncoupled to a tank?

A. Yes. The pressure has been lowered to reduce risk. Be aware, hoses full of water are heavy and a rate of 120 gallons per minute is a lot; only competent adults should use this system. Make sure that the hose end does not contact the water surface of the tank that is being filled; **maintain an "airgap" between the hose and water surface.** See the illustration of an air gap at right.



Q. How long does my hose need to be?

A. Be sure your hose is long enough so it will reach from either side of the station. The final length will be determined by you after you've taken a look at the new station and done some measuring

based on where your hose connects or where your tank lid is located.

Q. How do I prevent overflows?

A. The modernized station has a few features which help with this. The customer prompts on the screen allow you to input a desired quantity, and the system will deliver very close to that number and then shut off automatically, even if you are still sitting in your vehicle. After filling just a few times, you should have a good idea how much water you need each time—especially if your tank is empty each time. Just key in the number and you are good to go! Secondly, there is a 'PAUSE' button that will pause the water flow and give you two minutes to switch the hose to a second or third tank—no more switching while the water is going everywhere. The 'STOP' button can also be used to prevent overflow. **NOTE: After pushing the 'PAUSE' or 'STOP' buttons, the control valve takes 13 seconds to fully open, and 13 seconds to fully close.**

Q. What happens if I forget to disconnect my hose from the station's access panel?

A. Customers are responsible for any damage to the facility; including if they drive away with their hose still connected.

More questions? Contact our Customer Service Team at (541) 774-2430 during normal business hours Monday through Friday, 8 a.m. to 5 p.m., or at customerservice@medfordwater.org.