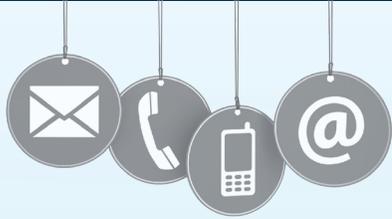




Waterlines

MAY 2020
QUARTERLY NEWSLETTER OF MEDFORD WATER COMMISSION



CONTACT US FOR FINANCIAL ASSISTANCE

To ensure that everyone has access to resources they need to stay healthy and take care of their families, we are not disconnecting water service for non-payment amid this pandemic, and have suspended late fees.

Customers are still responsible for water charges accrued during this time and should continue to pay their bill.

We understand that many in our community are under a financial hardship and urge you to call us at 541-774-2430 if you are having difficulty making your water bill payments.

We can discuss options that may be available to you, such as payment arrangements. In addition, we provide annual grants to St. Vincent de Paul, The Salvation Army, and ACCESS for water bill payment assistance to qualifying families.

We're here for you:

(541) 774-2430
customerservice@medfordwater.org

medfordwater.org

200 South Ivy Street, Room 177
Medford, OR 97501

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

Socialize with us!

 facebook.com/MedfordWater

 twitter.com/MedfordWater

WE'RE KEEPING THE WATER FLOWING

We're all facing uncertainty during this time. We want to assure you that one thing hasn't changed...you can continue to count on access to safe, reliable tap water for drinking, hand washing, and toilet flushing.

Industries including hospitals, fire response, and commercial and



residential customers depend on water every day. We have taken significant steps to ensure that our essential employees stay safe and healthy, and will continue their important work of delivering high-quality drinking water throughout this public health crisis.

In addition to temporarily closing our office to the public, we staggered shifts and limited the number of employees in the workplace, incorporated physical distancing into daily work activities, and mandated the disinfection of office areas twice a day.

Our staff is out maintaining the water system and performing necessary repairs to keep the system running, and we will not shut off your water if you miss a payment during this time. We have also suspended late fees.



PUT SOME MONEY BACK IN YOUR POCKET...

Take advantage of our toilet rebate!

Have you recently replaced a toilet in your home? You could qualify to get money back! Using a modified inspection process, we are still offering rebates through our Toilet Rebate Program.

Medford Water Commission customers can receive a rebate of up to \$85 per toilet with the purchase and installation of a new WaterSense® certified dual-flush, or 1.28-gallon or less per flush model.

Toilets are by far the main source of water use in the home, accounting for nearly 30 percent

of an average home's indoor water consumption.

Older, inefficient toilets can use as much as 6 gallons per flush, but modern advancements have allowed toilets that use as little as 1.28 gallons or less to provide equal or superior performance.



Go to epa.gov/watersense to search for WaterSense-labeled toilets and other products. For more information on our modified inspection process during this time, call 541-774-2435 or email us at water@medfordwater.org.

TAP WATER CONTINUES TO BE SAFE

Water is key to reducing the spread of the COVID-19 virus in our community, which is not transmitted through the water supply and has not been detected in drinking water supplies.

The United States Environmental Protection Agency recommends that Americans continue to drink and use tap water as usual, such as for

handwashing and cleaning.¹

Our pristine primary water source, Big Butte Springs, is disinfected for assurance, and our secondary source, the Rogue River, is disinfected in addition to further treatment. Staff tests water throughout the system

¹ Source: www.epa.gov/coronavirus/coronavirus-and-drinking-water-and-wastewater

routinely each week to ensure the water we supply remains safe and exceeds federal and state standards for quality.



IT'S TIME...FOR SPRINKLER START UP!

For those at home, now's a great time to tackle those spring projects, like preparing your sprinkler system for the warm summer months ahead.



get your system ready for operation. If you had a professional winterize your system, you can have them come back to get your system up and running. Do-it-yourselfers should visit our website and click on the Conservation tab. Go to the *Spring Startup for Sprinklers* page for a step-by-step overview.

Once your sprinkler system is up and running, give your system an overall checkup. Begin by making sure sprinklers are facing the right direction and all components are functioning properly. Look for leaks and breaks, and repair or replace damaged sprinkler parts. Trim plants that are obstructing spray patterns or move obstructed sprinklers. Lastly, make sure your drip system emitters haven't become clogged, damaged, or missing and add more or larger emitters for plants that have grown.

With your system optimized for the summer season, you'll save water and save yourself high water usage charges on your summer bills! For more watering tips and information on other conservation programs, visit our website at medfordwater.org.

Happy Watering!

Begin with your sprinkler timer, making sure it is on and functioning, and that the date and time are correct before making any scheduling adjustments. We recommend taking advantage of your timer's Seasonal Adjust feature, if available. This will allow you to easily adjust your watering schedule in 5% or 10% increments as the season changes, as opposed to changing the run times at each individual station.

If your system has been winterized, you will need to take steps to safely

LOOKING FOR MORE INFORMATION?

Medford Water Commission's highest priority is keeping you safe and well-informed amid concerns about the spread of COVID-19.

We have answers to common questions related to water service and billing available on our website, as well as answers to questions related to water quality.

To stay up to date with the latest COVID-19 recommendations and news, go to one (or all) of the following sources:

- **Oregon Health Authority**
healthoregon.org/coronavirus
- **Jackson County Health & Human Services**
jacksoncountyor.org/hhs
- **Centers for Disease Control and Prevention**
cdc.gov
- **World Health Organization**
who.int



Medford Water Commission

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

Commissioners

John Dailey • Daniel Bunn
Greg Jones • Jason Anderson

General Manager

Brad Taylor

Serving Partner Cities:

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

Also serving:

White City area and the Elk City and Charlotte Ann Water Districts

*Emergency intertie only

