



# Waterlines

AUGUST 2020

QUARTERLY NEWSLETTER OF MEDFORD WATER COMMISSION

## DID YOU KNOW?



*You can save money and maintain your healthy landscape!*

*Medford Water Commission supplies up to 62 million gallons of clean drinking water on a peak summer day, much of which is used for landscape irrigation.*

*To learn how much water you need to apply each week, based on local weather trends, call our Lawn Watering Infoline at (541) 774-2460. Information is updated weekly during the summer months.*

*We also offer customers a free on-site evaluation of your sprinkler system. You will learn how you can save water and money while still maintaining a healthy and attractive landscape!*

*For more details, call (541) 774-2435 or visit [medfordwater.org](http://medfordwater.org) and click on the "Conservation" tab.*

## We're here for you:

(541) 774-2430  
[customerservice@medfordwater.org](mailto:customerservice@medfordwater.org)

[medfordwater.org](http://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](https://www.facebook.com/MedfordWater)

 [twitter.com/MedfordWater](https://twitter.com/MedfordWater)

## DROUGHT POSES ANOTHER CHALLENGE FOR JACKSON COUNTY

### *How is the Commission responding to it?*

In addition to the COVID-19 pandemic, Jackson County is facing another challenge: back in April of this year, County officials declared a local disaster due to drought conditions. A snowpack at around 65% of average, low reservoir levels, and projections of low summer stream flow all contributed to the decision.

Fast forward to today, and the situation has improved only slightly. Despite an unusually wet and cool June, local precipitation is still below 75% of average for the water year (counted from October to the following September).

Fortunately, Medford Water Commission has plans and monitoring programs in place to help guard against future water shortages.

We have two sources of water to draw from: Big Butte Springs (BBS) provides a year-round source of high-quality drinking water for our customers, which satisfies the needs of our community for much of the year. In the summer when demand for water increases, the Robert A. Duff Water Treatment Plant treats water from the Rogue River to supplement the supply.

These sources provide ample redundancy if one source were ever to diminish. They are part of our water portfolio—a collection of assets, practices, and technologies for water management.

Our staff regularly monitors water quantity and quality in our watersheds to ensure we are on top of any changes or trends. In the BBS watershed, we measure the depth of groundwater in a network of wells, and the output and water quality at the Springs. Water

quality and streamflow is monitored throughout the upper Rogue River watershed upstream of our intake.

These sources and practices allow us to ensure a sufficient supply of drinking water for our customers, who also play a part in drought preparedness. Making conservation a part of your daily life can help us to preserve this essential resource. For ways to reduce your water usage inside and outside your home, go to [ready.gov/drought](http://ready.gov/drought), or our website.



Measuring weir for monitoring output from our BBS source

## FIND OUT WHAT IS IN—OR NOT IN—THE WATER WE DRINK

Our annual Consumer Confidence Report is available at <http://www.medfordwater.org/consumerconfidencereport.pdf>. The report includes water testing results for the year 2019. Call (541) 774-2430 to have a copy mailed to you.

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El informe anual sobre la calidad de su agua está disponible en línea en <http://www.medfordwater.org/informedeconfianzadelconsumidor.pdf>. Llame al (541) 774-2430 si desea una copia en papel por correo.

## WATER-WISE LANDSCAPING: IT'S A WIN-WIN!

A beautiful landscape is not only enjoyable to the homeowner but adds to the value of the home and surrounding properties.

If you are contemplating making changes to your existing landscape or installing a new one, we hope that making it water-wise will be among your objectives.

Here are just a few of the many benefits of a water-wise landscape:

- Reduce Maintenance – Plants that are appropriate for our local climate, such as drought tolerant and native species, require less frequent care and maintenance.
- Save Water – Water-wise landscaping uses less water than traditional landscaping, which can save you money on your water bill.
- Protect Natural Resources and the Environment – Improved water efficiency can reduce carbon pollution and delay expensive water infrastructure expansions.

Our water-wise gardening website, [medford.watersmartgardening.com](http://medford.watersmartgardening.com), is a valuable tool to inspire and plan your water-wise landscape.

The site highlights efficient gardening concepts and provides tours of beautiful examples and photo galleries divided into categories such as decks, arbors, front yards, back yards, streetscapes, and hillsides.

Users can search for different sizes and types of plants that can be grown

locally, and in turn develop a list of favorites.

Detailed information on such aspects as whether plants prefer sun or shade and their water needs is also provided. This can help property owners determine not only what plants they find attractive, but also which ones might be most appropriate and successful in specific locations.

We think you will enjoy viewing photos featuring local properties and will agree that landscaping with water efficiency in mind can be both functional and beautiful!

*Go to [medford.watersmartgardening.com](http://medford.watersmartgardening.com) or click on this banner on our home page*



## PRESERVING OUR COMMITMENT TO OUR CUSTOMERS

While Phase 2 of Jackson County's reopening process means that some of our community has been able to take steps closer to "normal" business again, this time represents the greatest danger to our utility. Physical interaction has increased, and safety measures may have relaxed.

The service we provide remains essential to the Rogue Valley and the protection of public health, and to preserve our commitment to our customers and our employees, our offices will remain closed to the public.

We are not disconnecting water service for non-payment and have suspended late fees during this time. If you are having difficulty paying your water bill, please contact us. We can discuss options that may be available to you.

We're here to help; call us at (541) 774-2430 during normal business hours, or find helpful FAQs and COVID-19 information available on our website.

## REOPENING YOUR BUILDING OR BUSINESS?

*Prevent water quality issues by flushing your water system before use.*

While we are generally all about conserving water, our highest priority is safeguarding public health. To find out more about flushing and how periods of long stagnation can impact your water quality, go to our website and click on the "Guidelines for Reopening Building Water Systems" banner, call us at (541) 774-2430, or scan the QR code at the right.



### Medford Water Commission

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

#### Commissioners

Daniel Bunn • Greg Jones  
John Dailey • 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

