



# Waterlines

FEBRUARY 2020

QUARTERLY NEWSLETTER OF MEDFORD WATER COMMISSION



Add your voice (or feel free to just listen) to those who govern Medford Water Commission

and be a part of the decision-making process in your community by attending a meeting of the Board of Water Commissioners!

The sole duty of the Board is the operation of the community's water system. Its five members volunteer to serve and are appointed by the Mayor and City Council.

Meetings are on the first and third Wednesdays of each month (unless otherwise scheduled) and are open to the public. Agendas for each meeting are posted on our website.

Come see what the Commission is doing to protect your water quality and manage the distribution system. Who knows, you might decide that you want to have a bigger impact on your community by applying for a spot on the Board of Water Commissioners or one of the many City boards, commissions, and committees!

## 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

## BE MOVE-IN READY WITH THESE TIPS

Are you moving into a new home or apartment this year? Make sure you are move-in ready by optimizing your water quality:

- During periods of long stagnation (such as a home being unoccupied for several days), water can pick up off-tastes, odors, or colors from sitting in the pipes inside your house, especially in older plumbing systems.

To help combat this, open all cold water taps and run the water for 2-5 minutes to flush the "old" water out before using it for drinking or cooking.

- Check faucet aerators for build-up and clean them out if necessary.
- The age, condition, and type of materials in your plumbing system all impact your water quality.

If you're not sure, familiarize yourself with the materials used in your home by checking county permit records, or by speaking with the builder, seller, real estate agent, or a licensed plumber.

Don't forget to contact us to transfer service from your previous residence to your new one.



## A ROAD MAP FOR A RELIABLE, HIGH-QUALITY WATER SUPPLY

**How the Commission's plans for responsible stewardship and accountability are still the best value**

As the Rogue Valley's trusted municipal water provider, Medford Water Commission has a responsibility to provide our approximately 136,000 customers with a reliable, high-quality water supply at the best value.

This means that in addition to long-range planning, we conduct annual studies through an independent consultant to analyze revenues and identify funding needs. Our last study found that many years of static rates over the last decade have led to insufficient water revenues and reserve levels.

Changes are needed to prudently fund short and long-term needs, such as replacing aging infrastructure and improvements in the facilities that store, treat and transport water to our customers. Consequently, modifications to our water rates will go into effect in March.

Fortunately, 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 \$1.09 per month, which is still low compared with water providers across our region.

**Just one penny will still buy you over 12 gallons of clean, high-quality drinking water delivered right to your faucet!**

We don't receive any funding from taxes, so these charges support overall flexibility to meet the changing needs of our water system and allows us to continue a tradition of safely and effectively delivering water to the growing population of the Rogue Valley.



## CHANGE JUST AHEAD

*A note from  
our General  
Manager:*

Just as with our community, our organization continues to experience much growth and change.

This change challenges us in ways that may be painful, but also natural. I have encouraged our staff to ask questions and get involved to better understand the changes and the reasons behind them.

One way to do this is to be proactive in anticipating issues and threats, working together to identify potential problems before they occur. Being open and transparent in communications helps to build respect for each other's roles and responsibilities within the organization and our community.

These ideals are at the core of our new Vision, Mission, and Values statements (see them on the About MWC page of our website) and impact our day to day decisions, even though it may be several years before you see many of these changes externally.

Not all changes or initiatives are immediately successful, and often require redirection or regrouping. It truly is a team effort, and I appreciate all the things each of our staff, citizens, and Partner Cities do to carry the responsibilities of their communities.

Brad Taylor, General Manager

## RESOLVE TO MAKE YOUR LIFE EASIER... WITH AUTO PAY

Take advantage of our convenient automatic payment option! It's as easy as 1, 2, 3:

- 1 Login at [services.medfordwater.org](http://services.medfordwater.org) and add a credit card/bank account.
- 2 Go to "Auto Pay Settings" and select the payment method you would like to use.
- 3 Confirm Auto Pay setup and save (you will receive a confirmation email).

## WHERE DO YOU GET YOUR INFORMATION?

According to a Gallup poll<sup>1</sup>, more than half of the American population is concerned about the quality of their drinking water. If you're one of those people, it's likely that you have noticed an overwhelming amount of information available in the media related to the topic.

The challenge comes from wading through the overabundance of information to decipher what is true and what is not. For example, you may have heard about per- and polyfluoroalkyl substances (PFAS), which periodically appear in the news regarding their detection in drinking water around the country.

PFAS are a group of human-made chemicals that have been manufactured and used in a variety of industries in the United States since the 1940s and found in many consumer products like cookware, food packaging, and stain repellants. PFAS manufacturing and processing facilities, airports, and military installations that use firefighting foams are some of the main sources of PFAS.

Both of the Commission's water sources are at low risk for PFAS, which have not been detected in either the Big Butte Springs or the Rogue River.

<sup>1</sup> Source: [news.gallup.com/poll/207536/water-pollution-worries-highest-2001.aspx](http://news.gallup.com/poll/207536/water-pollution-worries-highest-2001.aspx)



In fact, many contaminants commonly found in other water supplies are not found in ours due to this high-quality source water, however we will continue to monitor for contaminants and maintain our robust source water protection programs.

While most media outlets are not a good resource for scientific information relating to drinking water quality, you might instead consider looking to the Environmental Protection Agency's Office of Water ([epa.gov/aboutepa/about-office-water](http://epa.gov/aboutepa/about-office-water)) or the American Water Works Association ([awwa.org](http://awwa.org)).

In addition to those resources, we post our Consumer Confidence Reports and water quality analyses online so you can know what is in the water you drink. Go to the Water Quality tab of our website for these documents and other water quality information.

### Medford Water Commission

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

#### Commissioners

John Dailey • Daniel Bunn

Rick Whitlock • 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

