

Waterlines

Quarterly Newsletter
of Medford Water

Take advantage of our FREE Sprinkler Evaluations!

With the heat of the summer upon us, make sure that your system is operating efficiently by taking advantage of our free sprinkler system evaluations!

This program is offered to customers during the summer months, and consists of a comprehensive assessment of the design, operation and management of your system. Call us at 541-774-2438 to schedule.

Once the watering season ends (generally the end of September or early October), be sure to winterize your sprinkler system until spring.

Free tote bag with sprinkler evaluations while supplies last!



We're here for you:

Contact us:

(541) 774-2430
customerservice@medfordwater.org

medfordwater.org

200 South Ivy Street - Room 177
Medford, Oregon 97501

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

Socialize with us!



EXPLORE THE NEW MEDFORDWATER.ORG

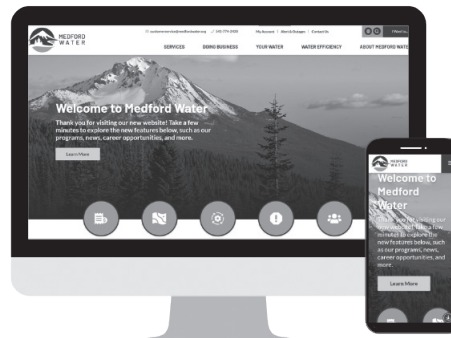
Our Website Has Received a Long-Overdue New Look!

Along with our new billing portal, our website has received a long-overdue update!

We've redesigned our website to better reflect modern technology, to make it easier for customers, contractors, land developers, and other users to find the information they need, and to promote our programs and ongoing work.

We are excited to share this new tool, which will not only help users,

but allow us to make more frequent and dynamic changes as time goes on, to stay up to date with user needs and expectations.



The new website features:

- A new, clean look,
- Easier navigation,
- Mobile friendly and accessible features,
- Translation into many languages,
- And much more!

Go to medfordwater.org and check it out today! Click on Learn More to subscribe to news notifications.



DON'T WORRY, GET AUTOPAY!

Have You Re-Activated Autopay and Paperless Billing?

Life is busy, and you probably have enough to worry about; let our Watersmart portal help!

Our new Watersmart account portal launched May 6th, and as part of this update, you needed to re-register your online account at services.medfordwater.org, but did you also re-activate or sign up for autopay and paperless billing?

Let us help you! Re-register or login to your account today to sign up. It only takes a few easy steps and can save you a lot of time; go to medfordwater.org/watersmart for step-by-step instructions, or give us a call.

Setting these billing preferences helps in more ways than one:

- Saves you time while still

allowing you to access your bill and use your choice of payment method.

- Reduces paper waste and conserves resources.
- Lowers printing and postage costs—in addition to Medford Water staff time—helping us to keep rates affordable.

For more information, such as FAQs and tutorials, go to medfordwater.org/watersmart or call us at 541-774-2430.



tip If you already re-registered your account *and* re-registered for autopay, double check your bank account or card information for accuracy, to make sure your payment is being applied to your account properly.



Fall Is on the Way; Save Water and Money with our **LAWN REPLACEMENT PROGRAM**

Fall is on the way, and it's a great time to make changes to your landscape, because it gives your plants time to prepare for a productive growing season in the spring. Consider replacing your thirsty green lawn with a variety of colorful waterwise, firewise, and pollinator-friendly plants!

Our Lawn Replacement Rebate program can help you make the switch to a climate appropriate, low water use landscape and efficient irrigation system.

See the application at medfordwater.org/rebates for eligibility requirements and instructions. Funds are limited, but thanks to a generous grant from the Jackson County Soil and Water Conservation District, we are now able to help even more customers with this program!

Rebates are granted to qualified applicants on a first come, first served basis.

Looking for inspiration?

For help creating a landscape that is healthy, attractive, and uses less water, visit our waterwise landscaping website at medfordsaveswater.org.

The site highlights waterwise gardening concepts tailored to the climate of the Rogue Valley, and includes hundreds of photos providing a wide variety of attractive examples.

We also offer several resources to assist you in managing your landscape and irrigation system, including smart controller rebates, and watering guides. Go to medfordwater.org/waterefficiency to learn more about these programs.



PROJECT UPDATES

We've got a lot going on at Medford Water! Stay up to date with our projects here, or go to medfordwater.org/projects.

Capital Hill Reservoir Replacement

In cooperation with the City of Medford and the Public Safety Towers Company, an open house was held on June 4th for the reservoir replacement project and the public safety tower project. The presentation and a video of the event, as well as project FAQs, are available at the link below.

medfordwater.org/capitalhill

Table Rock Road Pipeline Project

Both day and night work are ongoing, and the project is approximately 50% complete. Contractor Pilot Rock Excavation will resume activities at the south end of the project, near Wilson Road. Please drive cautiously at all times; the active construction zone has a 35-mph posted speed limit.

medfordwater.org/tablerock

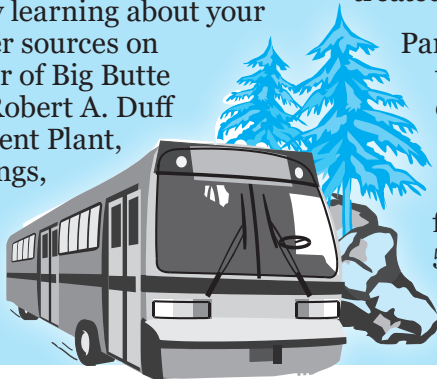


A VALUABLE LEARNING EXPERIENCE

Join Us for an Enlightening Tour of Several Facilities

Spots are filling up fast for our fall 2024 bus tour!

Spend the day learning about your drinking water sources on our FREE tour of Big Butte Springs, the Robert A. Duff Water Treatment Plant, Whiskey Springs, and Willow Lake on September 18, 2024.



You'll learn the history of our water, where it comes from, and how it is treated.

Participants should be prepared to be gone most of the day, departing at about 9 a.m. and returning around 4:30 p.m.

To reserve your spot or for more information, call 541-774-2438 or email conserve@medfordwater.org.

WONDER WHAT'S IN THE WATER WE DRINK?

Every year, we publish a Consumer Confidence Report that includes water testing results for the previous year.

The report for 2023 water test results is available at:

- English: ccr.medfordwater.org/en
- Spanish: ccr.medfordwater.org/sp

Medford Water

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

Commissioners

Bob Strosser • David Wright
Jason Anderson • Mike Smith • John Dailey

General Manager

Brad Taylor

Serving Medford and Partner Cities:

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

Also serving:

White City area and the Elk City Water District

