Why are lead and copper important? Lead and copper have known health effects. Reducing lead and copper releases helps better protect your household health.

Since our wastewater treatment plant is located near Medford’s Water Treatment Plant, we have been able to reduce the load of lead and copper from the fecal sludge. Lead and copper are naturally found in the earth’s crust along with iron and calcium. Lead is usually found in drinking water either from the corrosion of lead-based pipes, service lines containing lead, or from lead paint. Copper is also a natural element, which is why it is not uncommon to see brownish copper specks in the water. Copper is usually found in drinking water either from corrosion of copper pipes, service lines containing copper, or from hot water heaters.

What is sodium hydroxide? Sodium hydroxide is a strong alkaline compound that is used for the production of many industrial chemicals. Sodium hydroxide is used at thousands of drinking water plants across the nation. When dissolved in water, sodium hydroxide breaks down into sodium (found in table salt) and hydroxide ions (found in hydroxide water).

Sodium hydroxide is used in the water industry to make the water soft. Sodium hydroxide is added to the water at the water treatment plant and works by raising the pH of the water. The higher the pH, the softer the water. The goal is to make the water softer for the consumer.

Sodium hydroxide is used to remove impurities from the water. Sodium hydroxide is a strong alkaline compound that dissolves iron, manganese, and calcium. This helps to make the water clear and free of impurities.

Our two water supplies – Big Butte Springs and the Rogue River – both contain some lead and copper. However, we can continue to make improvements to protect the quality of our drinking water.

What is backflow? Backflow occurs when water flows backward. Backflow can occur when conditions cause water to reverse its normal direction of flow, causing tainted water to draw back into the household plumbing or the public water distribution system. The water can happen when a hose is left to run or if a water treatment plant is shut down. Backflow is a concern for public health and safety because it can carry harmful bacteria and other contaminants into the household plumbing or the public water distribution system.

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Where does your water come from?

BIG BUTTE SPRINGS are one of the water sources since 1977. Considered a groundwater supply, the spring flow from the lower slopes of Mt. McLoughlin near Butte Falls. Generally cool and clear, the spring discharge water of exceptional quality that requires no filtration or treatment other than chlorination, which is accomplished on-site chlorination at a station on the area. Spring flows are collected underground and never see the light of day until emerging from customers’ taps.

THE ROGUE RIVER is a surface water supply that supplements the year-round springs supply, during warmer summer months, when water use more than triples. While high in fat, the river water requires additional treatment to meet drinking water standards. Treatment of this surface water includes coagulation, sedimentation, settling, filtration, along with chlorination. The addition of ozone in 2000 provided additional disinfection in occasional heavy rainfalls and floods that can occur in the river.

PROTECTING OUR WATERSHED

The Big Butte Springs watershed drains about 320 square miles of largely undeveloped foothills, and most of the water surface is protected as part of the Rogue River National Forest. Medford Water Commission owns 3,500 acres around Big Butte Springs, affording additional protection to this watershed and sites must be managed properly to prevent contamination of the water supply.

This report includes facts about Jacksonville, and Phoenix.

The Big Butte Springs watershed-upstream of the treatment plant is lightly developed, but includes an area that leads to degraded water quality. Forest conservation and local residences, farms and ranches, forestry practices, transportation, small industry and natural resources can influence water quality. A Source Water Assessment Department of Environmental Quality, 2010, lists numerous potential sources of contamination to the Rogue River. These sources and risk may be managed properly in the prevention of contamination of the water supply for 104,000 people. The assessment can be viewed on the Water Resources of our watershed distribution.

Medford Water Commission is devoted to watershed protection efforts with many partners to safeguard our water supply.

2018 Water Quality Test Results For Treated Water

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Where does your water come from?

In order to have a safe and healthy water system, Medford Water Commission ensures that contaminants do not enter the drinking water at levels that could cause health problems. The water sources and protection for our water becomes are explained below.

**WEARING WATER SUPPLY COMPRHENSIVE PERSONS:** Some people may be more vulnerable to certain contaminants in drinking water than the general population. This includes people with compromised immune systems or who are elderly. This also includes some people who are very young or pregnant women. If you belong to one of these groups, the Centers for Disease Control and Prevention recommends you heavily disinfect water supplies with more partners to safeguard our protection and works with the Water Resources tab of our website, medfordwater.org. There are specific schedules. Thousands of tests are run each year in this report run water quality tests according to Commission and each of the Partner Cities participate.

UNDERSTANDING THE RESULTS: Medford Water Commission conducts water quality testing of the Paradise City and surrounding areas to ensure that our water is safe to drink. The testing results are shared with the public to help them understand the quality of the water they are consuming.

**REGULATORY REQUIREMENTS:** Medford Water Commission is responsible for providing water that meets all health standards as shown in the adjacent tables. The City of Medford and each of the Partner Cities participate in this testing. This includes testing for a variety of contaminants, including those that are not regulated by the EPA, such as taste and odor, microorganisms, and inorganic compounds. Testing is performed on a frequent basis by Medford Water Commission and each of the Partner Cities participating in the testing.

**REGULARLY MONITORED CONTAMINANTS:** Medford Water Commission tests for a variety of contaminants, including those that are not regulated by the EPA, such as taste and odor, microorganisms, and inorganic compounds. Testing is performed on a frequent basis by Medford Water Commission and each of the Partner Cities participating in the testing.

**The table below shows the results of the water quality tests performed by Medford Water Commission.**

<table>
<thead>
<tr>
<th>Contaminant</th>
<th>MCL</th>
<th>MCLG</th>
<th>MRDL</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Barium</td>
<td>10.0</td>
<td>0.0</td>
<td>Not Regulated</td>
<td>Not Regulated</td>
</tr>
<tr>
<td>Chlorine</td>
<td>10.0</td>
<td>0.0</td>
<td>Not Regulated</td>
<td>Not Regulated</td>
</tr>
<tr>
<td>Fluoride</td>
<td>4.0</td>
<td>0.0</td>
<td>Not Regulated</td>
<td>Not Regulated</td>
</tr>
<tr>
<td>Lead</td>
<td>5.0</td>
<td>0.0</td>
<td>Not Regulated</td>
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**MCL (Maximum Contaminant Level):** The maximum level of a contaminant that the EPA determines is safe for drinking water. MCLs are set as close to the scientific and medical level of a disinfectant allowed in drinking water. MCLs are set as close to the scientific and medical level of a disinfectant allowed in drinking water. MCLs are set as close to the scientific and medical level of a disinfectant allowed in drinking water. MCLs are set as close to the scientific and medical level of a disinfectant allowed in drinking water. MCLs are set as close to the scientific and medical level of a disinfectant allowed in drinking water. MCLs are set as close to the scientific and medical level of a disinfectant allowed in drinking water. MCLs are set as close to the scientific and medical level of a disinfectant allowed in drinking water. MCLs are set as close to the scientific and medical level of a disinfectant allowed in drinking water.

**MCLG (Maximum Contaminant Level Goal):** The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs do not necessarily reflect the level of a contaminant in drinking water to which a person may be exposed as a result of drinking water containing the contaminant. MCLGs are established as close as possible to achievable levels of protection.

**MRDL (Maximum Residual Level):** The maximum level of a residual disinfectant in drinking water as required to ensure the protection of public health. MRDLs are based on the best available science and are set as close as possible to the level necessary to protect public health.

**MRDLG (Maximum Residual Level Goal):** The level of a residual disinfectant in drinking water below which there is no known or expected risk to health. MRDLGs do not necessarily reflect the level of a contaminant in drinking water to which a person may be exposed as a result of drinking water containing the contaminant. MRDLGs are established as close as possible to achievable levels of protection.

**REDUCING EXPOSURE TO LEAD AND COPPER:** The water system can contribute to the potential for lead and copper leaching from plumbing materials such as pipes and faucets. Lead and copper can be present in drinking water if service lines and fixtures are made of lead or copper. The treatment process removes lead and copper from the water supply, reducing the potential for lead and copper leaching. However, it is important to flush the water system before use, especially in the morning after a period of inactivity when water has not been used.
To Our Valued Customers,

We are pleased to share our 2018 Annual Customer Confidence Report with you. This report provides information you need to know about the water we deliver to your homes and businesses. It is provided by Medford Water Commission (MWC) along with the cities of Central Point, Eagle Point, Phoenix, Roseburg, and Roseburg Heights.

This report includes facts about where your water comes from, water quality testing results for the 2018 year, an interpretation explaining what the results mean, and information on how we treat water. MWC works with many partners to safeguard our drinking water for 136,000 people. The Assessment can be viewed on our website or at [www.epa.gov/safewater](http://www.epa.gov/safewater). Contact us at (541) 426-4791 or at www.epa.gov/safewater.

The portion of the Rogue River watershed upstream of the treatment plant is lightly developed, and most of the watershed is protected as part of the Rogue River National Forest. Medford Water Commission uses 3,500 acres around Big Butte Springs, affording additional protection to this precious water resource.

Understanding the Results: The Water Quality Test Results for Treated Water

We are committed to providing you with high-quality drinking water that complies with all federal and state water quality standards. We strive to supply clear, safe, and pure drinking water to all customers. The data in this report reflects the quality of water delivered to your homes and businesses.

We test for many different contaminants that may be present in drinking water. This report includes a summary of the results of water quality testing performed by Medford Water Commission and each of the Partner Cities participating in this program. Regular test results are conducted at residences considered to be at greatest risk.

MWC and the Partner Cities monitor water quality to ensure that water is safe to drink. MWC uses advanced treatment processes and stringent monitoring systems to ensure that water is free from chemicals and microorganisms.

EPA has regulations that limit the amount of certain contaminants in drinking water. These contaminants do not necessarily indicate that water poses a health risk. The presence of these contaminants indicates that water has not been fully treated.

The MCL (Maximum Contaminant Level) is the highest level of a contaminant that is allowed in drinking water. The MCL for a contaminant is set as close to the MCLG (Maximum Contaminant Level Goal) as is feasible, considering scientific understanding and the best available technology.

The MCLG is a value that reflects the best available science. It is not a legally enforceable limit, and it is typically not achievable without treatment beyond that required for public water systems.

The MCLG represents the level at which there is no known or expected risk to health. The MCLG represents the level at which certain contaminants are not expected to cause any problems. The MCLG may be lower than the MCL.

The MCL is set as close to the MCLG as feasible, considering scientific understanding and the best available technology.

Some people may be more vulnerable to contaminants in drinking water than the general population. For example, some people may be immune-suppressed, older, or have a physical or mental impairment.

REVEALING EXPOSURE TO LEAD AND COPPER

Lead and Copper are regulated in drinking water for a number of reasons. Lead can enter drinking water through materials, such as pipes, solder, and brass faucet parts, that can leach lead into drinking water. Copper can enter drinking water when copper pipes are installed in new homes or when water systems require repair. Leaded solder connections can also cause high levels of lead in drinking water.

If you are concerned about lead or copper in your water, you may wish to install and use a certified water treatment device to reduce lead or copper in your water. It is important to follow the device manufacturer’s instructions carefully to ensure proper performance.

To Our Valued Customers, we recommend the following: For households using lead-based solder, please contact the EPA’s Safe Drinking Water Hotline (1-800-426-4791) or at [www.epa.gov/safewater](http://www.epa.gov/safewater).

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Continuing a tradition of providing drinking water of the highest quality.

WHAT CAN I DO TO IMPROVE MY WATER QUALITY?

- **Leaks and Poor Maintenance**: If you have leaks or poor maintenance, you can improve the quality of your water.
  - **Cold WaterTap**: Always use the cold water tap for drinking or cooking.
  - **Cold Water Faucet**: When flushing water from pipes, you can reduce the amount of water you need to flush.
  - **Cold Water Tap Time**: When flushing water from pipes, you can reduce the amount of water you need to flush.
  - **Cold Water Tap Duration**: When flushing water from pipes, you can reduce the amount of water you need to flush.

In-ground irrigation systems are the most widespread potential sources of contamination. In-ground irrigation systems can introduce soils or other materials into the water supply. If you have an irrigation system, you can improve the quality of your water by:
- **Periodically Maintenance**: Periodically maintenance your irrigation system to keep it in good working order.
- **Regularly Testing**: Regularly testing your irrigation system to ensure it is functioning properly.

**Consumer Confidence Report**

Medford Water Commission

For more information, please visit www.medfordwater.org

**Public Water Supply**

City of Medford

Michael McCracken, Water Division Manager

City Hall, 420 W. 2nd Street

(541) 774-2430

www.medfordwater.org

**Public Health**

Jackson County Health Department

Environmental Public Health

541-774-2430

**Water Quality Improvements Underway**

The Commission has started preliminary design of water quality improvements for both sources of water treated at the sodium hydroxide system. It will take approximately two years to design and construct the new systems. This is a part of our multi-pronged approach to reducing the release of lead and copper.

**FREQUENTLY ASKED QUESTIONS ABOUT WATER QUALITY**

**What can I do to improve my water quality?**

- **Cold Water Faucet**: Always use the cold water tap for drinking or cooking.
- **Cold Water Tap Time**: When flushing water from pipes, you can reduce the amount of water you need to flush.
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**CONSUMER CONFIDENCE REPORT**

Medford Water Commission and Partner Cities:

InformeDeConfianzaDelConsumidor.pdf

ANNUAL WATER QUALITY REPORT FOR Medford Water Commission and Partner Cities:

Central Point - Eagle Point - Jacksonville - Phoenix

This information contains information important to our water. For more information, please visit http://www.medfordwater.org

For additional information on this topic, go to medfordwater.org or call 541-774-2430.

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