

MEDIA RELEASE

For Immediate Release

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Water Quality Throughout the Commission's System Remains High

MEDFORD – Earlier this week, we notified our customers that we had increased the flow from the Big Butte Springs water source to add to the supply and help keep up with increased demand necessary to meet public health and safety needs, such as firefighting activities.

Increasing the flow results in an excess of air in the pipelines, causing the water to appear cloudy. **This cloudiness is due to air bubbles and does not impact the high quality of our water, which remains safe to drink throughout our system.**

Customers in Phoenix and Talent should check with their local jurisdictions for current drinking water advisories.

With all of the challenges our community is facing, having up-to-date and accurate information is vital. **We encourage customers to check official sources, such as our webpage (medfordwater.org), to verify any story or to obtain helpful details on potential issues.** Instead of re-posting and spreading misinformation based on an unverified random post or public comment, share posts directly from our social media pages (@MedfordWater on Facebook and Twitter).

We will continue to post updates to our website and social media pages as they become available. For more information, go to medfordwater.org or contact our Customer Service Department at (541) 774-2430 during normal business hours. For an after-hours emergency, call (541) 779-7611. If you have questions regarding this notice, please contact General Manager Brad Taylor at (541) 255-5607.

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