

December 2023

CITY OF PHOENIX

Quarterly Newsletter



UPCOMING ENHANCEMENTS TO OUR WATER TREATMENT PROCESS

The high-quality water you currently receive is about to get even better!

Based on the results of a comprehensive study, in January 2024 Medford Water will be increasing the pH of the treated water, in order to improve the longevity and resiliency of the water system, protect customers that have metal plumbing (such as copper, lead, and iron), and to enhance the first-rate water all the way to your tap.

WHAT TO KNOW

- Currently, the pH of water entering our drinking water system from Big Butte Springs is approximately 7.0, and 7.3 for the water entering from the Rogue River. This small pH change will begin in January 2024, using sodium hydroxide, and will eventually bring both water sources to a target of approximately 7.8.
- The taste and smell of our award-winning water will not change; neither will the hardness.
- Sodium hydroxide is used at thousands of drinking water plants across the nation to make pH adjustments. In addition to being used in water treatment, it is found in many everyday beauty products and used in food preparation to adjust the pH.
- The only difference you should notice is a minor increase to the alkalinity of the water. This may result in a small increase in the amount of “scaling” on equipment/appliances—the white, naturally occurring mineral that can be seen after water has dried. In particular, customers may notice a small amount of additional scale develop over time where hot water is in contact with fixtures and appliances, such as hot water heaters, dishwashers and showerheads. Follow the manufacturer’s directions for care and maintenance of these appliances.
- No action is required for most customers, except those that utilize processes that are known to be pH dependent, such as: *Medical facilities/equipment users, aquarium and pond owners, breweries/individuals who brew beer at home and food processing customers.*



What is pH?

pH is a measure of the concentration of hydrogen ions in the water, which indicates how acidic or basic water is. The pH of drinking water depends on several factors, but generally lies within the range of 6.5-8.5. Our water will remain well within this range after this change. For more answers to questions like this, information about the pH scale, and what’s in the water we drink, go to medfordwater.org/pH.



DID YOU KNOW?

There are several ways to pay your utility bill:

Mail your payment to: P.O. Box 330, Phoenix, OR 97535 – (Please pay delinquent bills at City Hall to avoid service shut-off and penalties)

In person: at City Hall, 220 N Main Street, Phoenix, OR 97535

By Phone, call (541) 535-1955 X305

Automatic Payment: access your bill at www.phoenixoregon.gov. Here you may make a one-time payment using Quick Pay, or you can schedule future payments and set up a credit or debit card for recurring payments using “sign in or sign up”.

The City of Phoenix welcomes two new employees, Dillon Tate and Justin Livdahl, to our Public Works Department.

The City of Phoenix would like to congratulate Officers Aaron Hull and Tom Bailey for their recent promotions to Patrol Sergeant. The City recognized the need for mid-level supervisors on the street to assist our officers with decisions when confronted with complex calls. Sergeant Hull and Sergeant Bailey have both served the City of Phoenix Police Department for over 15 years each and have served in several capacities over those years, such as Reserve Officer Coordinator, Field Training Officers, School Resource Officer and several other instructor positions. Congratulations, once again, to Sergeant Hull and Sergeant Bailey.



Sergeant Tom Bailey



Sergeant Aaron Hull



CONTACT US
541-535-1955 ext. 305
FINANCE@PHOENIXOREGON.GOV
220 N. Main St.