

MEDIA RELEASE

For Immediate Release

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Contact: Brad Taylor, General Manager
Medford Water Commission
Office: (541) 774-2443 | Cell: (541) 255-5607
brad.taylor@medfordwater.org



NOTICE

Voluntary Water Usage Reductions Due to Water Disinfectant Shortage

MEDFORD – A critical chlorine supply issue has created a shortage for utilities in Oregon and across the nation, caused by a combination of several factors, including production problems from the COVID-19 pandemic and unprecedented events at more than one major plant. Our water treatment method uses chlorine, in the form of sodium hypochlorite, in very small amounts to ensure our water is safe to drink. Both our primary and secondary water sources are of high quality but require additional treatment to meet drinking water standards set by Oregon Health Authority.

The Commission maintains a limited supply of sodium hypochlorite, and will be working strategically to extend this supply. Part of these operational changes will result in an excess of air in the pipelines, causing the water to appear cloudy. This cloudiness will dissipate over time, and is due to air bubbles, not poor water quality.

The water we supply remains safe to drink, and to ensure that we can continue to adequately treat water and protect public health during this time, we ask for the cooperation of customers in voluntarily reducing their water usage. These actions will help extend our existing supply of sodium hypochlorite and preserve water for domestic use:

- Reduce all non-essential water use—except as necessary for public health and safety—and eliminate water waste immediately, such as known leaks inside and outside homes/businesses, which should be repaired. See details and the **full list of voluntary actions** [here](#).

In addition to Medford water customers, this message also applies to properties within Central Point, Eagle Point, Phoenix, Talent, Jacksonville, and White City.

These **voluntary** usage reductions will remain in place until demand levels come down and the chain of supply for sodium hypochlorite has been reestablished. If demand continues to remain at high levels or increases, **mandatory** restrictions may be imposed.

The State of Oregon is expected to release information on this issue later today; we will keep our customers informed of the situation as it develops.

Find out more about sodium hypochlorite, what we are doing to help extend our supply during this time, current and potential usage restrictions, and tips for how you can conserve water [here](#) or contact our Customer Service Department at (541) 774-2430. For an after-hours emergency, call (541) 779-7611. If you have questions regarding this notice, please contact General Manager Brad Taylor at (541) 774-2443.

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