

# Ashland Water - Frequently Asked Questions

Click On any of these categories.

## Supply

Where does our water come from and where is it stored?

**Keywords:** Watershed, Reservoir, Dam

## Treatment

How is the water we use made safe?

**Keywords:** Treatment Plant,

## Distribution

How does the water get from the watershed to the end user?

**Keywords:** Meters, Pipes,

## TID - Talent Irrigation District

What is TID and how does it work?

**Keywords:** Ditch, Howard Prarie, Hyatt Lake,

## TAP - Talent Ashland Phoenix

What is the TAP project?

**Keywords:** Medford Water, Intertie, Emergency Water

## Environment

What impact will this have on the environment?

**Keywords:** Creeks, Landscape, Fish,

## Conservation

What can we do to save water?

**Keywords:** Waterwise, Landscape, Irrigation

## Fire

How will this impact the risk of fire and what can we do about it?

**Keywords:** Firewise, Wildfire, Weed Abatement

## Billing

What will this cost and how will it effect me?

**Keywords:** Utility Bill, rates, allotment

## Curtailment

What is curtailment, what does it mean?

**Keywords:** Allotment, Restriction, Usage

[Return to the contents page.](#)

## Water Supply

### **Where does Ashlands water come from?**

Most of the time, Ashlands water supply comes from the Ashland water shed. The watershed is located south of Ashland and extends up to the peak of Mt. Ashland.

### **Where does Ashland store the water before it gets treated?**

Ashland watershed water flows into Reeder Reservoir before its sent to the treatment plant. Reeder Reservoir is located south of town where the East and West forks of Ashland Creek meet.

### **Can I go to Reeder Reservoir?**

No. On occasion tours can be scheduled, typically as part of a school group but prior arrangements must be made with the City.

### **Where else does Ashland get its water?**

When there is not enough water in the watershed to supply Ashland with all the water necessary, water from the [TID](#) watershed can be used to supplement Ashlands water.

### **Is TID water added to Reeder Reservoir?**

No. When Ashland watershed water is being supplement with TID water, the TID water is added at the intake to the water treatment plant. The two sources of water are blended at that location before it is treated at the water treatment plant.

### **What impact does temperature have on reservoir level?**

[Return to the contents page.](#)

## **Water Treatment Plant**

### **Where is the Ashland Water Treatment Plant?**

The treatment plant is located in the Ashland Watershed next to Ashland Creek.

### **Where does Ashlands water come from?**

Most of the time, Ashlands water supply comes from the Ashland water shed. The watershed is located south of Ashland and extends up to the peak of Mt. Ashland.

### **Where else does Ashland get its water?**

When there is not enough water in the watershed to supply to supply Ashland with all the water necessary, water from the [TID](#) watershed can be used to supplement Ashlands water.

### **Does Ashland use fluoride to treat the water?**

### **Does Ashland use chlorine to treat the water?**

### **Where can I learn more about Ashland's water?**

The latest Consumer Confidence Report is available at the City's website. If you do not have internet access, Consumer Confidence Reports are available at the Public Library, City Hall or the Community Development Building.

[Link to the Consumer Confidence Report.](#)

[Return to the contents page.](#)

## Water Distribution System

### **What is the water distribution system?**

The distribution is what gets the water from the treatment plant to the end water users. The system includes underground pipes, storage reservoirs, pumps, valves, pressure control devices and meters.

This is the system that delivers water to your house.

### **How can I tell how much water I've used?**

### **How do I read my meter?**

### **Does the meter number read in gallons?**

### **How do I convert cubic feet to gallons?**

### **Where is my meter?**

### **What if I can't find my meter?**

### **What do I do if I notice my water looks cloudy?**

### **My neighbor is using too much water, what can I do about it?**

### **What is the City doing to reduce water use?**

[Return to the contents page.](#)

## TID - Talent Irrigation District

### **What is TID?**

TID is the acronym for the Talent Irrigation District. Their offices are located in Talent.

### **What does TID do?**

TID supplies water through irrigation ditches to large areas of southern Jackson County. The water is primarily used for irrigation but can also be redirected to Ashlands water treatment plant where it is treated and sent to town as potable water.

### **Where does TID get their water?**

TID water is stored in Howard Prarie Lake and Hyatt Lake before it's sent into the irrigation ditch system.

### **How can I get in touch with TID?**

Their phone number is (541) 535-1529

### **Why do I not have TID this year?**

### **Is TID water used to fill Reeder Reservoir?**

### **Why do some people get TID water this year and others do not? That doesn't seem fair.**

### **Is TID water safe to drink?**

### **I want to know more about TID.**

You can go to their website at [www.talentid.org](http://www.talentid.org)

[Return to the contents page.](#)

## **TAP - Talent Ashland Phoenix - Waterline**

### **What is TAP?**

TAP is the acronym for the Talent Ashland Phoenix water intertie.

### **What will TAP do for Ashland?**

The purpose of the TAP project is to bring an additional source of water to Ashland to be used in an emergency.

### **Where does the water come from for TAP?**

The TAP line will connect the Ashland water distribution system with the Medford water system. Medford gets the water from two possible sources, either the Rogue River or Big Butte Springs.

### **When will construction begin?**

### **Where will the construction be located?**

### **When do we expect to have water coming from the TAP line?**

### **Does Medford have enough water to supply us with this summer?**

### **How much water will we get from Medford?**

### **If we get TAP, why do we still need curtailment?**

TAP is an emergency source of water, not a replacement source of water. So even with TAP, we will still need to be as careful with the water we have as we can be.

[Return to the contents page.](#)

## **Environment**

**What level will streams be kept at to keep fish alive?**

Minimum creek flows will be the same as any other year. We have a minimum amount that we're required to release into the creek.

**What will the lack of water do to my yard?**

[Return to the contents page.](#)

## Conservation

### **How can I talk with someone in the Conservation Division?**

For water related conservation information, contact Julie Smitherman at (541) 552-2062.

### **Julie is out of the office, how else can I get in touch with her?**

You can leave her a voicemail, or send her an email at [smithermanj@ashland.or.us](mailto:smithermanj@ashland.or.us)

### **Where can I find out more about programs the City offers to help me conserve water?**

The City's website has a complete list of programs available to assist customers in being as efficient as possible with their water. This includes new toilet and appliance rebates, free shower heads and faucet aerators, soil moisture content readers, and other general tips and tricks for being smart with your water. The website is at [www.ashland.or.us/consERVE](http://www.ashland.or.us/consERVE)

### **What can I do to better understand how my irrigation system works and what I can do to make sure it is operating as efficiently as possible?**

What can I do to better understand how my irrigation system works and what I can do to make sure it is operating as efficiently as possible?

### **How do I find out more about plants that thrive in this climate and are low water users?**

The Conservation Division has developed a website that is customized for the local climate and contains photos and plant information for a variety of landscape and garden types, including native species, fire safe and deer safe plantings and more. This resource is available at [www.ashlandsaveswater.org](http://www.ashlandsaveswater.org)

### **Is there a local source for weather information that would help me in scheduling my irrigation system?**

Yes, the City maintains a local weather station for its use and has also made it available to the public. The data is on the City website at [www.ashland.or.us/weather](http://www.ashland.or.us/weather)

### **How do I know how much water I am using for my daily “regular” indoor uses?**

Indoor water use varies from house to house and usually depends on the number of people living at the residence. Below is an estimate of average indoor water use for a family of four.

- i. Toilets - 30-60 gallons per day
- ii. Showers - 60-100 gallons per day
- iii. Clothes Washers – 20-50 gallons per day
- iv. Kitchen/Bathroom Faucets – 30-80 gallons per day

The variations in consumption vary greatly based on the age and model of the equipment being used. For a more precise calculation of your indoor water use, go to [www.ashland.or.us/consERVE](http://www.ashland.or.us/consERVE) for an indoor water use guide

### **What are some easy things I can do at my home to conserve water?**

For a quick guide to water conservation tips and tricks, go to [www.ashland.or.us/watertips](http://www.ashland.or.us/watertips)

[Return to the contents page.](#)

## Fire

### **Can Waterwise landscaping also be Firewise?**

Yes, Firewise landscaping practices are often in line with Waterwise recommendations.

### **Do I have to water my lawn all summer to meet fire department recommendations for wildfire safety around my house?**

No, Firewise landscaping recommends keeping grass short, not green, to prevent rapid fire spread near homes. Maintaining all grass and weeds to 4 inches or less minimizes flame length and spread and makes fire suppression easier and safer for firefighters.

### **How much do I have to water my landscape to keep my landscape in Firewise condition?**

Within 10 feet of a home, fire-resistant vegetation, including deciduous shrubs and trees, should be free of all dead material, and in healthy condition.

### **Is all “drought-tolerant” landscaping Firewise?**

No, Fire prone landscaping such as juniper, cypress, arborvitae and other conifers, are not recommended near homes and should be removed or meet Firewise landscaping clearance standards, found at [ashlandfirewise.org](http://ashlandfirewise.org).

[Return to the contents page.](#)

## Billing

### **How is my usage calculated?**

Your meter is read every month to determine how much water was used.

### **Can I read my own meter?**

Yes, but remember that the number on the meter read in cubic feet, not gallons.

### **How do I figure how many gallons I've used?**

Multiply the cubic feet of water by 7.48.

### **Is anyone automatically exempted from curtailment?**

No. Everyone that thinks they should be exempt needs to apply for the exemption.

### **Where can I get the exemption request form?**

[Return to the contents page.](#)

## Curtailment

**If we are in curtailment, will weed abatement increase?**

Weed abatement will be very important to minimize fire danger. [\(Go to Fire tab\)](#)

**Does the City really want people to stop watering and increase fire danger?**

Watering can be minimized and still meet firewise guidelines. [\(Go to Fire Tab\)](#)

**How do we decide what stage of curtailment we should be in?**

**What factors are considered when determining the need for curtailment?**

**How much water can I use during this stage of curtailment?**

**What happens if I use more water than I'm allotted?**

**I didn't use all my allotment, can I give it to my neighbor?**

**I have a bigger house than my neighbor, why can't I use more water?**

**I have a big yard,(or garden), why can't I use more water?**