

## Jackson County Roads Bulk Water Station FAQs

Q. Why the change? Weren't things fine the way they were?

A. Although the old station served a lot of customers over the years, without many issues, the higher demand on the station has increased the down-time, complaints about long lines, complaints about proper care of the hose, and maintenance of the equipment. The new station is designed to eliminate these concerns and serve the customer base for many years to come.

Q. Why can't we keep the simple quarter station in addition to the new station?

A. The coin-based station design has a high-level of maintenance and downtime. Additionally, the shared hose concept is no longer an option.

Q. Why do I need to bring my own hose to the new water station?

A. Sharing a hose with others has proven to be problematic for an increasing number of users. Customers will now be able to supply a hose of their own choosing and take care of it at the level they choose. NOTE: The 3" connection is ONLY to be used with a hard/coupled connection to your tank. DO NOT ATTEMPT to hold the hose with your hands.

Q. Why do I need to sign up for an account?

A. In order to monitor the use of our station, identify vandals, properly manage accounts (close accounts/refund balances) we want to know who our customers are.

Q. Why the price increase?

A. In summary, it is to pay for the improved capacity, uptime, discourage vandalism, and an overall enhanced system. The investment in the new station comes with a cost and the return on that investment will still take many years. Leaving the price the same was not practical.

Q. Why won't the new station take money at the site?

A. Coin-operated and on-site credit card processing machines require high maintenance and are problematic to manage. Loading money onto accounts via credit cards is safe and secure and helps ensure a higher service level. Accounts can be securely reloaded using a mobile device – even while in line at the station. Once your credit card payment has been processed, the funds will be available immediately.

Q. How do I put more money on my account?

A. You can load your account with a credit card (\$20 minimum) at [www.Pay4Water.com](http://www.Pay4Water.com). You can also come into our office and we can help load your account with a credit card, cash, or check and we will apply the payment to your online account.

Q. Why the \$20 minimum?

A. To keep credit card fees manageable we have set this minimum.

Q. Are there any restrictions on the particular use of the water or quantity purchased?

A. No, there are not.

(over)

Q. Is this potable drinking water?

A. Yes. This water is delivered by the Medford Water Commission system.

Q. What type of hose should I use?

A. We recommend a 'semi-rigid' hose which holds its shape as opposed to a fire hose or flimsy/thin hose which can kink. Some users may want to invest in a food-grade hose while others will be fine with plastic or some other material. See our brochure for local vendor ideas.

Q. What are the hose sizes and connectors to be used?

A. Connection is made to the station with either a 2" or 3" female cam-lock connector. NOTE/CAUTION: the 3" connection should only be used when you are physically coupling the end of your hose to your tank/truck – DO NOT attempt to hold the 3" hose by hand.

Q. How much water comes out of each port?

A. The 3" connection is designed to fill large tanker trucks at a rate of approximately 300 gallons per minute. The 2" connection flows approximately 100 gallons per minute which is very similar to the old station flow rate.

Q. Should I use the 3" port to fill my tank faster?

A. Only if you can 'hard connect/couple' your hose to your tank. DO NOT use the 3" connection if you plan to simply stick your hose in the top of your tank and hope it will stay there.

Q. Can the 2" hose be used uncoupled to a tank?

A. Yes. The pressure has been lowered to reduce risk. Be aware, hoses full of water are heavy and a rate of 100 gallons per minute is a lot. Only competent adults should use this system.

Q. How long does my hose need to be?

A. Be sure your hose is long enough so it will reach from either side of the station. The final length will be determined by you after you've taken a look at the new station and done some measuring based on where your hose connects or where your tank lid is located.

Q. Why two lanes but only one port can flow water at a time?

A. Allowing two ports to flow at the same time would have required a significant investment in additional hardware and software as well as plumbing, etc. The two-lane design will allow much more efficient use of the station in that while one person is filling the other lane can load up and drive away and the next customer can pull up and get their hose out and ready.

Q. How do I prevent overflows?

A. The new station has a couple of features which help with this. First is a 'PAUSE' button that gives you two minutes to switch the hose to a second or third tank – no more switching while the water is going everywhere. Secondly, the customer prompts on the screen allow you to input a desired quantity and the system will deliver very close to that number and then shut off automatically – even if you are still sitting in your vehicle. So, after filling just a few times you will have a really good idea how much water you need each time – especially if your tank is empty each time. Just key in the number and you are good to go!

Q. Why isn't the driveway paved, more lights everywhere, a roof over the whole station area, an attendant available to help, and a traffic signal installed on Antelope Road to allow easier exits?

A. Although these have all been thought of and even a few suggested by users, that is a level of service we are not ready to embark upon at this point.

More questions? Contact our office!