



The citizen's source of information about the City of Ashland

Changes Are Coming To Our Utility Billing Website!

On July 23, 2018 the City of Ashland will upgrade the web page that customers utilize to automatically debit their credit, debit, or bank account for utility purposes, and there are steps that will need to be taken by August 13, 2018 to ensure successful future automatic payments. To start, utility customers can visit our home page at ashland.or.us and click the Customer Central link. Customers will be redirected to the City's new Customer Self Service portal where they can pay for utility services, access utility usage history, view utility account billings and payments, and more!

Customers will register as new users and log in. After logging in to Customer Self Service a one-time manual payment must be made with the credit or debit card that is intended to be automatically debited monthly. If a checking or savings account is preferred for autopay a manual payment is not required, and only bank information needs to be saved to enroll.

Statements that are printed after July 23, 2018 will have a different appearance than prior statements, and customers are strongly encouraged to refer to their new statement to obtain their new Account Number and new Customer Number to ensure all user account data is correct, and all payments will be applied accurately. Your current 9-digit account number (ex. 012345-012) will not be accepted for autopay.

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Love Your Water!

To assist you in managing your water use this summer, follow these helpful tips:

- Adjust your watering schedule regularly; adapt for the weather and the season.
- Inspect your system monthly. Check for leaks, broken or clogged heads and make adjustments to be sure you're watering plants and not sidewalks, fences or buildings.
- It is generally best to water deeply and infrequently. However, if you are watering on a slope or if pooling occurs after only a short time, then consider breaking up your one long cycle into two cycles separated by at least an hour.
- Water between 8:00 p.m. and 6:00 a.m. to avoid losing water to wind and evaporation.
- Water only when needed. Overwatering results in shallow roots and encourages weeds, disease and fungus growth.
- Check soil moisture before watering. Use a moisture meter to detect if soil is still moist from previous watering.
- Adjust your water pressure; too much pressure on sprinklers uses more water than needed.

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Changes Are Coming To Our Utility Billing Website! (continued from page 1)

Customers who need assistance reenrolling in autopay have the option to do so using a computer that will be available in the City Hall lobby starting on July, 30 2018 with the help of a City employee.

We are excited to launch our new website, and encourage you to contact the Utility Billing Division if you have any questions at (541) 488-6004, or by email at utilitybilling@ashland.or.us.

It's Wildfire Season! Introducing SmokeWISE Ashland and the New Nixle Alert System

It's hard to swallow (really), but smoky summers are here to stay. It may not be every year, but with nearly half of all wildfire acres burned in the U.S. over the past several decades attributed to human climate change, things are only getting smokier. And while we need to support efforts to make our forests healthier and proactively use controlled burning under mild conditions, it will be decades before we get ahead of a problem that's taken well over 100 years to develop. So we're creating SmokeWISE Ashland to help citizens, businesses, and institutions cope with all smoke.

SmokeWISE, like our Firewise USA program, is an educational effort to support safer and healthier living in a wildfire prone environment. Since last year's terrible summer wildfire smoke, Ashland Fire & Rescue, the Ashland Chamber of Commerce, and Asante Ashland Community Hospital teamed up to bring the most up-to-date smoke and health information to our community. SmokeWISE is our call to action for citizens, organizations, and businesses to work together on this tough issue that affects us and many communities across the western U.S. Here's what SmokeWISE Ashland offers:

- Interpretation of the Air Quality Index (AQI) and where to get current readings
- Who's most at-risk and health recommendations based on the AQI

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Love Your Water! (continued from page 1)

- Attach a shut off nozzle on your hose when hand watering plants.
- Use soaker hoses and drip irrigation to water flowerbeds, vegetable gardens, shrubs and trees.
- Keep pools covered when not in use so you won't lose water to evaporation.
- Determine how much water you use when irrigating by taking a meter reading before and after running your system. This will tell you how many cubic feet of water you used. Remember that 1 cubic foot is equal to 7.48 gallons.

Ashland offers many great resources to assist you in managing your landscape. Check out the City's Water Wise Landscaping website for more ideas on how to create a landscape that is healthy, attractive and uses less water. Visit the site at www.ashland saves water.org.



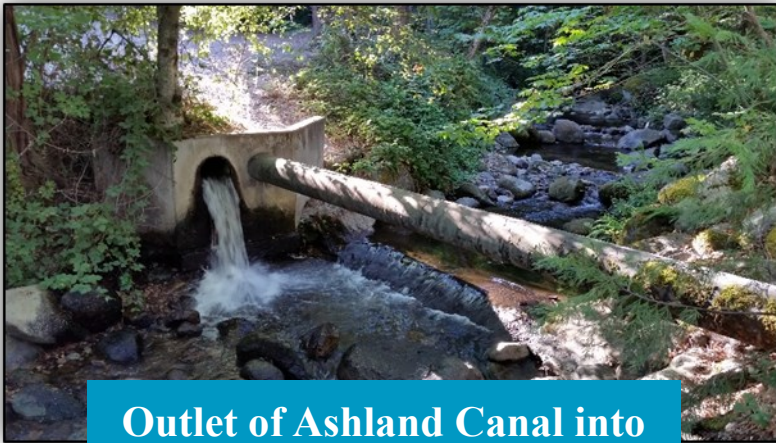
FREE Irrigation Evaluation!

Did you know that you can get a personalized irrigation schedule and irrigation evaluation for FREE!

For a limited time only, a free 100% cotton reusable "Love Your Water" bag along with a few surprises inside will be given out upon our visit to your home.

If you need help, simply call 541-552-2421 or email julie.smitherman@ashland.or.us to schedule your appointment.

Ashland Canal Piping Project (ACPP)



Outlet of Ashland Canal into
Ashland Creek

Water is one of Ashland's most precious resources, and the City of Ashland takes its responsibility as a steward of our region's water very seriously. This includes improving water quality and conserving water quantity within the Ashland (TID) Canal and Ashland Creek. Through this stewardship, the City has identified that piping the two-mile open channel irrigation canal between Starlite Place and Terrace Street with below ground pipe is a priority.

Water in an open canal is vulnerable to contaminants from a variety of sources and reduces water quality in Ashland Creek, the outlet of the canal. Additionally, an estimated 30 percent of the canal water is lost due to seepage and evaporation. This water is also used as a supplemental source in years when water supplies are limited. The water is pumped from the canal to the Water Treatment Plant and is treated to drinking water standards.

We understand that there may be many questions about the piping project. City staff and our partners have thoughtfully considered the impacts this project may have on members of the community. We will do our best to minimize disruptions to the surrounding neighborhoods and trails from project design through construction.

The City's project team invites you to visit www.ashland.or.us/ashlandcanal or call 541-488-5347 for more information. If you wish to be included on our email notification list, please email us at ashlandcanal@ashland.or.us.

It's Wildfire Season! (continued from page 2)

- Description of filters and devices for maintaining healthy indoor air quality
- Strategies to avoid smoke exposure including how to select and fit an N95 or N100 facemask for those times you can't avoid smoke exposure
- Avenues for businesses/organizations to continue operations while providing for employee and customer health, including a fillable Smoke Awareness Guide
- Air Quality alerts that remind you to take protective actions (see Nixle below)

Go to www.SmokeWiseAshland.org to get yourself or your business ready for smoke.

New this summer, the City of Ashland Fire Department is now using Nixle, an easy and direct way for citizens to get timely information about ongoing issues, events, air quality advisories, evacuations, and emergencies. People already registered in the Jackson County Citizen Alert program will still get regional alerts and messages, but you will need to sign up for Nixle if you want messages via anything other than a land line phone (email, text, an app, social media, etc.). Smoke is one of the key reasons to sign up, because we will send updates on controlled burning along with anticipated wildfire smoke during the summer.

There are two simple ways to register for Nixle alerts:

1. Text 97520 to 888777 from your mobile phone
2. Go to ashland.or.us/nixle and sign up via the Nixle Widget

You can control your notifications by creating a private, secure account at nixle.com, or just do the text option (#1 above) and only get emergency alerts via text. It's up to you what level of engagement you want.

We're working together for the health and safety of our community, please join us.

News Notes

HeartSaver Adult CPR / AED Course

HeartSaver CPR is a classroom, video-based, instructor led course that teaches adult CPR and AED use, as well as how to relieve choking for an adult. This course teaches skills with American Heart Association's research-proven Practice-While-Watching technique, which allows instructors to observe the students, provide feedback and guide the students' learning of knowledge and skills. This course is for anyone with limited or no medical training seeking a course completion card in CPR and AED used to meet job, regulatory, and/or other requirements. The cost for this course is \$35, which includes a student study book and card. The class takes approximately 3 hours to complete. All fees must be prepaid prior to the class date to confirm reservation. Please register early to reserve your space as class sizes are limited.

For more information or to register contact the Community Preparedness Coordinator at 541-552-2226 or at cpr@ashland.or.us.

DAY	Saturday
DATES	August 18, 2018
TIME	9 am-12 pm
PLACE	Ashland Fire Station #2
COST	\$35

Free Concerts in the Park with the Ashland City Band

Enjoy a FREE summer concert every Thursday evening, June 14 through August 16, in Lithia Park, from 7 to 8 p.m. The concerts are held at Butler Bandshell. Bring a picnic dinner (alcohol is not allowed), blanket or chair, and your family and friends!

Pre-registration is not required and all ages are welcome.

DAYS	Thursday
DATES	August 2, 9, 16
TIME	7-8 pm
PLACE	Butler Bandshell in Lithia Park
COST	Free

August City Calendar

City Council

Business Meetings: August 7 & 21 | 7:00 p.m.

Study Sessions: August 6 & 20 | 5:30 p.m.

Airport Commission

August 7 | 9:30 a.m.

Historic Commission

August 8 | 6:00 p.m.

Tree Commission

August 9 | 6:00 p.m.

Forest Lands Commission

August 14 | 5:30 p.m.

Planning Commission

Business Meeting: August 14 | 7:00 p.m.

Study Session: August 28 | 7:00 p.m.

Wildfire Mitigation Commission

August 15 | 11:00 a.m.

Transportation Commission

August 16 | 6:00 p.m.

Public Art Commission

August 17 | 8:00 a.m.

Conservation Commission

August 22 | 6:00 p.m.

Housing and Human Services Comm.

August 23 | 4:30 p.m.

Parks and Recreation Commission

Business Meeting: August 27 | 7:00 p.m.

Study Session: August 20 | 5:30 p.m.

▲ Meetings are held at Council Chambers, 1175 East Main and are open to the public. ▲ TTY 1-800-735-2900. ▲ City Council and many other city meetings are broadcast live on channel 9. Charter Communications customers will find city meetings on channels 180 and 181. Meetings also stream live on the internet at rvtv.sou.edu.

