



CASTLE ROCK WATER

MAY 2025 MONTHLY REPORT

301.3 ^{MG}

WATER DEMAND
TOTAL

77.1%

RENEWABLE
WATER SUPPLIES

2.8

WATER SUPPLY
INDEX

SYSTEM INTEGRITY

4 leaks

WATER QUALITY SAMPLING

0 issues

CUSTOMER ACCOUNTS

27,936



[View report online](#)

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WHAT WE ARE UP TO

One thing is CLEAR: Our creeks depend on you

The annual Spring Up the Creek trash pickup event has been a cherished community tradition for over 20 years, taking place each spring to help keep our local trails and waterways clean. While a fall cleanup was once part of the routine, it was eventually discontinued due to a lack of litter—something we aspire to achieve for spring as well. In fact, there's even been talk of shifting the event to an every-other-year schedule. For now, however, the spring event remains a highlight of the season.

This year's cleanup was no exception, drawing an impressive 240 participants—well above the



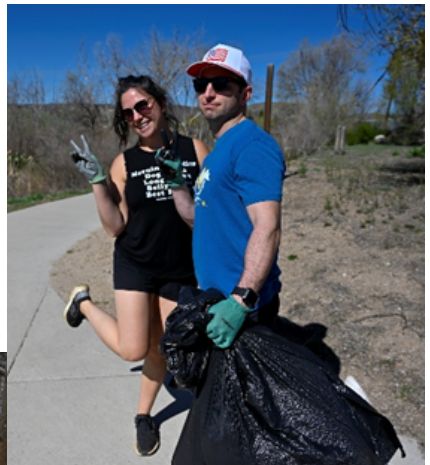
usual 200-person cap. The limit was lifted due to high interest from local organizations bringing large groups, including water contractors such as Kiewit and Burns & McDonnell, community groups like the Daughters of the American Revolution, and various school groups fulfilling service hour requirements. Students from Canyon Ridge Primary and the Castle View Football Club focused their efforts on trails near their campuses.





Held annually on the first Saturday in May, Spring Up the Creek is timed to occur before shrubs and grasses fully leaf out, making it easier to spot and collect trash. Seasonal winds also tend to scatter debris, particularly near commercial areas, which were noticeably littered this year.

To support the event, 14 staff trail leaders distributed gloves and bags, coordinated group efforts, and ensured everyone's safety. These leaders exemplified the Town's core values of public service, stewardship, and environmental responsibility.



Staff Volunteers

Brian Lachanzky	John Grahn
Adan Rivas	Hannah Branning
William Brown	Kim Guite
Megan Bednar	Jessup Schield
Jaci Blake	Nichol Bussey
Malorie Gamble	Melinda Pastore
Jon Lutterman	Sandi Sandman

STAFF RECOGNITION

CERTIFICATIONS



Adrian McAllister
Distribution Operator I



Ed Sheets
Distribution Operator I



David Madsen
Distribution Operator II



Employee
Appreciation Time



STAFF RECOGNITION

PROMOTIONS



Kevin Davis
Water Plant Operator I



Mark Morgan
Water Plant Operator III



Peter Gaudio
Water Plant Operator II

New Hires

New Seasonals:

Nathan Fulks

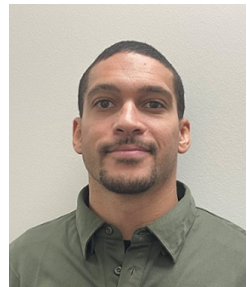
Adrian Godinez

Sabina Nachtigal

Caiden Kincaid



Mitch Horner
Water Plant Operator
Supervisor



Marcus Watkins
OT Network Infrastructure
Engineer

WATER STAR AWARD

Zachary Deblois
Water Plant Operator III





High Five

Jackson Byrnes
Brandon Brewer
Zach Stubbe

Jackson, Brandon and Zach went out to a customer's home to help with a irrigation problem the customer was having. After they finished, we received the following email: "I wanted to take a few seconds to pass along my gratitude for the exemplary work the team performed when diagnosing and fixing my irrigation problem. I live in Castle Rock at 1331 Wildwood Lane, and my sprinkler line was not on and water was not reaching my valve, even though the rest of the neighborhood had water. The gentleman who came out quickly diagnosed the problem and solved the situation. They even went above and beyond, in my opinion. I didn't get their names, but I hope this message is passed along to them. Again, thank you!" I would like to recognize Jackson, Brandon and Zach for their outstanding customer service!

Andrew Walkup

We received a call from a homeowner this morning with the following comments: Andrew was very respectful, friendly and did a great job. Bill said Andrew deserves "high 10's"

Jessup Schield

I recently purchased new umbrellas for the Engineering Building patio. While I was taking them out of the boxes Jessup asked if there was something he could help me with. I took him up on his offer, as there was some assembly required. After we installed the umbrellas, Jessup took it one step further by borrowing a drill and drilling holes into the umbrella poles so they could be securely pinned to the tables. Over the years Jessup has offered his help to me with many things, so I wanted to take this opportunity to thank him and give him a high-five!

Emily Huth

Emily Huth attended the Water Commission Meeting after typical work hours on 5/28 to present a contract amendment for the Front Street Downtown Connection/ RWRWTC Pump Upgrades /Ligget Road Pipe Upsize Projects. This was a project that had significant design work completed prior to Emily starting her position with CRW in March this year. Despite not personally having all of the historic experience and project involvement during design, Emily did a great job presenting and defending the need and costs for the design amendment. There were a significant amount of challenging questions received from the commission members this evening and Emily did a professional job of addressing those questions and presenting the amendment at her first Water Commission Meeting. Great job Emily!

Erin Evans

On May 2, Erin Evans drafted and sent a very thorough and professional email to the Escavara Masters Association regarding all of the work CRW staff has completed in the past couple months to mitigate wastewater odor issues in the neighborhood. Erin has been doing a great job coordinating CRW operational staff work as well as consultant efforts on the project. The nature of this project involves a high level of public involvement from the neighborhood residents. Erin circulated a draft of the email to CRW leadership and Town Legal for review before sending to the association. The HOA president responded to the email and also presented the information to neighborhood residents at the HOA meeting in May. Erin's detailed email effectively delivered project update information in a more efficient manner than several staff members attending the HOA meeting. Great job Erin!

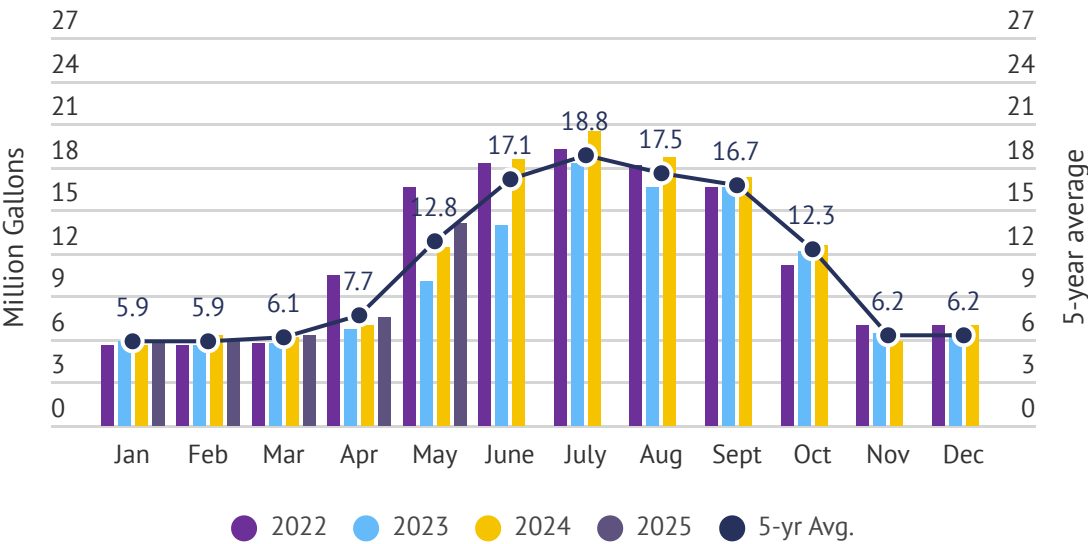
WATER RESOURCES

WATER DEMAND

Maximum demands inform us of the size of the infrastructure necessary to provide water service over short periods of time and help us to plan future water resources needs.

DAILY DEMAND

- 14.1 million gallons/day (MGD)
- 5-year average: 12.8 MGD
- 10% lower than the 5-year average



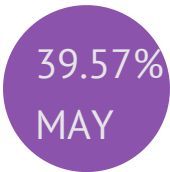
MONTHLY DEMAND

- The water demand total for May was 290.4 million gallons (MG) [891.1 acre-feet (AF)]
- 64% higher than the April 2025 total of 177.3 MG
- 11.3% increase from the previous year's May 2024 demand of 260.9 MG

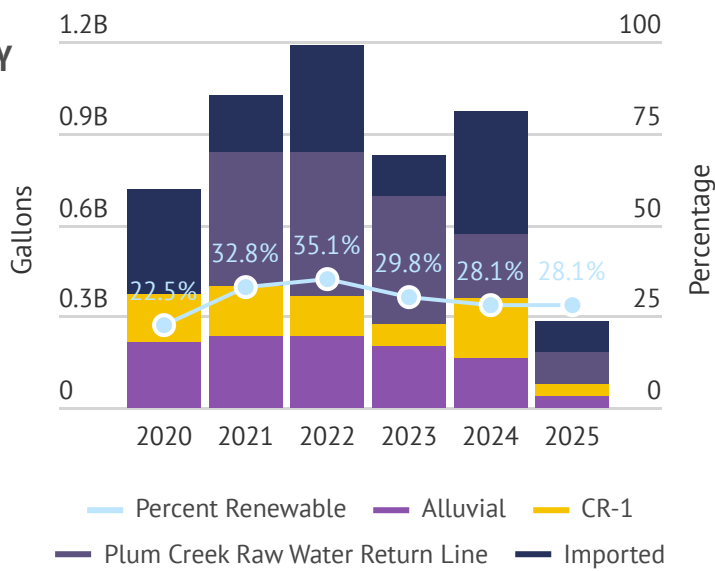
WATER RESOURCES

RENEWABLE WATER SUPPLY

Renewable supplies are those water sources that are replenished by precipitation.



2065 goal: 100%



In total, renewable supplies accounted for 39.57% of the total water supply for the month (138.4 MG of 349.8 MG) and 28.1% of the annual water supply (281.2 MG of 999.3 MG)

- The CR-1 diversion produced an average of 0.76 MGD
- The PC diversion produced an average of 2.72 MGD
- The 14 alluvial wells produced an average of 0.26 MGD
- The renewable water production average was 4.47 MGD

REUSABLE SUPPLIES

Reusable supplies are waters that are either from the non-tributary Denver Basin (deep wells) or imported supplies (such as WISE) that can be used over and over, to extinction.



STORAGE

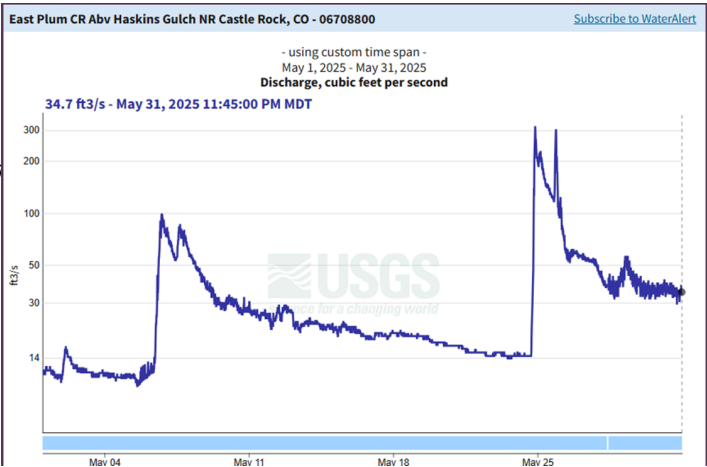
- Chatfield Reservoir: 2,000 AF
- Rueter-Hess Reservoir: 609.5 AF
- Castle Rock Reservoir No. 1 (CRR1): 0 AF
- Castle Rock Reservoir No. 2 (CRR2): 348 AF
- Walker Reservoir: 11.71 AF

WATER RESOURCES

EAST PLUM CREEK FLOWS

The hydrograph indicates the estimated flow in East Plum Creek basin.

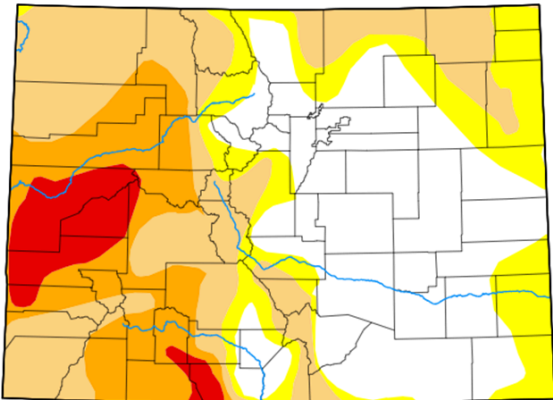
- Flows ranged from 9.33 to 317 cubic feet per second (cfs).
- The monthly average streamflow was 33.2 cfs.
- The 26-year mean is 25 cfs.



DROUGHT

According to the most recent U.S. Drought Monitor maintained by the United States Department of Agriculture (USDA), northern Douglas County is not experiencing drought conditions.

Colorado



Map released: Thurs. June 5, 2025

Data valid: June 3, 2025 at 8 a.m. EDT

Intensity

- None
- D0 (Abnormally Dry)
- D1 (Moderate Drought)
- D2 (Severe Drought)
- D3 (Extreme Drought)
- D4 (Exceptional Drought)
- No Data

Authors

United States and Puerto Rico Author(s):

[Brad Pugh](#), NOAA/CPC

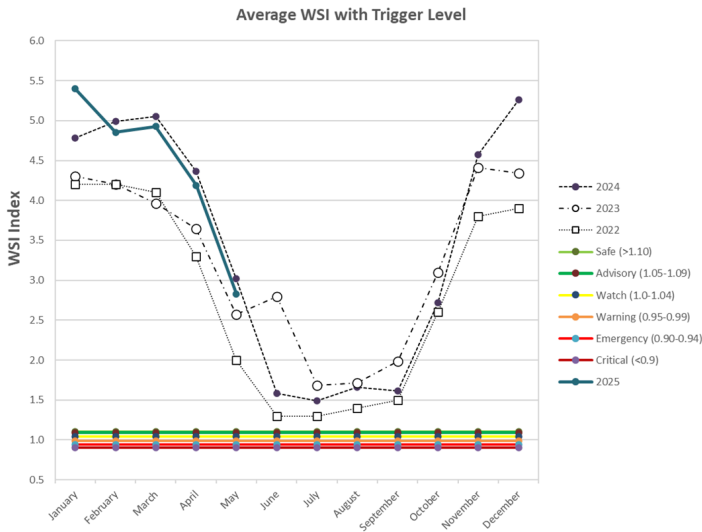
Pacific Islands and Virgin Islands Author(s):

[Curtis Riganti](#), National Drought Mitigation Center

WATER SUPPLY INDEX

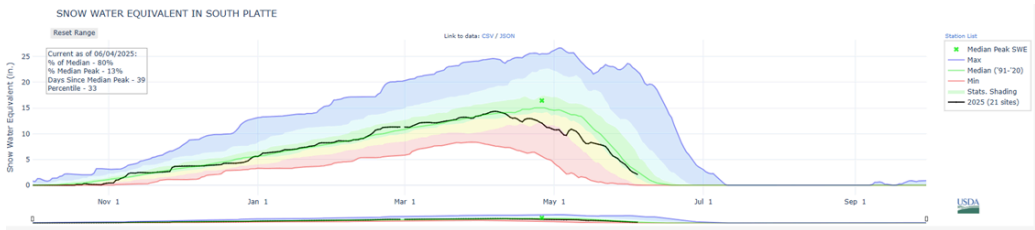
2.8
WSI

The Town of Castle Rock's Drought Management Plan uses a Water Supply Index (WSI) for the Town that accounts for local conditions relative to the Town's capability to address our water resources and daily water demands. Anything below 1.1 will trigger a drought stage relative to its severity.



SOUTH PLATTE RIVER BASIN SNOW PACK

- Year-to-date precipitation at 95% of median.
- Snow Water Equivalent (SWE) at 80% of median.



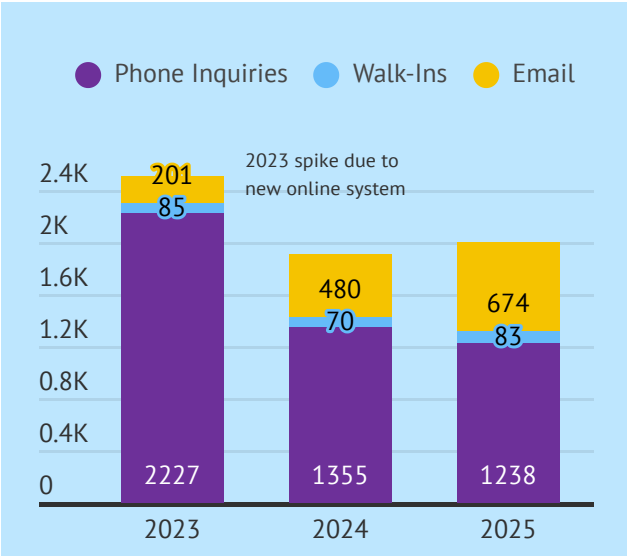
BUSINESS SOLUTIONS

CUSTOMER SERVICE



CUSTOMER ACCOUNTS
27,936

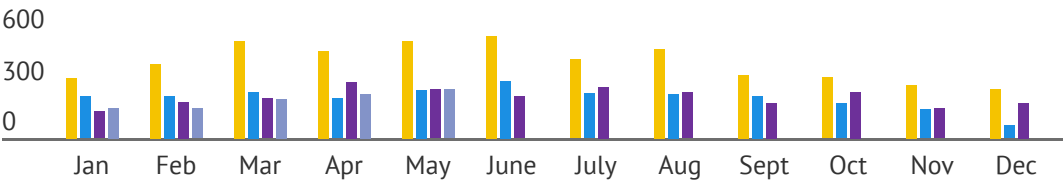
Customers with an online account:
59%



TRANSFER OF SERVICE

Transfers of service represents the start/stop for service for new properties and those changing ownership.

2022 2023 2024 2025



CUSTOMER OUTREACH

OUTLET	POST	REACH		
Facebook	6 posts	16.7k reach	87 engagement	6 shares
Instagram	2 posts	1.5k reach	21 engagement	1 share
LinkedIn	2 posts	462 reach	15 engagment	1 share
Email	15,907	73% open rate		
HOA mail	129	61% open rate		

TOPICS
Sprinkler Spruce Up
Watering Schedules

METER SERVICES

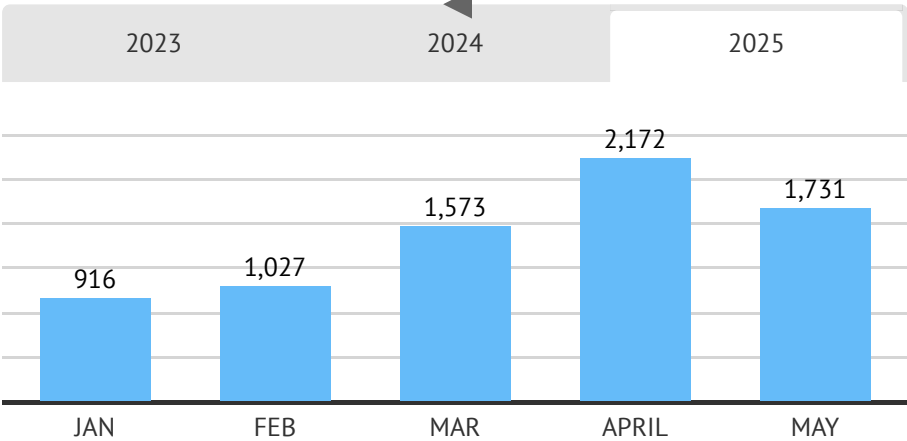
Meters are read the first two days of every month. Castle Rock Water utilizes drive-by and AMI technology.



Measuring skipped reads is a strong indication of the level of preventative maintenance being done by our team.

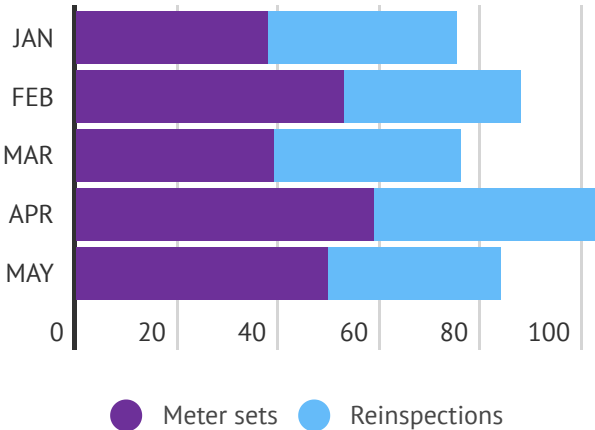
ALL SERVICE WORK ORDERS

Standard work orders include meter replacement and AMI upgrade, bulk hydrant move-outs, curb stop maintenance, MXU installation, flow detection, and pressure checks.



METER SET INSPECTIONS

Meter set inspections, to ensure code compliance, are required on all new meters installed. At the time of the inspection, the curb stop is tested for operability and the MXU is installed which provides reading capability for our drive by technology.



OPERATIONS

0

OUTAGES

GOAL: <5 % of our customers will experience water outage for one or more events totaling more than 30 hours per year.

0

PRESSURE

GOAL: 1% of our customers will experience less than 43 pounds per square inch (psi) of pressure at the meter during normal operations.

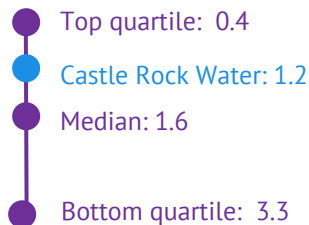
1

OVERFLOWS

GOAL: Prevent 100% of sewer system overflows with line inspections and cleaning.

SANITARY SEWER OVERFLOWS

AWWA Index: SSO rate/100 mi



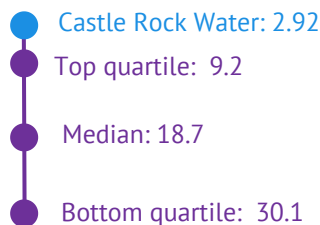
4

LINE BREAKS

GOAL: Remain in the top quartile for AWWA benchmarking for leaks and breaks through regular maintenance and rehabilitation.

WATER SYSTEM INTEGRITY

AWWA Index: Leaks and breaks/100 mi



1341

UTILITY LOCATES

35.20 mi

LINES INSPECTED

LINES CLEANED

4.96 mi

OPERATIONS



The Distribution team replaced a broken valve on Saddleback Dr. and Meadows Ln. There were 25 homes without water for 4 hours.



There was a distribution leak on a 6" water main located on Park St. During the repair process, staff determined that they also needed to replace the tapping saddle, which feeds 1020 Park St. as it was severely corroded. Two customers were without water for roughly 2.5 hours.



As part of the SCADA Master Plan IV upgrades, the SCADA team, their outstanding contractors, updated the Scott Pressure Reducing Valve (PRV) control and communications panel.