



CASTLE ROCK WATER

APRIL 2026 MONTHLY REPORT

208_{MG}

WATER
DEMAND
TOTAL

26.3%

RENEWABLE
WATER
SUPPLIES

4.1

WATER
SUPPLY
INDEX

SYSTEM INTEGRITY

1 leaks

WATER QUALITY SAMPLING

0 issues

CUSTOMER ACCOUNTS

28,305



Additional features
available online

[View report online](#)

WHAT WE ARE UP TO

Ray Waterman LAS Conversion Project

Project Overview

Construction of the Liquid Ammonium Sulfate (LAS) Conversion Project at the Ray Waterman Regional Water Treatment Center (RWRWTC) is nearing completion. Over the past six months, Garney Companies has led construction efforts to modernize and enhance the facility's chemical feed systems and operational infrastructure.

Key components of the project include converting the existing gas ammonia feed system to a liquid ammonium sulfate (LAS) storage and feed system, relocating the ammonia dosing point to a new chemical injection vault to improve plant operations, directing WISE water to the clearwell so it can flow directly into distribution rather than

undergoing retreatment, upgrading SCADA feeds from the chemical building and adding a new red zone pressure reducing valve vault.

Throughout construction, the project team developed creative solutions — including temporary bypass piping — to keep the plant operating with minimal interruptions while continuing to meet system demands and support the systemwide free chlorine conversion effort.

Once complete, the project will significantly improve facility safety, operational flexibility, system redundancy, and standardization with other Town water treatment facilities.

Chemical Injection Vault



New 20-inch steel lines and excavation. March 2026



Backfill and rough grading around the vault completed. April 2026

LAS Storage and Feed Room



FRP tank rings being rolled through the door of the chemical room...



...and the fabricated tank in place. It is so large it's difficult to get a good picture of the tank inside the room!

Project Finish Line

The major facility shutdowns and tie-ins are complete. All new piping has been pressure tested, disinfected, and is either in service or is ready for service. One last start-up effort will take place on May 11 when we will start

up the new LAS chemical feed system with the system wide chloramine conversion.

The only remaining work is some site reclamation work to complete; site cleanup and then the punch list phase of the project!



The tie-in of the new 6-inch red zone line into the 18-inch WISE line that routes into the clearwell.



The interior of the vault.

STAFF RECOGNITION

CERTIFICATIONS



Adolfo Torrez
Distribution 1



Josh Burd
Distribution 2

PROMOTIONS



Alex Daws
Distribution 3 certificate
Promoted to Water Plant
Operator IV



Taylor Voss
Water Plant Operator III



WATER STAR AWARD

Kyle Buntin

Water Distribution System Supervisor

The Castle Rock Water team balances many priorities to protect public health while supporting complex projects like the Ray Waterman WTF LAS Conversion Project. Since construction began in late Fall 2025, the project has faced several unexpected challenges, including additional temporary bypass lines and tie-ins to the distribution system.

Kyle has been an invaluable resource throughout the project. He consistently provided clear guidance to Garney on Town water line standards, offered practical solutions to onsite challenges, and helped keep the project moving while still managing his regular responsibilities and unexpected repairs. His coordination and support on the tie-ins made a difficult portion of the project feel seamless, which is a significant accomplishment. I appreciate Kyle's positive attitude, strong work ethic, and the support he has provided to both me and the project team.



STAFF RECOGNITION

High Five

Thomas Craig

Thank you very much for assisting the Customer Service Team with moving and setting up the new desks. We appreciate it!

Tyler Ray

Thank you very much for assisting the customer service team with moving and setting up the new desk area - We appreciate your assistance

Tyler is our backup IT guy. He is always willing to take time out of his day to help when we are experiencing issues. He recently spent about 15 minutes figuring out what was wrong with the front monitor. We would not have been able to complete our end of day tasks and close out the drawer without it. Thank you, Tyler!

Erin Sweeney

I was unexpectedly out of office and Erin stepped in and opened the building for the vendor before 8 a.m. and made copies for the training. I really appreciate all the help she gave me at the last minute.

Erin demonstrated exceptional dedication this month by going above and beyond to bring the Taco Bell on Metzler into compliance with backflow testing requirements. She made multiple proactive outreach efforts to the facility's manager, ensuring they understood the urgency and helping coordinate testing to prevent a potential water shutoff. Erin's persistence, professionalism, and commitment to protecting the integrity of the water system exemplify the goals of the Cross Connection Control Program. Her efforts directly contributed to achieving compliance and reflect a high level of service and accountability!

Josh Burd

Jake Austin

Adrian McAllister

Jacob Benson

Taking the idea of making a fire hose storage rack to improve our efficiency and storage, Josh created the blueprints and ordered all the steel. Jacob helped Josh build and weld the rack together. Jake and Adrian then painted it and gave it a cool flame design. This rack is fantastic and will provide the great storage and efficiency that we need.



Training for Ops on a new laser alignment tool, which is designed to align shaft motors.



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.

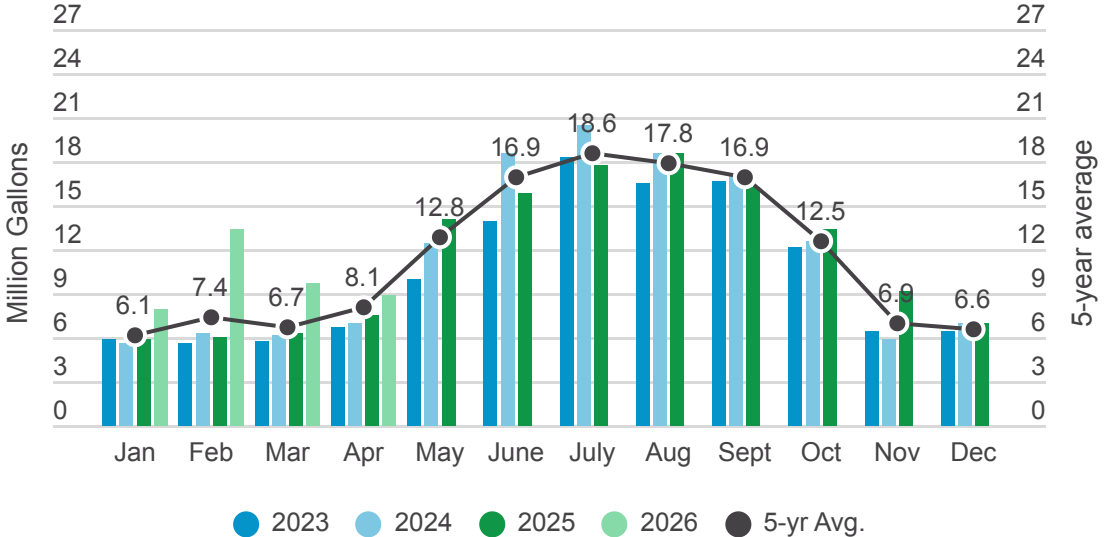
DAILY MAXIMUM DEMAND¹

- 8.9 million gallons/day (MGD)
- 5-year average: 8.1 MGD
- 10% higher than the 5-year average

MONTHLY DEMAND¹

- The water demand total for April was 208.3 million gallons (MG) [639.3 acre-feet (AF)]
- 1% lower than the March 2026 total of 210.2 MG
- 17.5% increase from the previous year's April 2025 demand of 177 MG

[1] Demand and production data is best available estimate while SCADA is down.



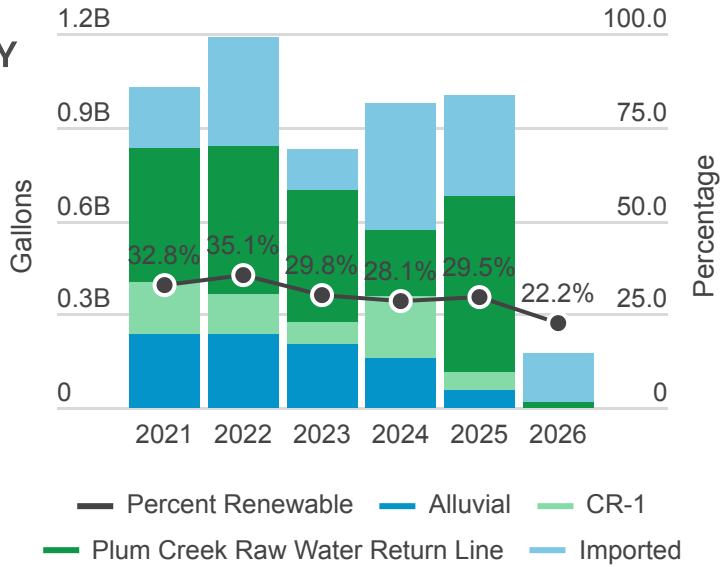
WATER RESOURCES

RENEWABLE SUPPLY

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

26.3%
APR

2065 goal: 100%



In total, renewable supplies accounted for 26.28% of the total water supply for the month (65.31 MG of 248.57 MG) and 22.19% of the annual water supply (174.12 MG of 784.83 MG)

- The CR-1 diversion produced an average of 0.0 MGD^[1]
- The PC diversion produced an average of 1.43 MGD
- The 14 alluvial wells produced an average of 0.0 MGD^[1].
- The renewable water production average was 2.18 MGD

[1] PCWPF is offline for the expansion project November 2025 through April 2026.

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.

10.4%
APR

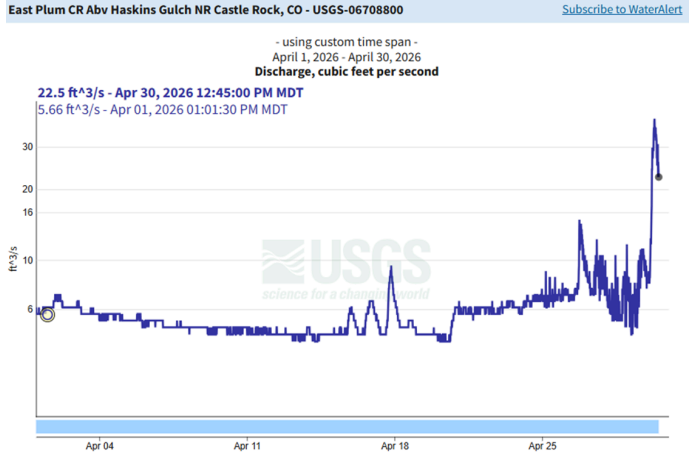
STORAGE	AF	Capacity
CRR1 & CRR2	1,184	1,370
Walker Reservoir	102	150
Chatfield Reservoir	1,754	2,000
Rueter-Hess Reservoir	525	8,000

WATER RESOURCES

EAST PLUM CREEK FLOWS

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

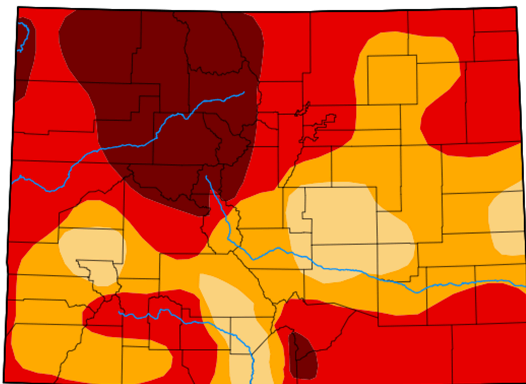
- Flows ranged from 4.2 to 39.1 cubic feet per second (cfs)
- The monthly average streamflow was 6.0 cfs
- The 25-year mean is 54 cfs.



DROUGHT

According to the most recent U.S. Drought Monitor maintained by the United States Department of Agriculture (USDA), northern Douglas County is experiencing moderate to exceptional drought conditions.

Colorado



Map released: Thurs. April 30, 2026

Data valid: April 28, 2026 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 Rippey](#), U.S. Department of Agriculture

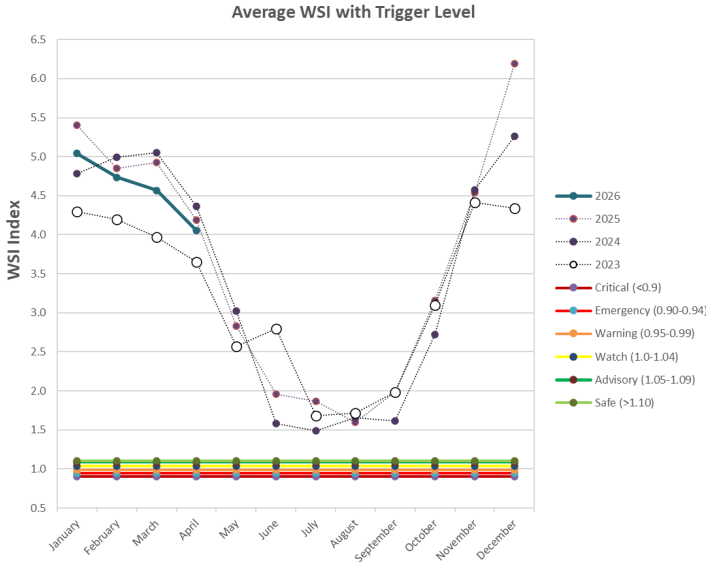
Pacific Islands and Virgin Islands Author(s):

[Daniel Whitesel](#), National Drought Mitigation Center

WATER RESOURCES

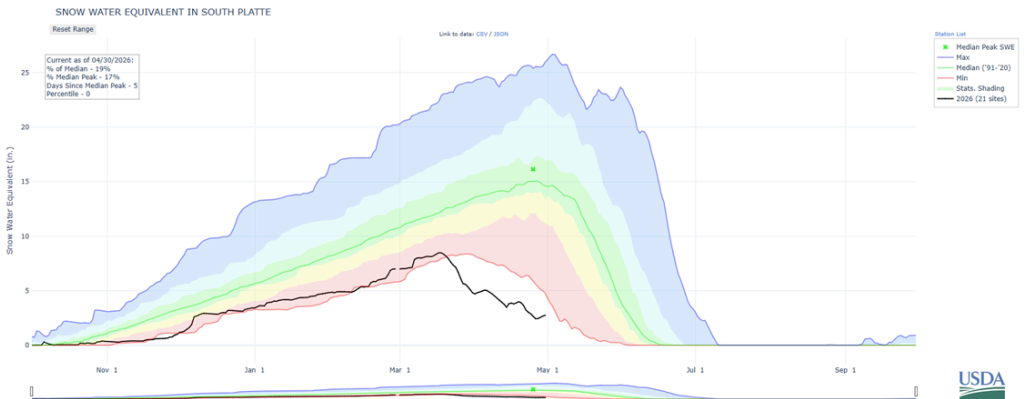
WATER SUPPLY INDEX

4.1
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. This indicator, along with other criteria will determine a drought stage. A WSI below 1.1 will trigger a drought stage relative to its severity.

SOUTH PLATTE RIVER BASIN SNOW PACK



- Year-to-date precipitation at 67% of median
- Snow Water Equivalent (SWE) at 19% of median

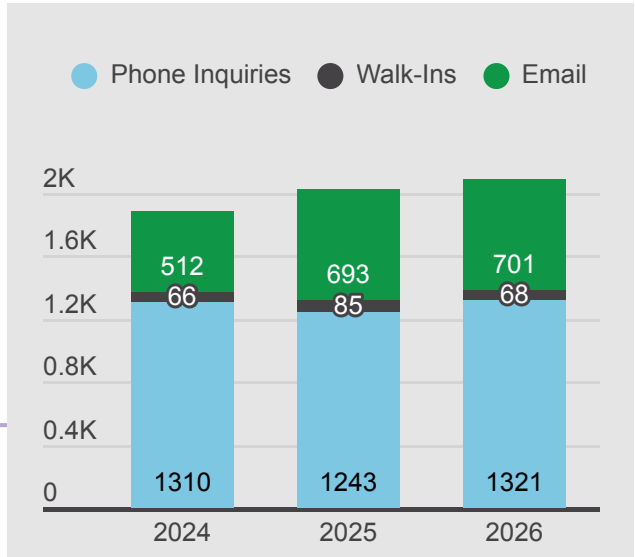


BUSINESS SOLUTIONS

CUSTOMER SERVICE

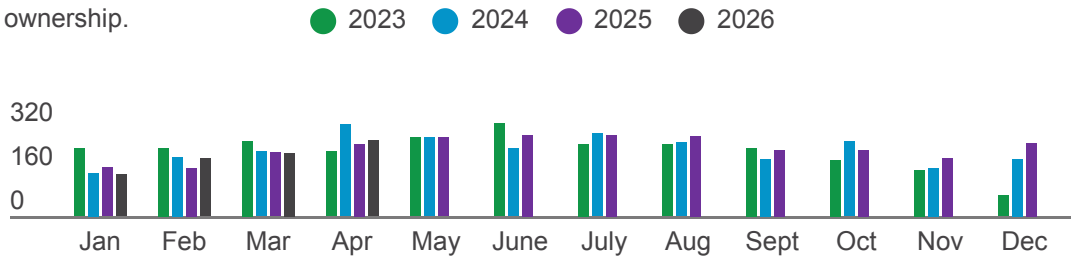
CUSTOMER ACCOUNTS
28,305

57% with an ONLINE ACCOUNT



TRANSFER OF SERVICE

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



CUSTOMER OUTREACH

OUTLET	POST	REACH		
NextDoor	5 posts			
Facebook	5 posts	47.1k reach	127 engagements	15 shares
Instagram	2 posts	1.6k reach	32 engagement	16 shares
Customer email		14,784	65% open rate	
HOA email		141	65% open rate	
LinkedIn	3 posts			

TOPCIS
Water Conservation Month

METER SERVICES

Skipped reads

0.07%

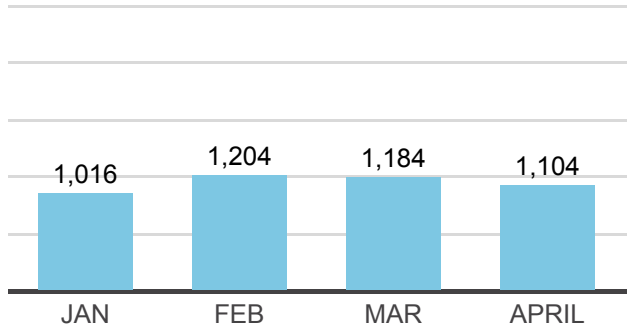
The AWWA standard is 2%, so we still continue to stay well below the industry average.

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

ALL SERVICE

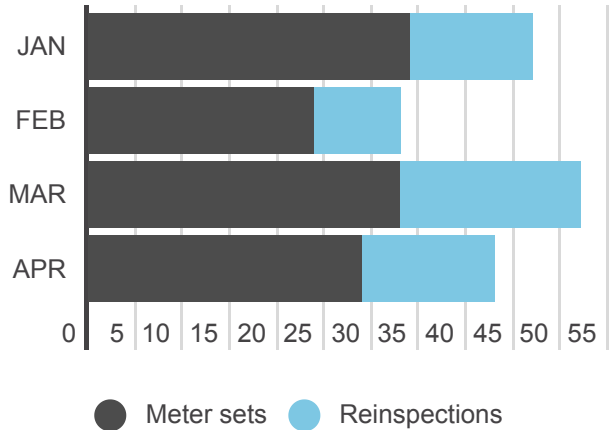
WORK ORDERS

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

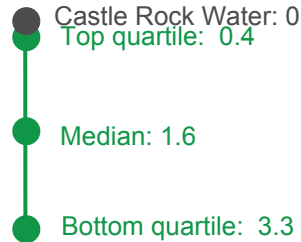
GOAL: 1% of our customers will experience less than 43 pounds per square inch (psi) of pressure at the meter during normal operations.

0 OVERFLOWS

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

SANITARY SEWER OVERFLOWS

AWWA Index: SSO rate/100 mi



1 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



1,009
UTILITY LOCATES

SEWER
9.70 mi
LINES INSPECTED
7.55 mi
LINES CLEANED

OPERATIONS

New tank in service

Tank 18, which feeds Liberty Village, was cleaned, disinfected, filled, and put into service for the first time. This was one of the first new finished water storage tanks built in Castle Rock since 2010. It is a two-million-gallon AWWA D110 wire-wrapped, prestressed, clear-span concrete tank with a dome roof.



New diversion pump

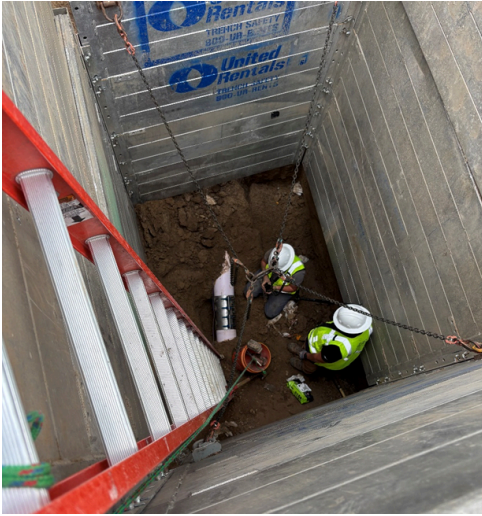
Crane installation of Pump 101 at Plum Creek Diversion, through the skylight in the roof. This is one of the low-duty pumps that pushes water up to the reservoirs.



New vac truck

The new 2025 Freightliner Vac-Con V312 replaces an old jet/vacuum truck that was constantly out of service due to repairs. Vac trucks are a critical asset for CRW to perform scheduled maintenance and emergency response to sanitary sewer overflows, waterline breaks, and other unplanned emergencies.

OPERATIONS



The Distribution and Stormwater teams worked together on the repair of the reuse waterline located near Meadows Pkwy and Limelight Ave. The damage was in a section of directionally drilled waterline, located approximately 17 feet 4 inches deep. A trench box had to be rented to complete the repair safely



The Stormwater maintenance team installed a gate at the access road to Tank 17 and Vehicle Tracking Control (VTC) rock to provide security and sediment control at the site.



A new automatic transfer switch was installed at Ray Waterman WTF to transfer power to the generator should the electricity go out.