



CASTLE ROCK WATER

MARCH 2025 MONTHLY REPORT

158.0 ^{MG}

WATER DEMAND
TOTAL

5.5%

RENEWABLE
WATER SUPPLIES

4.9

WATER SUPPLY
INDEX

SYSTEM INTEGRITY

6 leaks

WATER QUALITY SAMPLING

0 issues

CUSTOMER ACCOUNTS

27,769

[View report online](#)

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WHAT WE ARE UP TO

First-ever South Metro Water Festival set for June 18, 2025

Water is never a dry topic and we'd like to prove it with a splashing good time at the first South Metro Water Festival on Wednesday, June 18, 2:00 to 6:00 p.m. at PS Miller Park in Castle Rock, CO. This first-ever event for this region will showcase all things water. Check out the internal workings of a toilet—and see how to fix that flapper. Find out where your water comes from—and why it's important. How do we not get washed away in our watershed? Ask experts about ColoradoScaping your yard with the right design and the right plant. Did you know you could use your water meter to see if you have a leak? Plus, there will be science experiments, a foam party and other interactive events to "wet" your appetite. There will be food vendors too. There is education and exploration for kids and adults, alike.



Castle Rock, Colorado
06.18.25

Additionally, Castle Rock Water is hosting the Come for the Water, Stay for the Beer After-Party, 6 to 8 p.m. A band will replace the booths and beer and other libations will be available for purchase. There will also be 100 cans of Dos Veces, a specially brewed Mexican lager made from Castle Rock's reuse water. These cans will be provided, free, to some lucky winners.

The festival is hosted by South Metro Water Supply Authority (SMWSA) and its 14 members who serve 300,000 residents in parts of Douglas and Arapahoe counties. SMWSA is a champion for facilitating collaboration between water providers and agencies for projects and programs in sustainable water development, renewable water supply initiatives, and conservation programs. Most notably, SMWSA managed the WISE imported water project. Come ask them how they got 13 governmental and quasi-governmental agencies to collaborate on that multi-million-dollar project.

Visit SouthMetroWater.org/WaterFest for details.

No Water. No Beer.



CERTIFICATIONS



Joshua Martinez
Water Operator C



Chad Francis
Distribution 2 Operator



Jacob Tolley
Distribution 3 Operator
and CDL License



Adrian McAllister
CDL License



Brayden Kalisch
CDL License



Joseph Faraone
CDL License



Alexandra Daws
Water Treatment B Operator
and promoted to
Water Plant Operator III

WELCOME New Hires



Josh Burd
Distribution Operator I



Jacob Benson
Distribution Operator I



Kevin David
Treatment Seasonal

WATER STAR AWARD



Kevin Moore,

Water Treatment Supervisor received the Water Star award due to his continued and constant efforts in being very safety conscious and always working on making things better. He's known to be always streamlining processes, and then putting it out there for everyone else to understand.



Ryan Cupano

I wanted to recognize Ryan for providing excellent customer service to our customers. An email was received from a happy customer this morning, regarding replacing his meter and ensuring valves were fully open. Keep up the great work, Ryan!

Tyler Ray

Randy Mullins

MaryJo Reese

Erin Evans

Susan Salvatori

Melinda Pastore

Erin Sweeney

For engaging in good communication with the staff email. I appreciate your engagement.

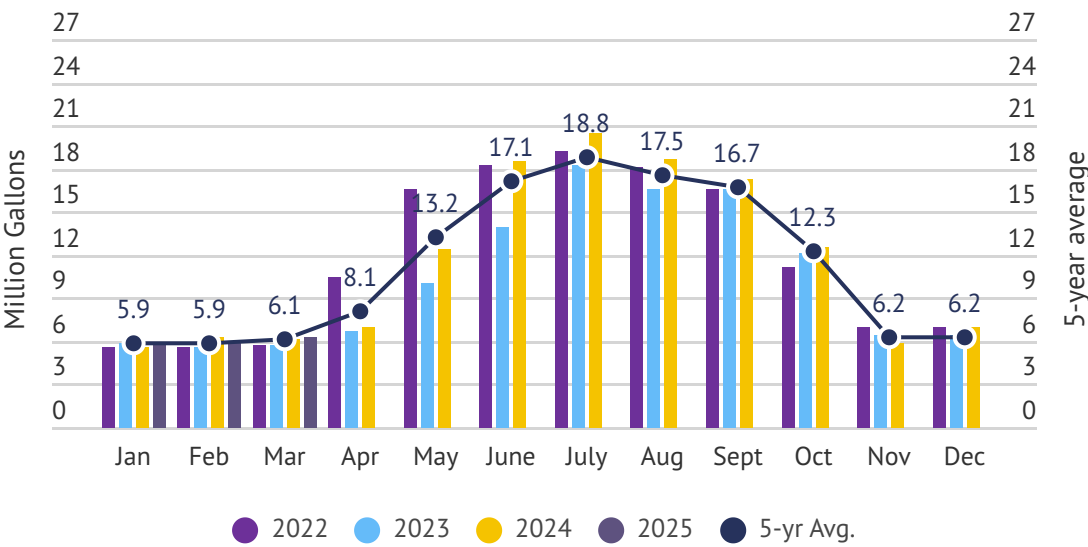
WATER RESOURCES

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

- 6.3 million gallons/day (MGD)
- 5-year average: 6.1 MGD
 - 3% higher than the 5-year average



MONTHLY DEMAND

- The water demand total for March was 158.0 million gallons (MG) [484.9 acre-feet (AF)]
- 3% higher than the February 2025 total of 154.0 MG
- 2.8% increase from the previous year's March 2024 demand of 153.8 MG.

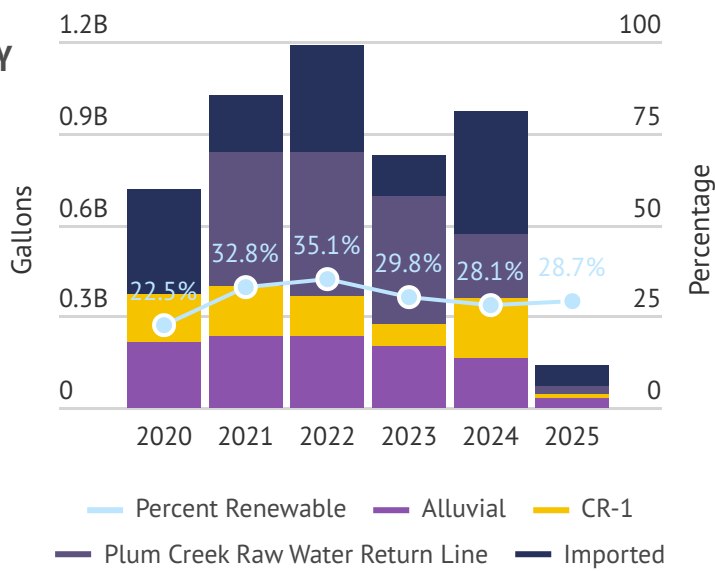
WATER RESOURCES

RENEWABLE WATER SUPPLY

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



2065 goal: 100%



In total, renewable supplies accounted for 5.5% of the total water supply for the month (9.1 MG of 166 MG) and 28.7% of the annual water supply (135.8 MG of 472.6 MG)

- The CR-1 diversion produced an average of 0.0 MGD
- The PC diversion produced an average of 1.08 MGD
- The 14 alluvial wells produced an average of 0.0 MGD
- The renewable water production average was 0.29 MGD

Plum Creek Water Purification Facility (PCWPF) was shut down February 27, 2025 for the expansion project. Thus, the renewable water for production has been greatly reduced. PCWPF is expected to resume operations April 21, 2025.

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: 1,985 AF
- Rueter-Hess Reservoir: 478.26 AF
- Castle Rock Reservoir No. 1 (CRR1): 0 AF
- Castle Rock Reservoir No. 2 (CRR2): 350 AF

WATER RESOURCES

EAST PLUM CREEK FLOWS

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

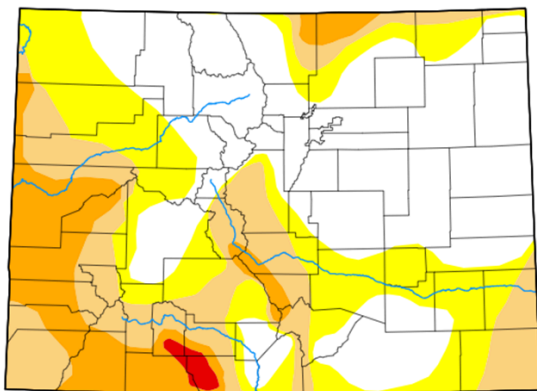
- Flows ranged from 5.52 to 55.70 cubic feet per second (cfs)
- The monthly average streamflow was 9.73 cfs
- The 25-year mean is 14 cfs



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. April 3, 2025

Data valid: April 1, 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):

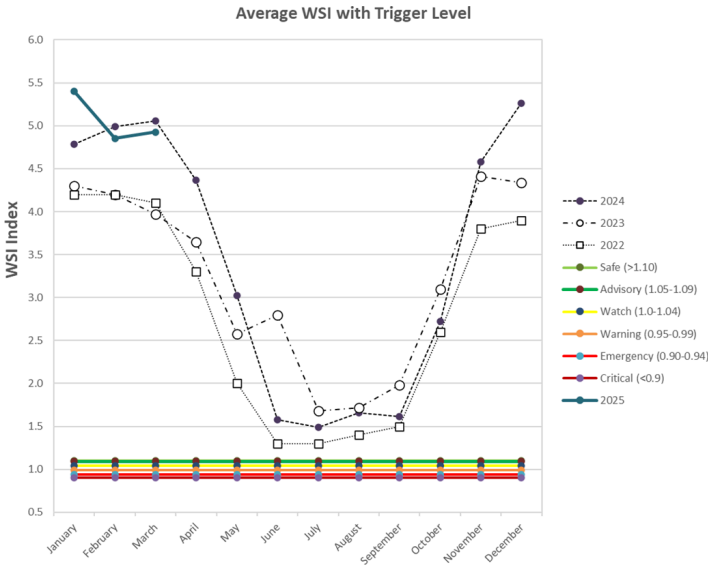
[David Simerali](#), Western Regional Climate Center

Pacific Islands and Virgin Islands Author(s):

[Anthony Artusa](#), NOAA/NWS/NCEP/CPC

WATER SUPPLY INDEX

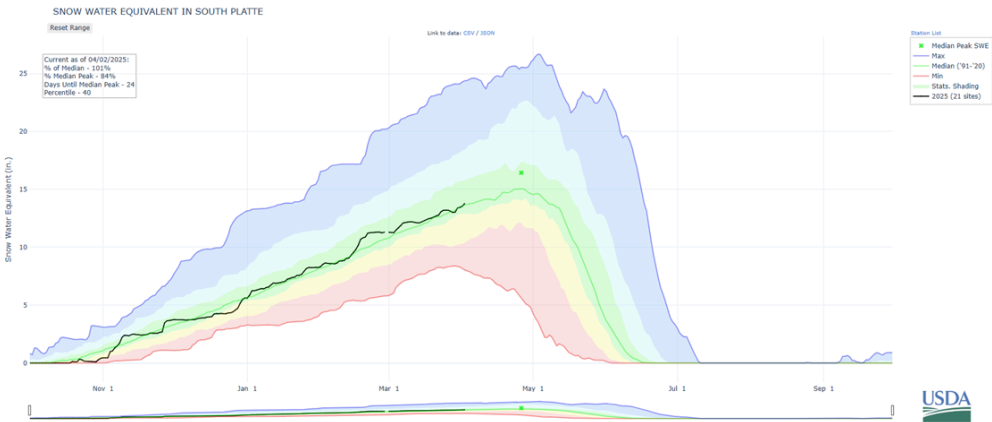
4.9
WSI



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 100% of median
- Snow Water Equivalent (SWE) at 101% of median

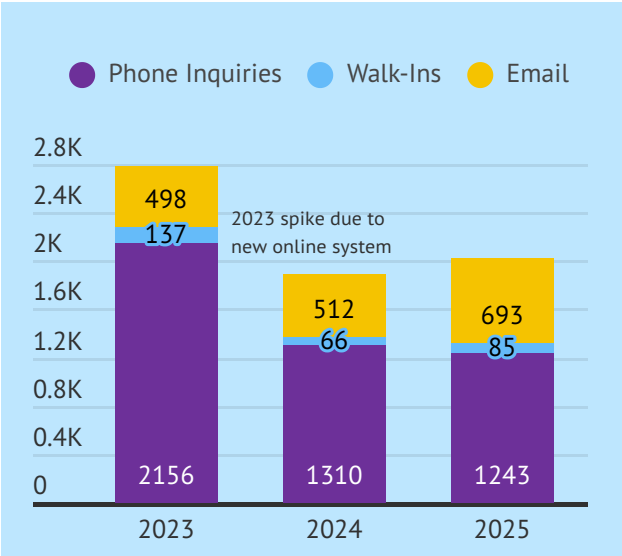


BUSINESS SOLUTIONS

CUSTOMER SERVICE



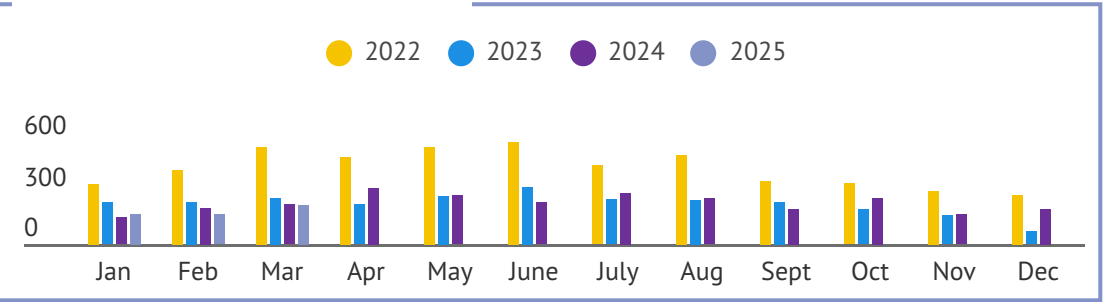
Customers with an online account:
60%



TRANSFER OF SERVICE

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

Legend: 2022 (Yellow), 2023 (Blue), 2024 (Purple), 2025 (Grey)



CUSTOMER OUTREACH

OUTLET	POST	REACH		
Facebook	5 posts	17.3k reach	9 shares	
Instagram	2 posts	3.9k reach	117 engagement	24 shares
LinkedIn	1 post	765 impressions	349 views	38 clicks
Email	13,618	63% open rate		
HOA mail	127	60% open rate		

TOPICS

Garden in a Box

Water Jobs

Workshops

METER SERVICES

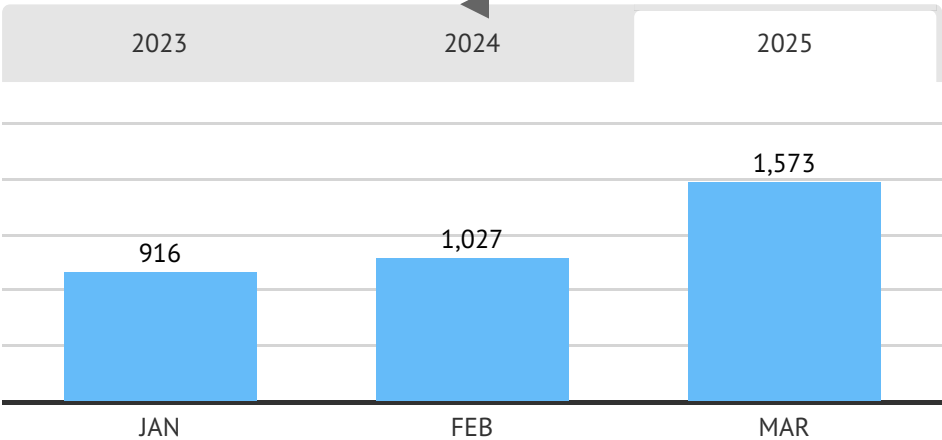
Meters are read the first two days of every month. Castle Rock Water utilizes drive-by and AMI technology.



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

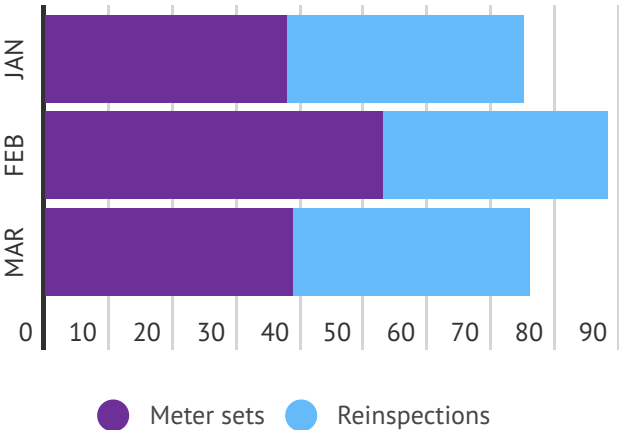
ALL SERVICE WORK ORDERS

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.



The Stormwater Division manages stormwater runoff to minimize flooding hazards and to protect water quality in our watersheds. Services include:

- Construction site inspections
- Spill reporting, enforcement and response
- Public education and outreach
- Pond maintenance oversight
- Floodplain management
- Design and construction of SW CIP projects

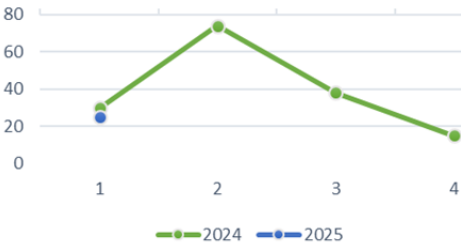
ILLICIT DISCHARGE

Any discharge to the storm sewer that is not composed entirely of stormwater is considered an illicit discharge. This can include concrete, paint, household chemicals, etc. This photo shows waste oil from car repairs that was not cleaned up properly. Even though the oil is not running in the gutter, it has the potential to become an illicit discharge as precipitation events (rain/snow melt) can transport the oil to the nearest storm drain. In this case floor-dry absorbent or clay cat litter can be used to absorb the oil. The waste can then be swept up



and thrown away. Please report spills or discharges to the Stormwater Hotline at 720-733-2235 or stormwater@crgov.com.

Customer Service Requests



The Stormwater Division receives various customer concerns, from nuisance groundwater and illicit discharges, to dust, and infrastructure maintenance. Complaints often rise and fall with weather patterns. **Customer service requests are down 17% from Q1 of 2024.**

Stormwater Inspections



The inspection team regulates permitted residential and commercial properties. **Total inspections are the same as Q1 of 2024.**

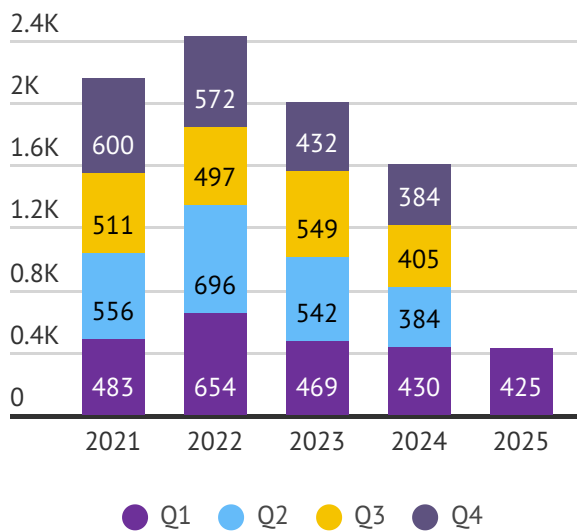
PLAN REVIEW

Q1 2025

Castle Rock Water Plan Review team reviews planned development plans, site plans, construction drawings, water efficiency plans and technical reports for each project to ensure the public infrastructure built by the developer is following the criteria set by the Town, with respect to:

- Water
- Sanitary sewer
- Stormwater drainage
- Flood control
- Landscape and irrigation
- Temporary Erosion and Sedimentary Control

PROJECT REVIEWS



Each project may have several plans related to it.

PERMITS

The plan review team reviews building permits to verify proposed water demand to size meters and assess system development fees.

PERIOD	Single Family	Com-mercial	Misc	Multi-family	TOTAL
Jan	135	14	4	4	157
Feb	64	15	1	1	81
Mar	62	13	4	3	82

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.

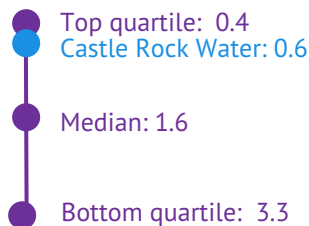
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OVERFLOWS

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

SANITARY SEWER OVERFLOWS

AWWA Index: SSO rate/100 mi



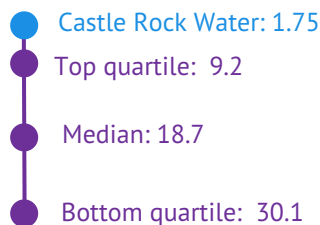
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LINE BREAKS

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



1243

UTILITY LOCATES

21.76 mi

LINES INSPECTED

LINES CLEANED

1.43 mi

OPERATIONS

OVERFLOWS



On Sunday, March 16, an SSO at the south end of Perry Street did overflow into the creek. The blockage was caused by a five-gallon bucket in the sewer main.



An SSO occurred on Saturday, March 22, on Red Pebble Pt. from a development plug that was left in a line. Sewage did make it into a storm box, but did not escape the box.

LINE BREAKS



Distribution repaired a leaking valve on Switch Grass & Bulrush. No homes were affected by the repair.



Field Services on-call team assisted a development contractor in repairing a $\frac{3}{4}$ " Copper Service line on Cattle Cross Trail that was run over by a contractor. This is a new development and still under warranty.



Distribution and one of our on-call emergency contractors repaired a 1.5" copper irrigation service line on Canvas Ridge Dr. Two buildings in the apartment complex were affected with reduced pressure for almost three hours.