

CASTLE ROCK WATER

WATER QUALITY MAINTENANCE UPDATE

MAY 19, 2026



WQ MAINTENANCE

TRANSITION BACK TO MONOCHLORAMINES

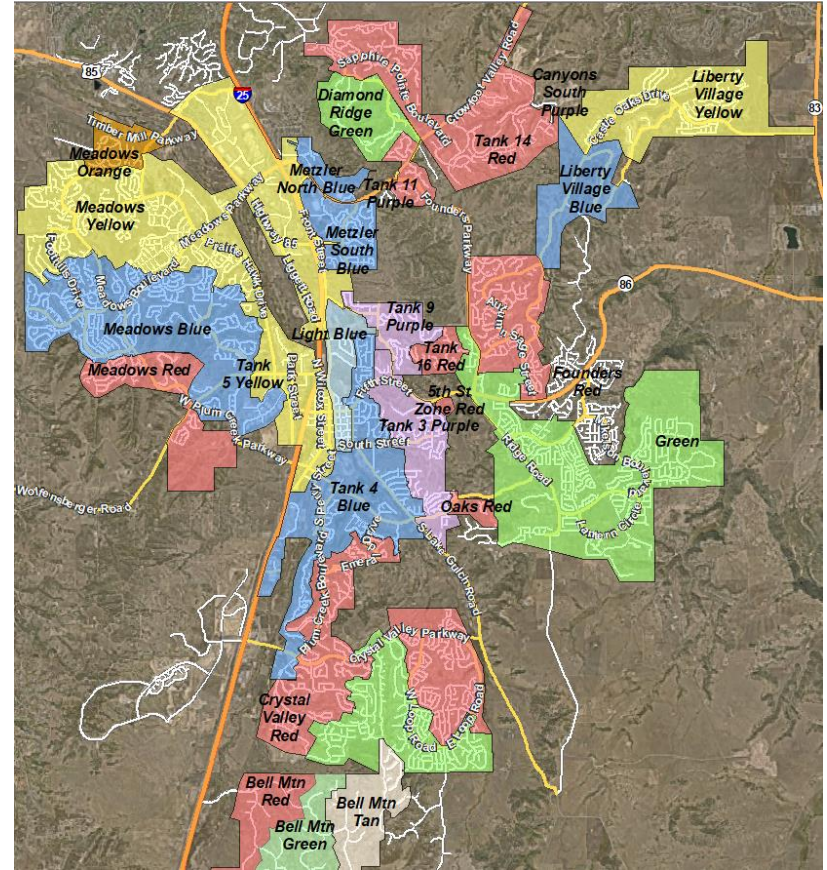
- CRW has used chloramines since 2013 and had not completed a system-wide free chlorine conversion during that time.
- Over time, all water systems develop harmless biofilm in pipes and storage, which can reduce disinfectant effectiveness if not periodically addressed.
- In early February 2026, CRW temporarily converted to free chlorine to clean the system. This process was successful, maintaining stable disinfectant levels throughout.
- The final step is returning to monochloramines, which will provide longer-lasting disinfection, improve taste and odor, and reduce regulated byproducts.

TIMELINE

Started Monday May 11, 2026

- All WTPs sending out monochloramine disinfectant.
- Smooth conversion process with stable disinfectant residuals maintained throughout the system.
- Customer and commercial irrigation demand significantly increased water movement which accelerated the transition in the distribution system.
- Most areas converted more quickly than originally anticipated.
- 5/15 – Full system conversion and flushing was finished @ 3:00 PM

Week of May 18, 2026 – spot flushing if needed.



PERFORMANCE SUMMARY

WQ MAINTENANCE

Number of fire hydrants flushed:

- 291 from 5/11 – 5/15

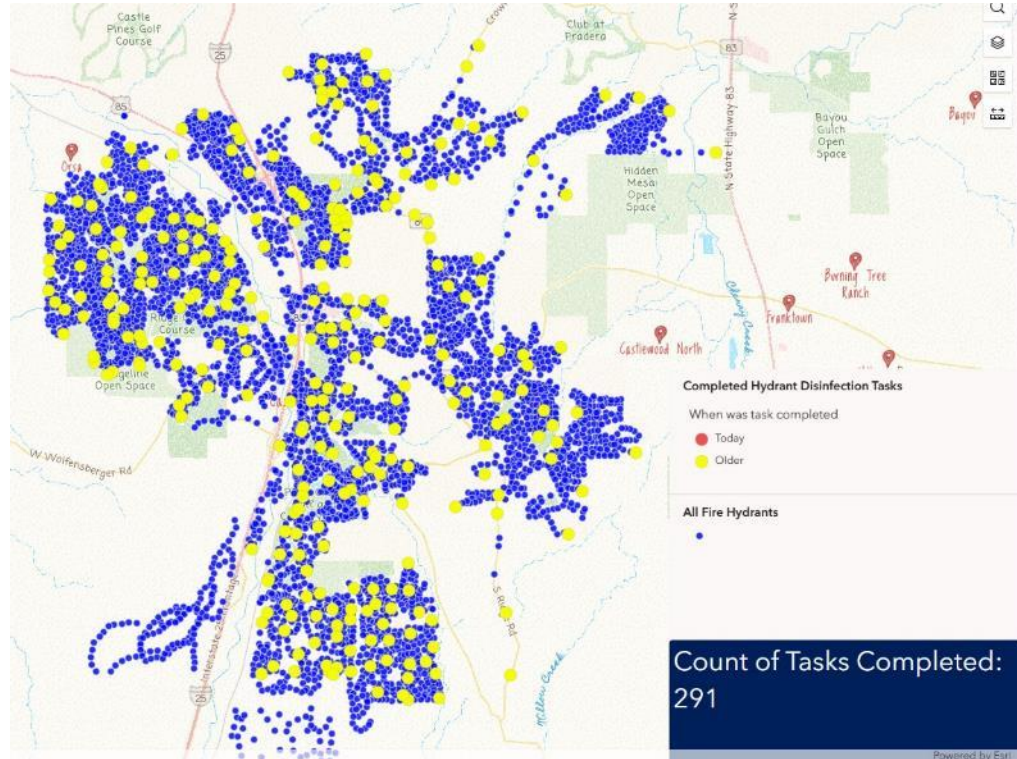
Amount of non-revenue water used:

- 6.38 Million Gallons (MG) through hydrant flushing
- 9.25 MG through tank draining
- 15.63 MG Total

Water quality samples taken: 210

Customer inquiries received: 2

Customer complaints: 0



STAFF RECOGNITION

WQ MAINTENANCE

Operations, Water Quality, Engineering, Customer Service, Customer Relations

