

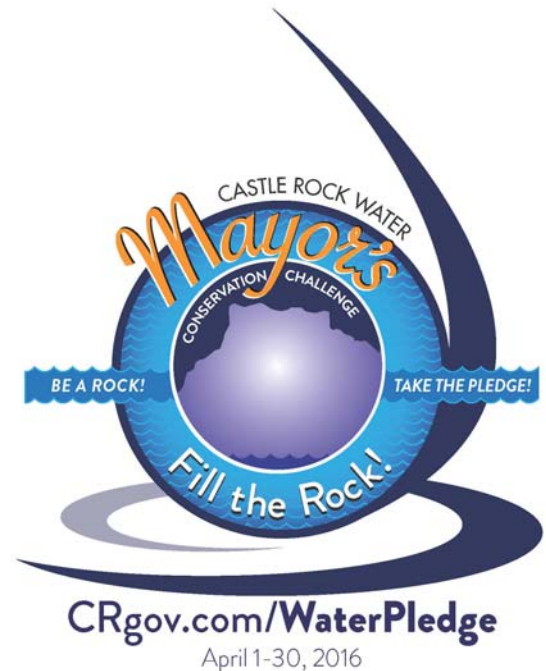


March 2016

## Take the Water Pledge

*By: Sandi Aguilar, Customer Relations Program Manager*

The Mayor's Challenge to Fill the Rock is set for April 1-30. To take the receptive conservation culture of the Town a step further, Castle Rock Water introduced the Mayor's Conservation Challenge to Fill the Rock. During the month of April, residents are asked to make a free, online pledge toward individual conservation efforts. The pledge is sponsored by the Wyland Foundation, National League of Cities and the Environmental Protection Agency, among others and is a friendly competition between mayors nationwide to challenge their residents to conserve water, energy and other natural resources on behalf of their city. The pledge includes taking a shorter shower, fixing that leaky faucet, and only washing full loads of laundry, among a host of other things. We are taking those savings during the month of April to "fill" the rock. Social media updates will show how much we are filling the Rock and where our ranking is nationally. If we make the top rank in our category, our residents are eligible to win prizes.



## Welcome!

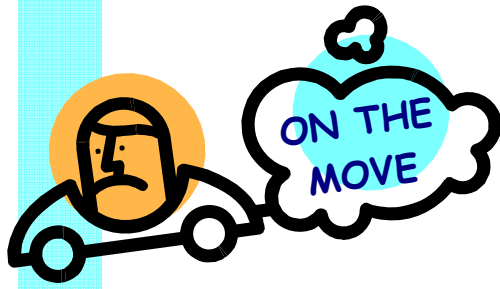
*By: Sandi Aguilar, Customer Relations Program Manager*

A welcome brochure has been created to provide residents with information on the services Castle Rock Water provides, how to read the bill and contact information. Along with a welcome letter from the Utilities Director, the brochure highlights our long term water plan and strategic goals. Conservation efforts, such as the watering schedule and educational classes are explained as well as the tiered water budget rate structure and some frequently asked questions. This brochure will be mailed to every new account along with seasonally-appropriate information, such as the watering calendar. Meter technicians will have them to hand out in the field, and they will be available at various classes and community events.



## OUR VISION

***We will be a national leader among water utilities focused on customer satisfaction and delivering outstanding quality and value.***



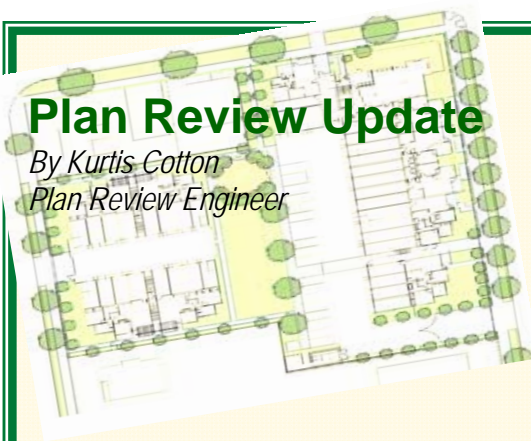
*Congratulations on your recent promotion!*



**John Chrestensen**  
Field Services Superintendent

## Plan Review Update

*By Kurtis Cotton*  
*Plan Review Engineer*



The applications reviewed consisted of:

- 44 1<sup>st</sup> Submittals
- 30 2<sup>nd</sup> Submittals
- 19 Special reviews

Utilities reviewed 93 applications this month which compares to 76 during the same time period in 2015. The average assigned due date by Development Services was 1.9 weeks, and Utilities completed the reviews in 1.8 weeks, which included:

- 4 Agreements
- 1 Annexation
- 3 County Referrals
- 1 Miscellaneous Project
- 2 Planned Development Plans
- 2 Use by Special Review
- 5 Plats
- 3 Preliminary Project Applications
- 24 Construction Drawings
- 13 Site Development Plans
- 5 Technical Criteria Variances
- 13 Field Change Orders
- 14 Grading, Erosion and Sediment Control (GESC) Plans
- 3 Grading, Erosion and Sediment Control (GESC) Permits

In addition to completing the above listed applications as scheduled, Utilities completed 58 building permit reviews and associated system development fees.

## 2016 Water Demands

*By: Sheri Scott, Water Resources Program Analyst*

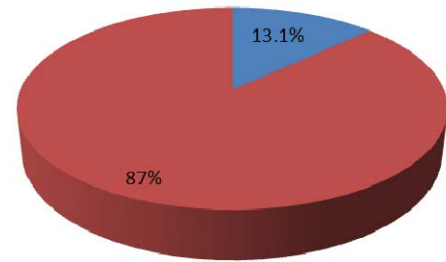
The maximum daily water demands are plotted by month from 2013 to the current month. As observed by the data, the maximum demand for the month of March was 4.8 million gallons per day (MGD) which was about 4% less than the 5-year average maximum daily demand. Summer time maximum demands inform us of the size of the infrastructure necessary to provide water service over short periods of time and help us to plan future water resources needs. An average of the winter month (November, December, January, and February) usages, reflect indoor or base demand. The water demand total for March was 120.7 million gallons (MG), which was about a 10% increase from the February 2016 total of 109.5 MG, and a 5% increase from the March 2015 demand of 114.7 MG.

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## 2016 Water Demands, continued

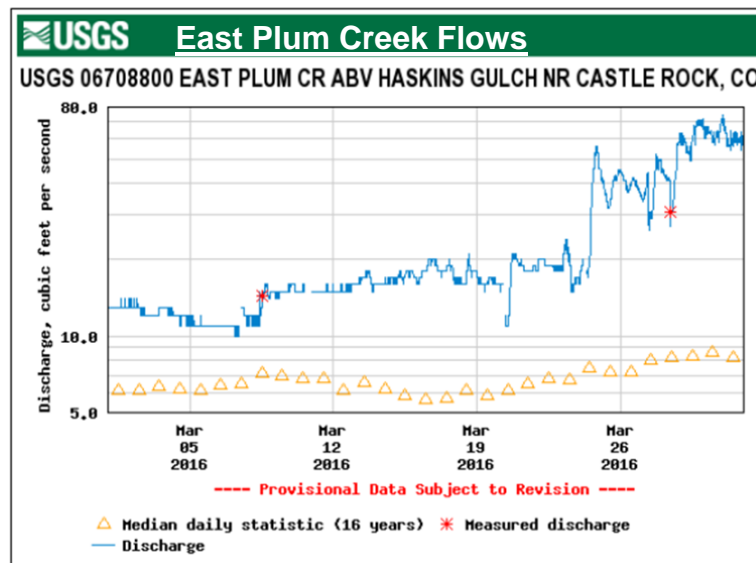
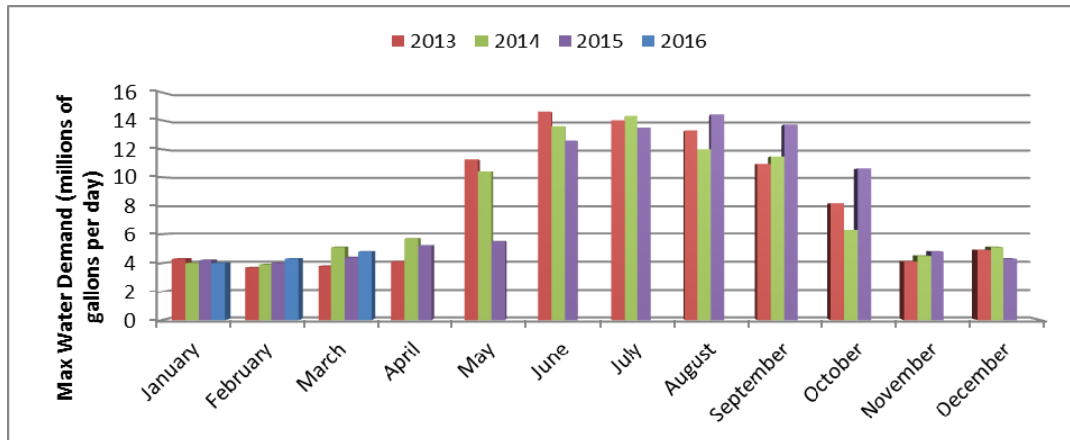
The Town's nine alluvial wells produced a total of 15.1 MG of renewable water during March, which represents 12% of the total water supply for the month and 13% (46.8 MG or 144 acre-feet) of the water supply year to date. The total renewable water produced since the opening of the PCWPF has surpassed 792 MG, which represents 11.4% of the Town's total water supply since the alluvial wells began pumping in May of 2013. Currently, the Town's renewable water rights surpass the capacity of the alluvial wells. The alluvial well project the Town is currently constructing will help close this gap.

## Water Supply Sources YTD



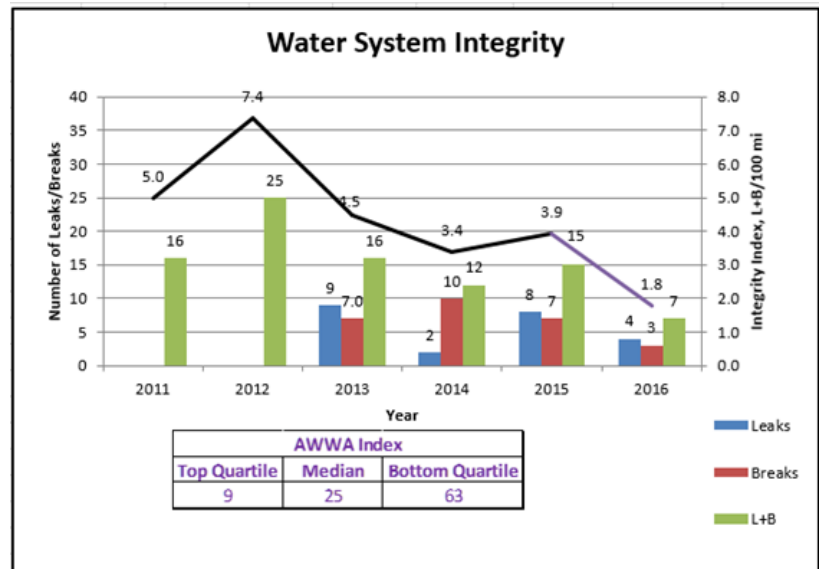
■ Renewable Water ■ Nonrenewable Groundwater

The flow hydrograph (below) represents stream flows in East Plum Creek taken from the stream gauge located at Haskins Gulch. The hydrograph shows that the East Plum Creek basin experienced stream flows between 10 to 20 cubic feet per second (cfs) for the majority of the month with flows increasing to 70 cfs at end of the month from snow events. During the month there were no calls on the main stem of the South Platte, therefore a Free River condition and no out-of-priority depletions needed to be made up. The river call may change at any time as a result of downstream water diversion calls. As of April 4, 2016, the South Platte River Basin is currently about 104% through the snow accumulation season in the West.



## Water System Integrity

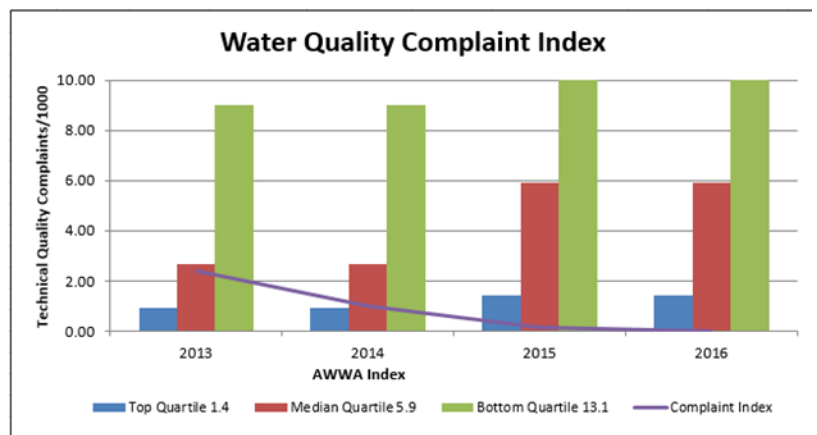
As the Water System Integrity chart indicates our occurrence rate has generally decreased over the last four years. We have been in the top quartile, the top 25%, for water system integrity based on American Water Works Association benchmarking since 2011. There were two incidents in March as a result of contractors hitting our lines. With one being a customer's service line.



## Water Quality Complaints

The Water Quality Complaint index shows that we are doing very well in this category; rating in the Top Quartile in 2015 according to the American Water Works Association. We did have one complaint in March even though it was not our water quality that caused the issue. The issue was caused by the customer's hot water heater.

For more information, view the current water quality report at [CRgov.com/waterquality](http://CRgov.com/waterquality).

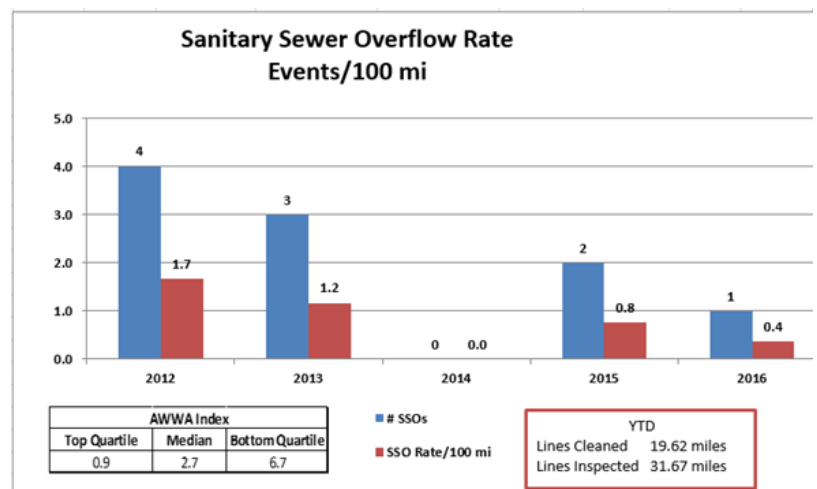


## Sanitary Sewer Overflows

We are also tracking in the Top Quartile in the Sanitary Sewer Overflow Rate since 2014 according to the American Water Works Association, showing one incident for the year, but none in March.

### *How do we avoid overflows?*

Our team runs a camera through the sewer mains to look for problems. When problems are identified they are cleared with a high pressure water jet.





## MARCH LEVELS OF SERVICE

### Drinking Water Compliance

**Castle Rock Water will deliver water that meets or exceeds both Primary Drinking Water Regulations and Secondary Maximum Contaminant Levels 100% of the time.** *Seventy routine samples were completed. All samples were within the parameters set forth by the Safe Drinking Water Act and Colorado Drinking Water Standards.*

### Pressure Adequacy

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

*Pressure has been maintained at or above 43 psi throughout the distribution system.*

### Sewer System Effectiveness

**<1% of our customers will experience a sewer backup caused by the utility's sewer system per year.**

*There were no sanitary sewer issues in March.*

### Drinking Water Supply Outages

**<5% of our customers will experience water outages for one or more event totaling more than 30 hours/year.**

*There was one water main break downtown in the early afternoon on March 14 after a directional bore crew hit an unmarked water line. Two customers were out of water for three hours while the main was repaired. We had one service line leak in the Plum Creek area when a contractor hit a service line and damaged the line before the curb stop. Ten homes were out of water for 20 minutes. The line was repaired and work completed within four hours of the initial report.*



*The new easement machine will allow our crews to work on uneven terrain safely. This is a tracked vehicle that can handle the steep slopes often found in open country sewer easements in Castle Rock.*

*With the new O&M building, we were able to create a dedicated server room for SSupervisory Control and Data Acquisition (SCADA - aka The Brains) equipment. Having this equipment in a clean, secure and environmentally-controlled room is an excellent example of advancement in the SCADA Division.*



## Customer Statistics

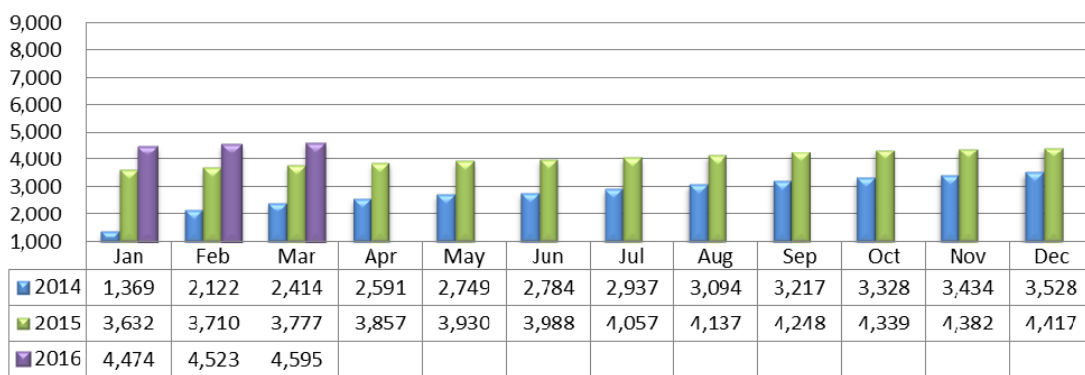
By: Anne Glassman, Business Solutions Manager

Our Business Solutions Team continues to track a host of statistics and data as we continue to evaluate our levels of service and look for efficient ways to improve on these levels.

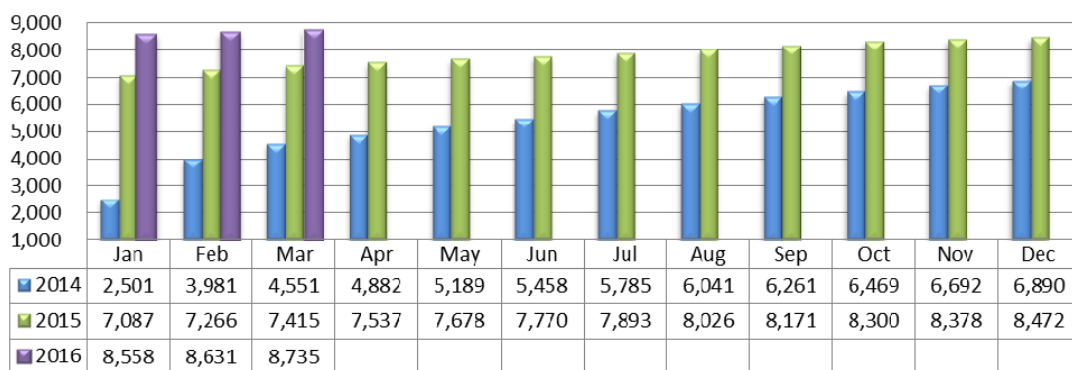
Customer enrollments have continued to increase from launching the H<sub>2</sub>O Access Online Billing Solution in January 2014. However, the increase in enrollments has slowed down over the last year so we plan to launch a campaign in 2016 to increase enrollments and paperless adoption. Paperless adoption remains steady at 53% of customers enrolling with an online account have also selected to receive their statements paperless. Overall, forty-six percent (46%) of the number of accounts billed are enrolled in the online services. This saves the Town approximately \$50,000 per year in printing and postage costs.



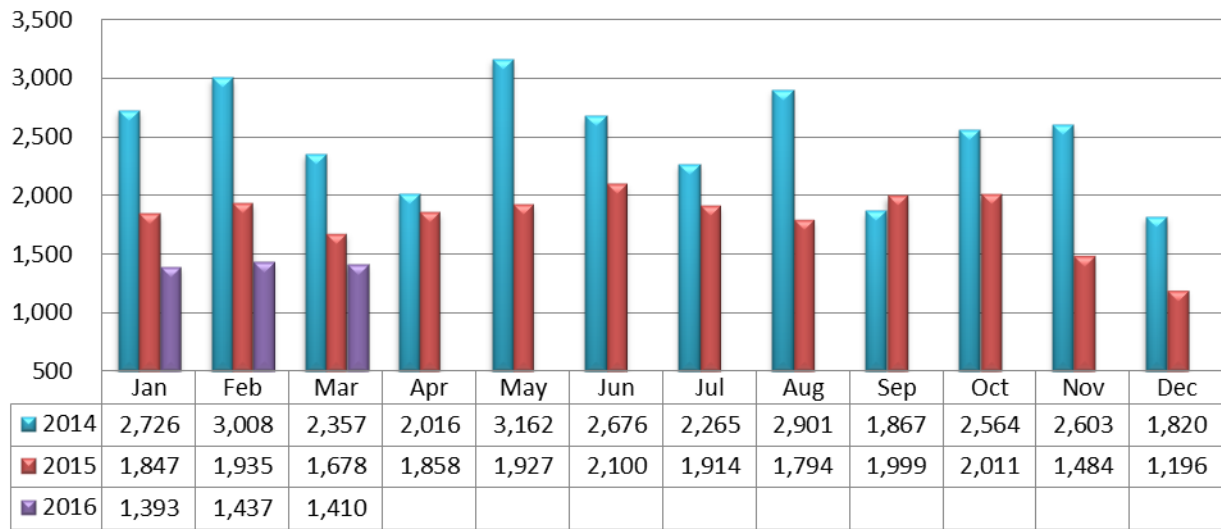
### H<sub>2</sub>O Access Online Billing Solution Paperless Adoption



### H<sub>2</sub>O Access Online Billing Solution Customer Enrollments

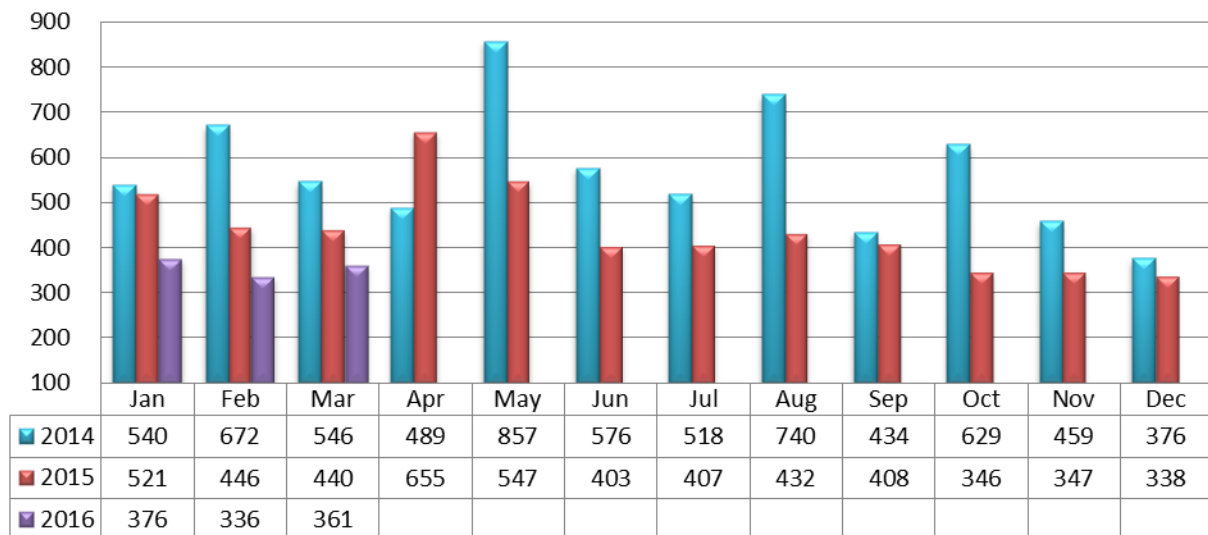


## Customer Phone Calls

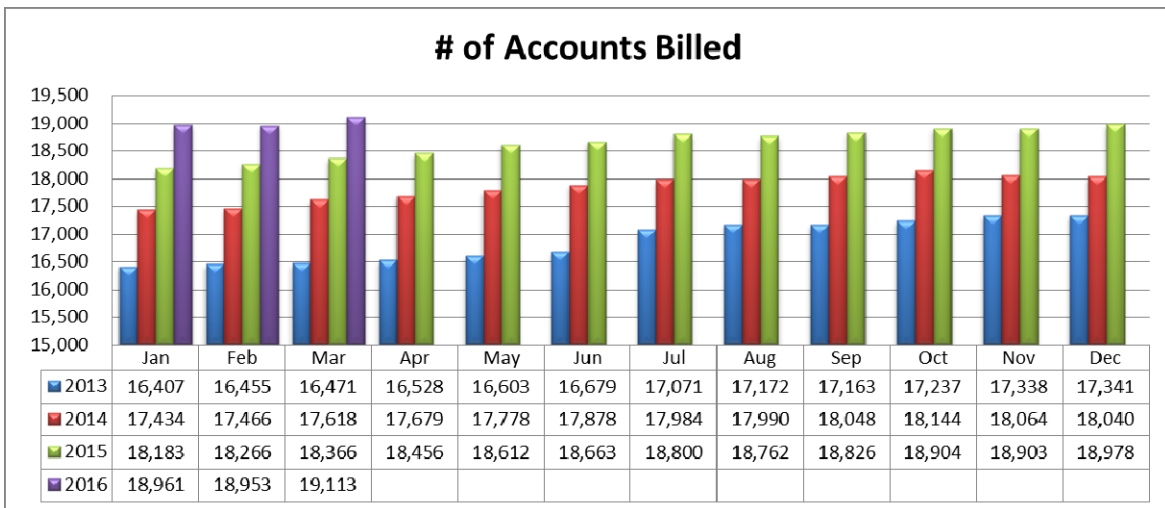


The number of customer calls has been consistent over the past few months. We do appear to be seeing a decreasing trend, however, year over year.

## Walk-In Customers



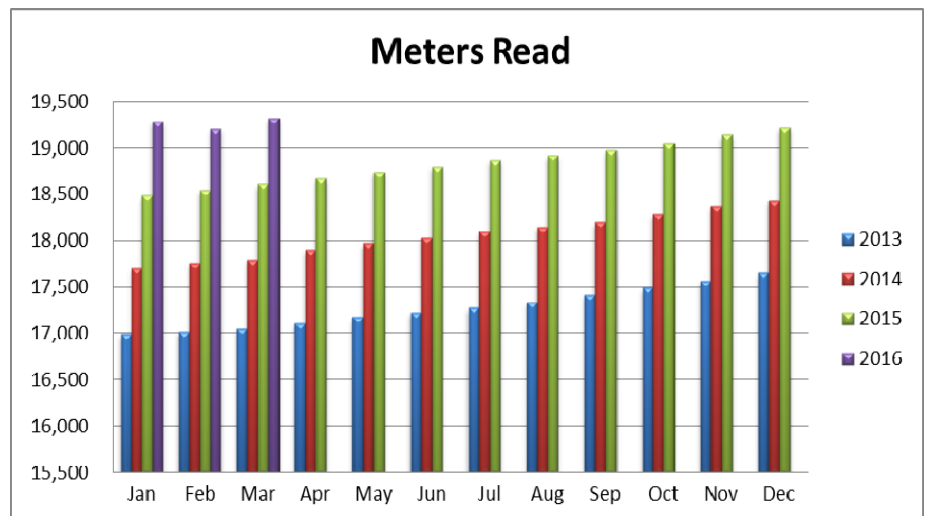
The number of walk-in customers has been consistent over the past few months. We do appear to be seeing a decreasing trend, however, year over year.



The number of accounts billed compared to March last year is up due to new residential and commercial growth.

## METERS

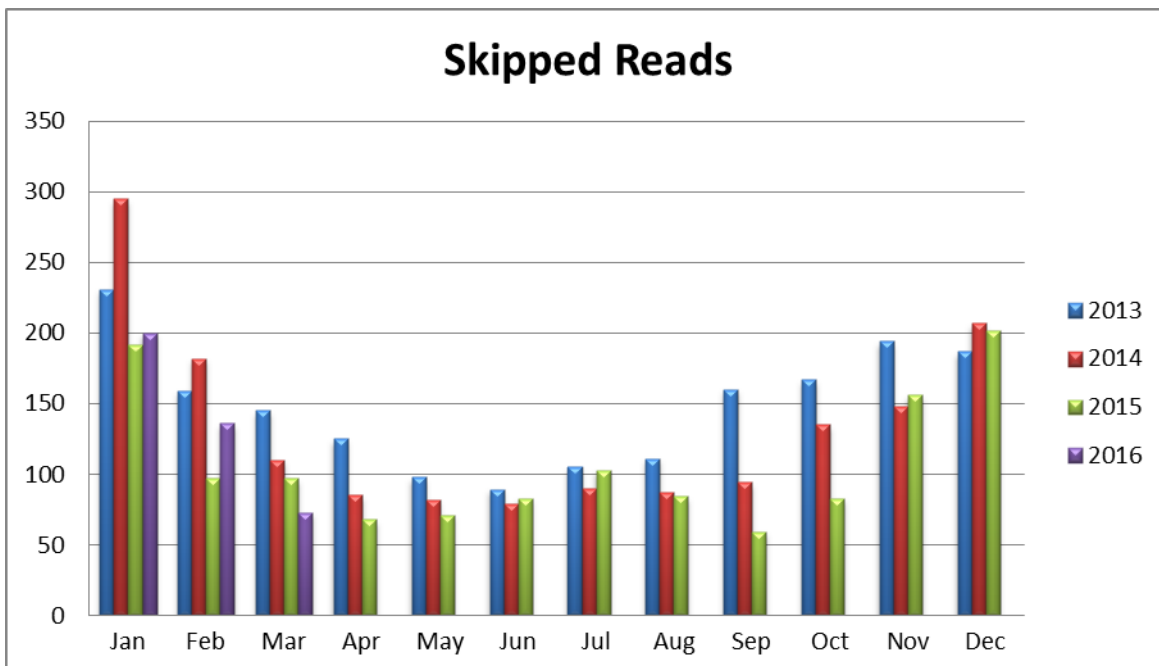
The meters read continues to increase month-to-month due to new residential and commercial accounts, with significant increases year over year, but our meter reading team has not increased because the team has worked to find more efficient ways to read meters.



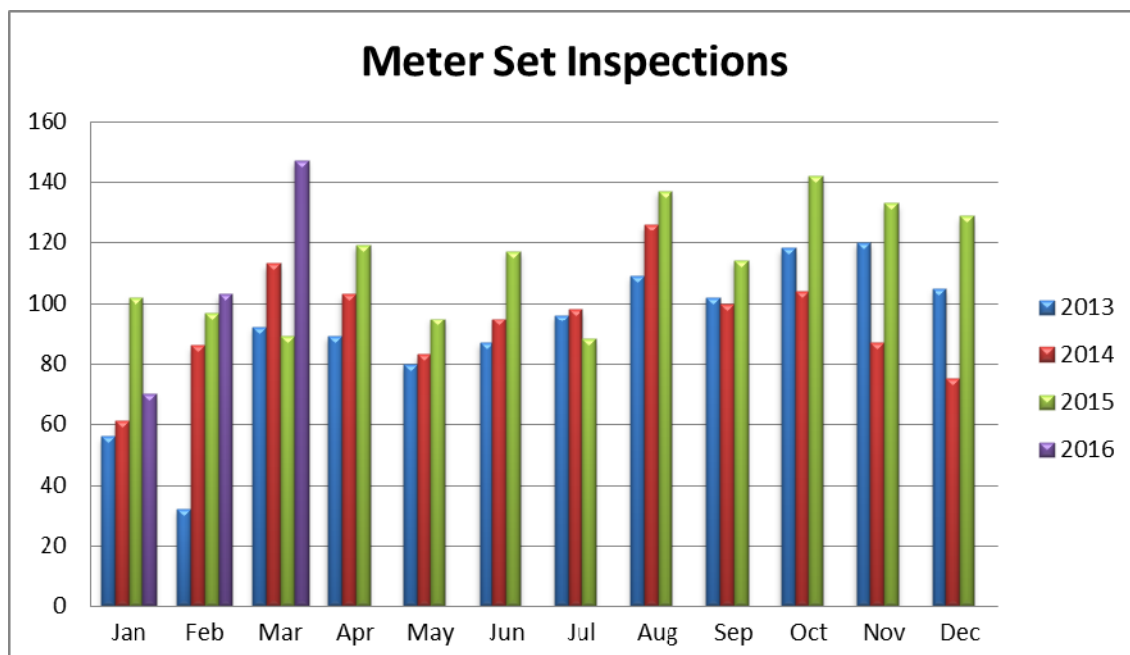
*Left to right - Kris Julseth, John Whitesel, Nikki Hoyt, Rob Chrestensen, Dominic Roybal and Mike Wilder.*





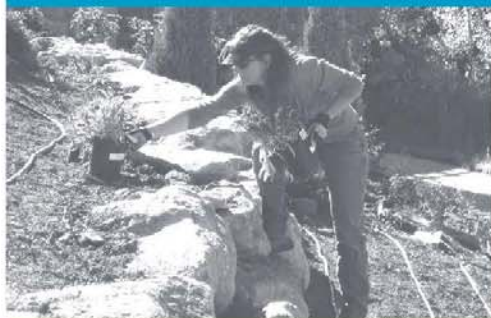


The AWWA standard is 2%, so at 0.38% we still continue to stay well below the industry average. This is a result of continued maintenance and repair efforts on meter infrastructure.



**Recording setting month  
for meter set inspections  
at 147.**

**IT'S EASY. IT'S SMART. IT MAKES A DIFFERENCE.**



## **LEARN MORE ABOUT WATER EFFICIENCY.**

Attend one of our Water Wiser workshops, and you'll see how easy it is to increase your water efficiency. Learn how to detect leaks, identify water waste, and manage your irrigation system to achieve maximum effectiveness.

Over the past nine years, we have reduced water consumption by 20 percent. That's quite an accomplishment, and means water savings for all of us!

After you complete the Water Wiser workshop, you will earn a "Water Wiser" designation, which exempts you from the every-third-day watering schedule.

DATE	HOURS	LOCATION
Tues., April 26	6-9 p.m.	Castle Rock Water, Operations Building
Saturday, May 7	9 a.m.-noon	The Grange in The Meadows
Tuesday, May 10	6-9 p.m.	Public Safety Training Facility
Monday, May 23	9:30 a.m.-12:30 p.m.	Public Safety Training Facility
Saturday, June 4	9 a.m.-noon	Castle Rock Water, Operations Building
Wednesday, June 15	6-9 p.m.	Public Safety Training Facility
Monday, June 20	6-9 p.m.	Town Hall, Council Chambers
Wednesday, July 13	6-9 p.m.	Castle Rock Water, Operations Building
Tuesday, July 26	9 a.m.-noon	Public Safety Training Facility
Wednesday, Aug. 17	6-9 p.m.	Town Hall, Council Chambers

All workshops are free but fill up quickly.  
Registration is required.  
Visit [CRgov.com/waterwiser](http://CRgov.com/waterwiser) for registration  
and more information.

Questions? Email [waterconservation@crgov.com](mailto:waterconservation@crgov.com) or  
contact us at 720-733-6000.



Smartscape solutions for your lawn and home.