

27,309
CUSTOMER
ACCOUNTS

WATER DEMAND
TOTAL
260.9
million gallons



3.0
WATER SUPPLY
INDEX

RENEWABLE WATER
SUPPLIES
40.6%

2 leaks
SYSTEM
INTEGRITY

CASTLE ROCK WATER

MAY 2024 MONTHLY REPORT



CUSTOMERS WITH
ONLINE ACCOUNT
60.7%

1,504
UTILITY LOCATES

WATER QUALITY
SAMPLING
0
issues

2
WATER QUALITY
EDUCATIONAL
VISITS

7.81 mi
LINES INSPECTED
4.06 mi
LINES CLEANED

[View report online](#)

Made with

infogram

WHAT WE ARE UP TO

Spring Up the Creek

Keeping our watershed clean reduces the need for intensive water treatment.

Spring Up the Creek has been cleaning up the trails throughout Town for more than 20 years. This tradition brings community together for an amazing cause of keeping our watersheds healthy. Of the 180 community volunteers that came out on Saturday, May 4, 2024, most notably were the large groups, like Burns & McDonnell (a Castle Rock Water consultant), the Chamber of Commerce, Eternal Rock Lutheran Church and Castle View High School football team.

The trails with the most trash tend to be close to commercial business; however, with the recent rains, a lot of larger debris was noticed. Those big items, like a bicycle, tire and metal construction materials are left for the Parks Department to pick up. There were more than 100 bags of trash collected with one dirty trail bringing in 20 bags on their own. To man the event, there were 16 staff trail leaders handing out gloves and bags and ensuring the groups were safe. The trail leaders, true to the values of the Town, showed exceptional public service and responsible care for our resources, assets and environment.



ColoradoScape Rebates

Popularity soars as more and more customers take advantage of funds for turf removal.

Castle Rock Water (CRW) expanded the conservation rebate program in 2024 to \$300,000 and increased the ColoradoScape renovation rebate to \$2.50 per square foot. A Colorado Water Conservation Board (CWCB) rebate was also available to qualifying recipients for an additional \$1.00 per square foot. In May, the \$50,000 CWCB fund and the \$300,000 CRW funds were exhausted. With the popularity and effectiveness of ColoradoScape renovation rebate, additional funds are being redirected.

Staff recognition

High Five



Josh Martinez
Water Treatment D Operator
Certification

Kristen Burakou In anticipation of the EPA audit of our permitted ASR wells, I requested that operations inspect the Meadows A-12 wellhouse to ensure that it was in good shape before the EPA site inspection. After completing the field inspection, EPA staff commented on how clean and tidy the well house was and how apparent it was that CRW takes pride in their system. I want to recognize Kristen for doing a great job making sure that the well-house was clean and orderly for the EPA visit. It did not go unnoticed!

Lauren Moore Lauren did an excellent job preparing for and answering questions that the inspectors from the US EPA had on May 14, 2024 relative to our ASR program.

Joe Compton Joe took myself and my nephew on a tour of the water plant and did a great job explaining the process and answering all of our questions. I appreciate that he was able to take the time to talk with my nephew who is studying engineering.

Dawn Tiffany Dawn volunteered to organize/run the staff meeting while I was on vacation. This can be an intimidating task but Dawn did a great job!

Tyler Ray and Vicki Knopp Vicki and Tyler have done a great job working on our AR customer outreach. Since transferring over to the new billing system, AR was put aside to focus on learning the new system and figuring out what our billing processes will be each day. Now that billing has a good system in place, they have been able to focus on AR outreach again. They have both dealt with difficult customers professionally while reconciling old accounts with outstanding balances. I appreciate all their hard work.

Melinda Pastore Helping out while I was on vacation. Melinda had to jump in and help with a couple different items/projects without any guidance or forewarning and she did great!

WATER STAR AWARD

Josh Hansen, Project Manager Supervisor, was awarded the Water Star Award from Phil Jolly for his extensive, knowledgeable and collaborated help with the manhole rehab project.



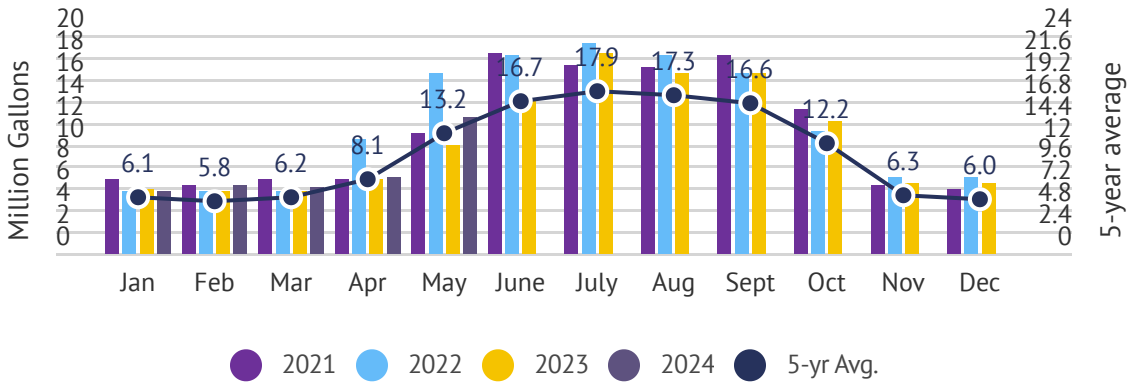
WATER RESOURCES

DAILY DEMAND

- 12.4 million gallons/day (MGD)
- 5 year average: 13.2 MGD
- 6% lower than the 5-year average

MONTHLY DEMAND TOTAL

- The water demand total for May was 260.9 (MG) [800.8 acre-feet (AF)]
- 50% higher than the April 2024 total of 174.3 MG
- 5.5% increase from the previous year's May 2023 demand of 247.4 MG.



38.2%
YTD

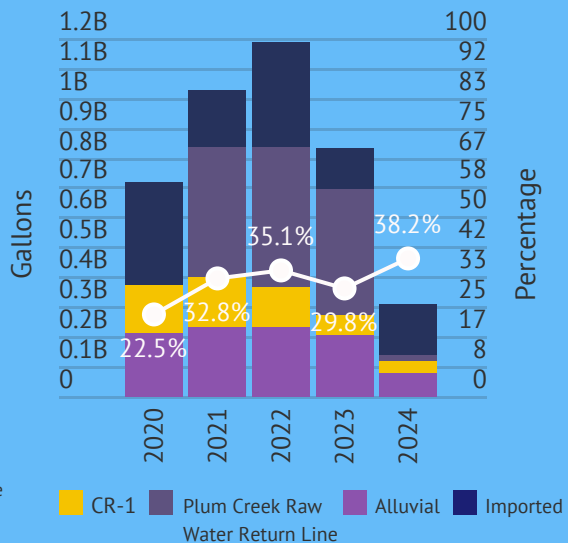
RENEWABLE WATER SUPPLY

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

In total, renewable supplies accounted for 40.6% of the total water supply for the month (84.1 MG of 207 MG) and 38.2% of the annual water supply (307.8 MG of 807 MG)

- The renewable water production average was 2.71 MGD
- The CR-1 diversion produced an average of 0.33 MGD
- The PC diversion produced an average of 0.08 MGD*
- The 14 alluvial wells produced an average of 0.65 MGD
- Imported water

*Due to construction operations at the Castle Rock Reservoirs, we were not able to divert and store water in CRR1 during the month of May.



WATER RESOURCES

REUSABLE SUPPLIES

12.6%
May 2024

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.

EAST PLUM CREEK FLOWS

No data is available after April 15, 2024 due to stream gauge relocation and additional data needed for rating curve.

The hydrograph indicates the estimated flow in East Plum Creek. (This text will indicate the peak and low points as the data is only an image.)

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

Map released: Thurs. May 30, 2024

Data valid: May 28, 2024 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

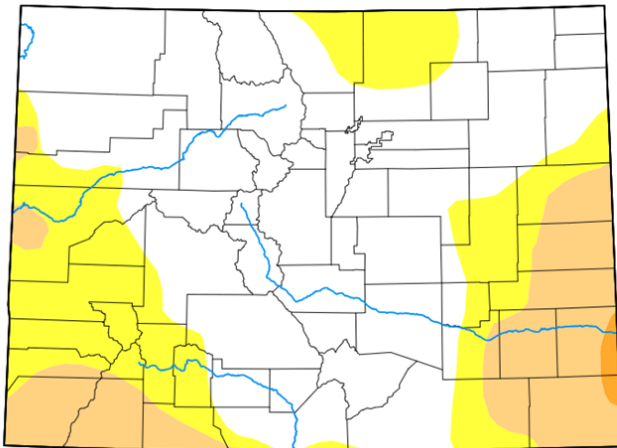
United States and Puerto Rico Author(s):

[Rocky Bilotta](#), NOAA/NCEI

Pacific Islands and Virgin Islands Author(s):

[Lindsay Johnson](#), National Drought Mitigation Center

This map of Colorado shows no drought conditions for a majority of the central part of the state for May 30, 2024.



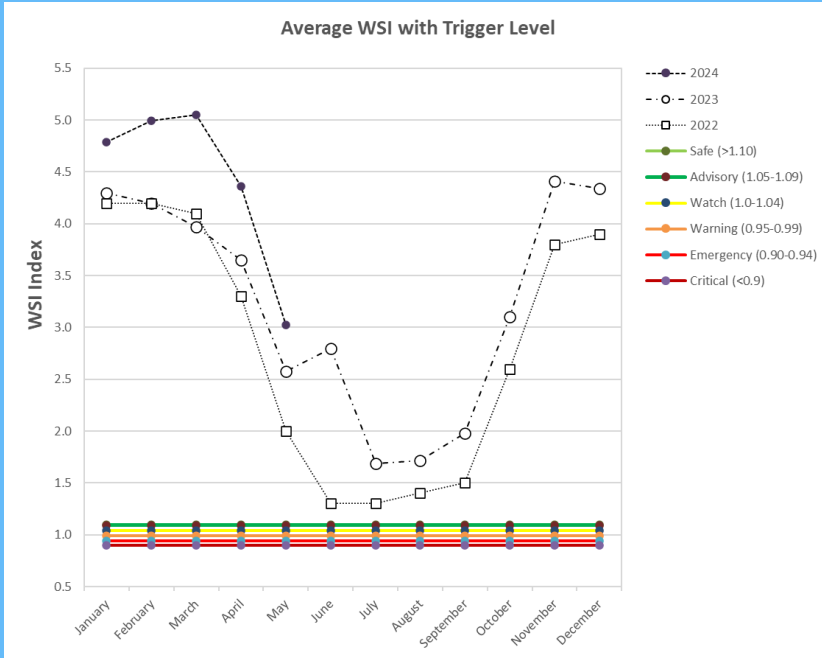
WATER SUPPLY INDEX

WATER SUPPLY INDEX

3.0

May average

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.



This graph shows historical WSI data for 2022 and 2023 along with a peak WSI of 5 in March 2024 and May's WSI of 3.0.

YEAR TO DATE PRECIPITATION

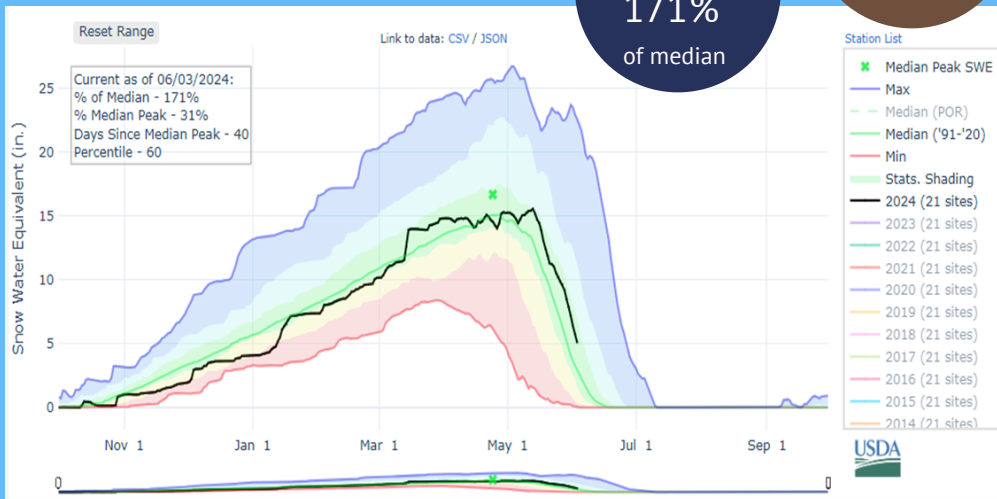
101%

of median

SNOW WATER EQUIVALENT
171%
of median

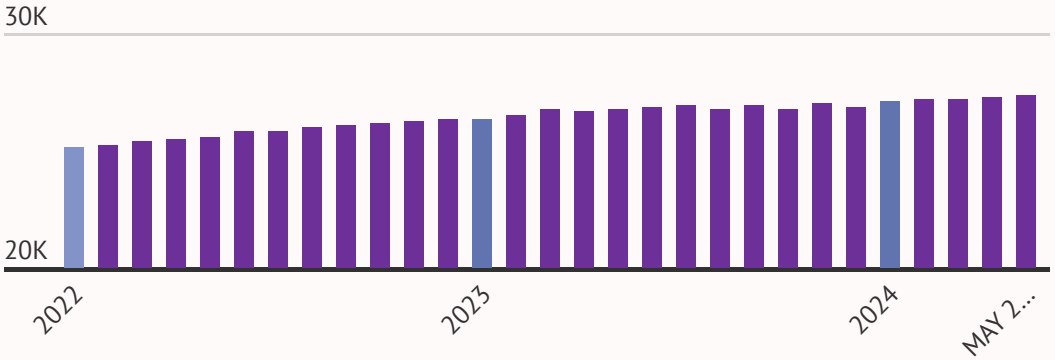
SOUTH PLATTE RIVER BASIN SNOW PACK

This complex graph shows historical precipitation 2014 to 2024.



BUSINESS SOLUTIONS

NUMBER OF CUSTOMER ACCOUNTS



CUSTOMER SERVICE

MAY	2022	2023	2024
Phone calls	1657	1929	1533
Walk-ins	123	105	64
Transfer of service	515	235	333
Email inquiries	420	315	429

CUSTOMER OUTREACH

Facebook	15 posts	52.8 k reach	390 engagement	53 shares
Instagram	8 posts	11.3 k reach	237 engagement	23 shares
LinkedIn	2 posts	1.1 k impressions	29 reactions	100 clicks
Next Door	4 posts	20 k impressions	43 reactions	4 comments
Email	12,662 reach	61% open rate		
HOA email	112 open	60% open rate		

TOPICS
 ColoradoScape contest
 Watering schedules
 CRconserve.com

METER SERVICES

27,057

Meters read

Meters are read the first two days of every month. The number of meters read continues to increase month over month.

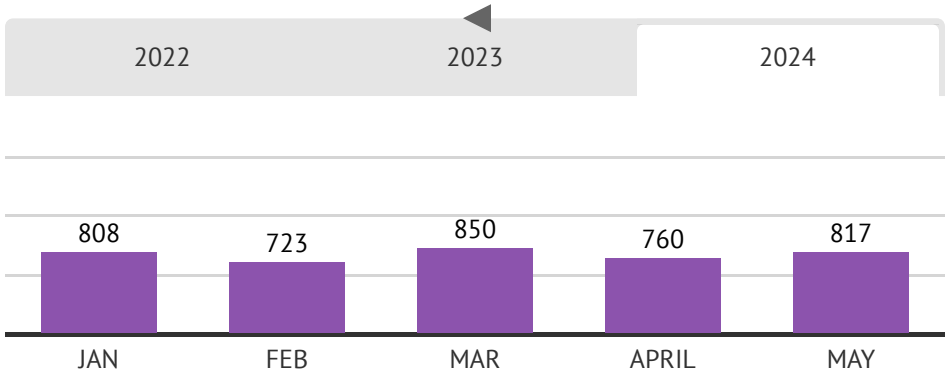
Skipped reads

0.91%

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

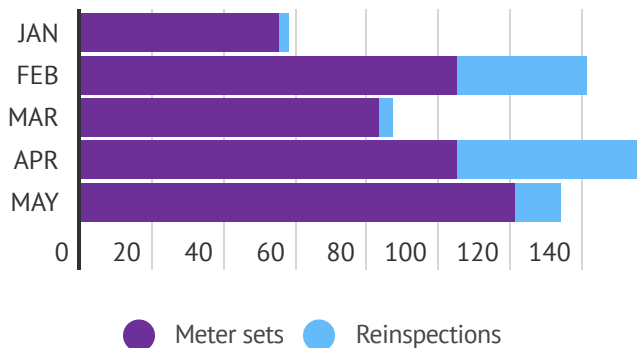
Measuring skipped reads is a strong indication of the level of preventative maintenance being done by our team. A skipped read is indicative of a problem with the metering infrastructure. Fewer skipped reads means more properly working meters, which is good for all our customers.

ALL SERVICE WORK ORDERS



Meter set inspections are required on all new meters installed. This ensures that the meters are installed per specifications and according to Town code. 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. Re-inspections are needed to ensure installation meets code when original inspections are failed.

METER SET INSPECTIONS



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.

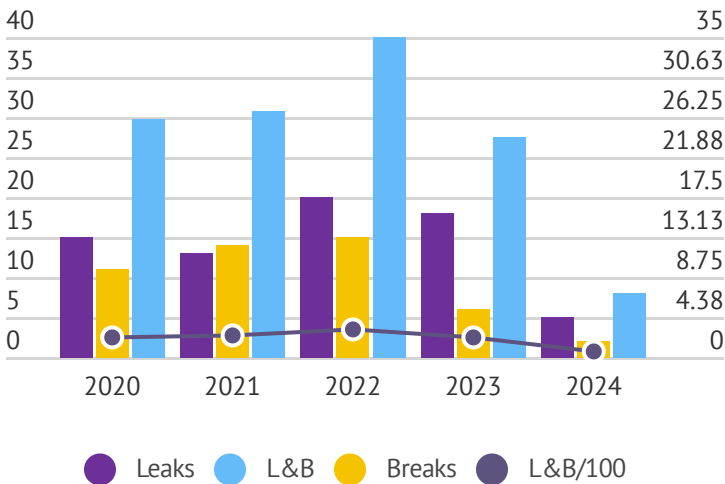
0

OVERFLOWS

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

WATER SYSTEM INTEGRITY

Castle Rock Water remains in the Top Quartile for water system integrity based on the American Water Works Association benchmarking.



OPS in the field

The Operations team installed five solar operated lights in the Operations & Maintenance Building's east parking lot. This lighting will greatly improve operating conditions and staff safety during night-time emergency response incidents.

