



CASTLE ROCK WATER

AUGUST 2025 MONTHLY REPORT

449.8_{MG}

WATER DEMAND
TOTAL

30.76%

RENEWABLE
WATER SUPPLIES

1.6

WATER SUPPLY
INDEX

SYSTEM INTEGRITY

1 leak

WATER QUALITY SAMPLING

0 issues

CUSTOMER ACCOUNTS

28,119



[View report online](#)

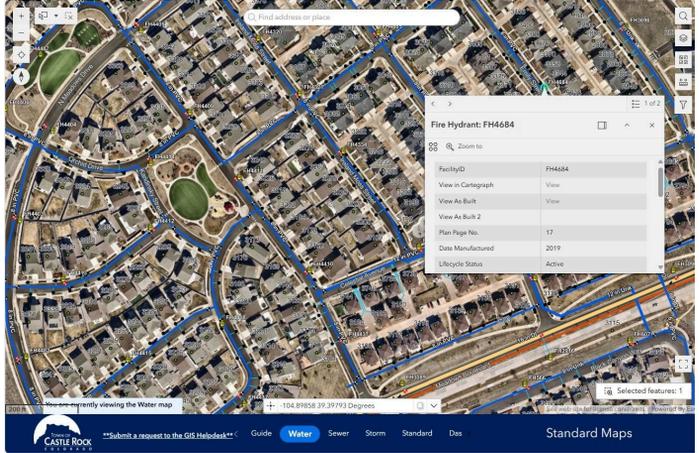
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infogram

WHAT WE ARE UP TO

Interactive mapping at our fingertips

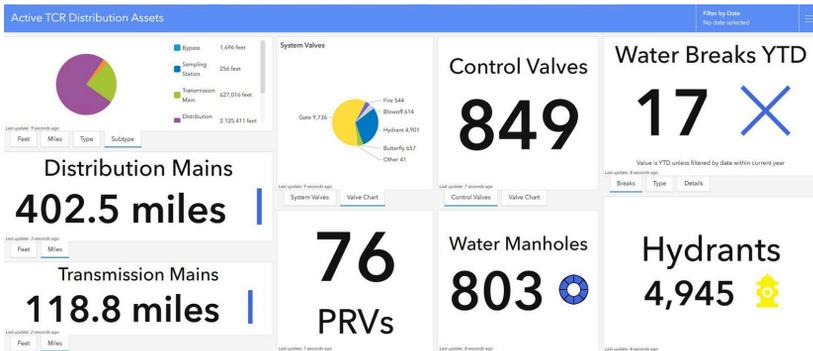
Geographic Information Systems, GIS, is a tool that manages and transforms data into visual formats, most often maps, to support decision-making in many diverse fields. Here at Castle Rock Water we use GIS to store data about our assets and make that information readily available to all employees. If you want to know what size a certain sewer main is, what houses will be affected by shutting off a



valve, the expected water pressure at a house, or when repairs were last done on a hydrant, you can ask GIS! These are just a few examples, but GIS can answer countless other questions by tapping into the vast amount of data we manage.

GIS has evolved a lot in the past few years and while paper maps still have their use. Modern GIS involves the use of interactive mapping

sites to allow quicker and easier access to data. You can now view live maps that always show the most recent changes to our data. One way to view this data is through a software called Cartegraph where we currently track over 130,000 assets. Cartegraph is not only used to view the location of our assets but also to track work that has been done on them. When we repair, install, inspect, or clean an asset that work is recorded as a task in Cartegraph.





A few fun facts about our Town's infrastructure. We have over 536 miles of water mains, 347 miles of sanitary mains, and 147 miles of storm pipes. The Town also maintains over 16,000 water valves, 4,900 hydrants, 11,000 sewer manholes, and keeps track of close to 450 storm ponds.

So far, we have had around 32,000 tasks created this year alone (about 141 new tasks per day)! Each task contains valuable information about what work was done, how long it took, who did it, and of course the location of the work.

We have pre-built maps available for anyone that needs them, however if you want a map tailored to your specific need, don't hesitate to reach out to GIS and we can make it happen. When you are

requesting a map, all we ask is that you give us some context on what the map will be used for and who the audience for it is. For example, will the map be viewed by Town employees or someone outside the town? If you want to see the pipes in a certain area of town, do you need to see the diameter, material, age, manholes, or something else? The more we know up front the easier and faster it will be to make the map look how you want.



STAFF RECOGNITION

CERTIFICATIONS



Alexandra Daws

Water Treatment A Operator



Joe Faraone

Distribution Operator 1



Jake Austin

Collection Operator 1



Josh Burd

Collection Operator 1



Marcus Watkins

SISCO Certified Network Associate



Dan Nickerson

Basic Ignition Training

PROMOTIONS

Lauren Moore

Water Resources Manager



Chris Lawrence

Basic Ignition Training

STAFF RECOGNITION

High Five



NEW HIRES

Nathan Murphy
I&C Engineer I -
SCADA

Jake Austin Jake volunteered to come in and assist the on-call team during the Tank 8 flushing and emergency cleaning. He was not required to come in but chose to anyway to help out the team. He was a huge help and a big thank you for helping us out.

Aracelis Paul Just wanted to say what a great job she is doing - Always picks up the phone when needed and comes to the front counter when a customer has questions. She has also added the names to the water wiser card, and this is so helpful for when customers come up to pick them up. She is always thinking of new and better ways to help.

Jill Skelton I would like to nominate Jill for kicking butt on disconnect day. It was just the two of us handling the phones all day, and she took 84 phone calls. Customers were especially nasty and rude yesterday and she kept her cool the entire time. I think that she deserves a shoutout for doing so great! I don't think that most people would have been able to handle that many phone calls while maintaining that amount of patience.

WATER STAR AWARD

Sandi Sandman, Customer Relations Program Manager delivers outstanding public service to both internal and external customers. During construction projects, she plays a key role in addressing public concerns, often preventing issues from escalating to town leadership. Her ability to manage frustrated citizens helps maintain a crucial buffer between the public and town staff. Highly proactive, they support projects from start to finish with clear communication—through mailers, website updates, and open houses when needed. She is one of the most valuable team members for ensuring smooth interactions between residents and the project team.



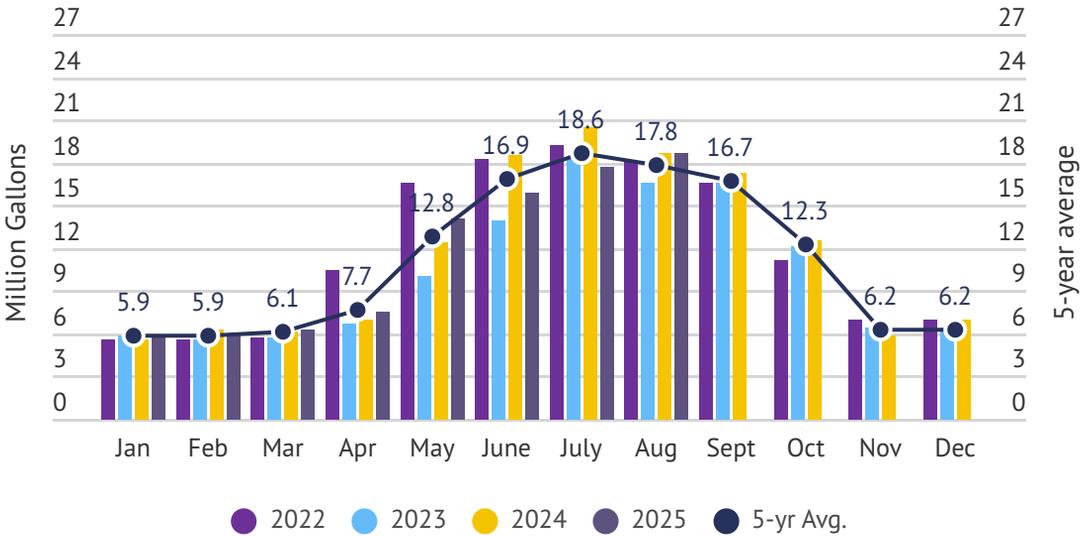
WATER RESOURCES

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 DEMAND

- 18.6 million gallons/day (MGD)
- 5-year average: 17.8 MGD
- 4% higher than the 5-year average



MONTHLY DEMAND

- The water demand total for August was 449.8 million gallons (MG) [1,380.5 acre-feet (AF)]
- 3% lower than the July 2025 total of 464.7 MG
- 1.7% decrease from the previous year's August 2024 demand of 457.6 MG

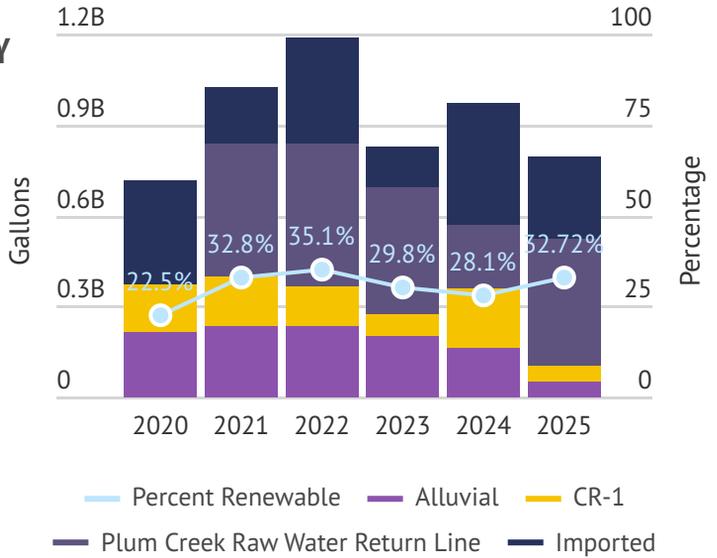
WATER RESOURCES

RENEWABLE WATER SUPPLY

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

30.76%
AUG

2065 goal: 100%



In total, renewable supplies accounted for 30.76% of the total water supply for the month (165.7 MG of 538.6 MG) and 32.72% of the annual water supply (795.7 MG of 2,432 MG)

- The CR-1 diversion produced an average of 0.0 MGD
- The PC diversion produced an average of 3.02 MGD
- The 14 alluvial wells produced an average of 0.15 MGD
- The renewable water production average was 5.34 MGD

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.

72.1%
Aug. 2025

STORAGE

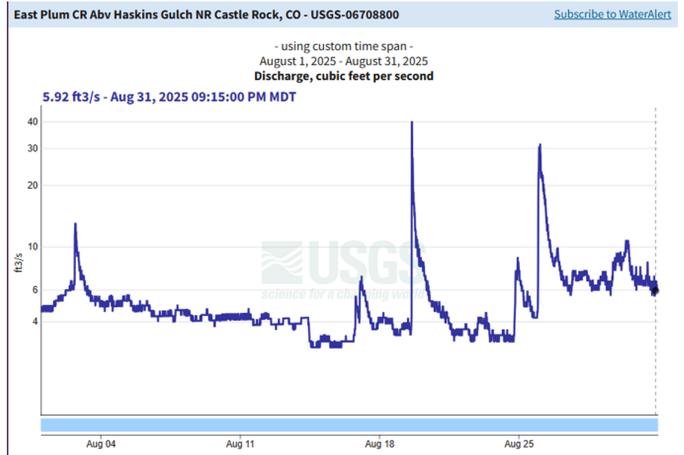
- Chatfield Reservoir: 1,975.89 AF
- Rueter-Hess Reservoir: 588.43 AF
- Castle Rock Reservoir No. 1 (CRR1): 0 AF
- Castle Rock Reservoir No. 2 (CRR2): 165.84 AF
- Walker Reservoir: 29.91 AF

WATER RESOURCES

EAST PLUM CREEK FLOWS

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

- Flows ranged from 2.81 to 40.2 cubic feet per second (cfs)
- The monthly average streamflow was 5.3 cfs
- The 26-year mean is 4.323 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 abnormally dry and moderate drought conditions.

Colorado

Map released: Thurs. August 28, 2025

Data valid: August 26, 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

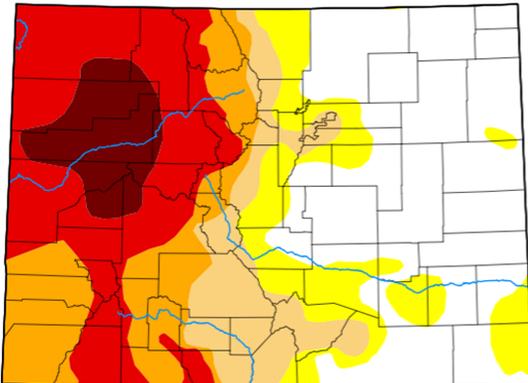
Authors

United States and Puerto Rico Author(s):

[Brad Rippey](#), U.S. Department of Agriculture

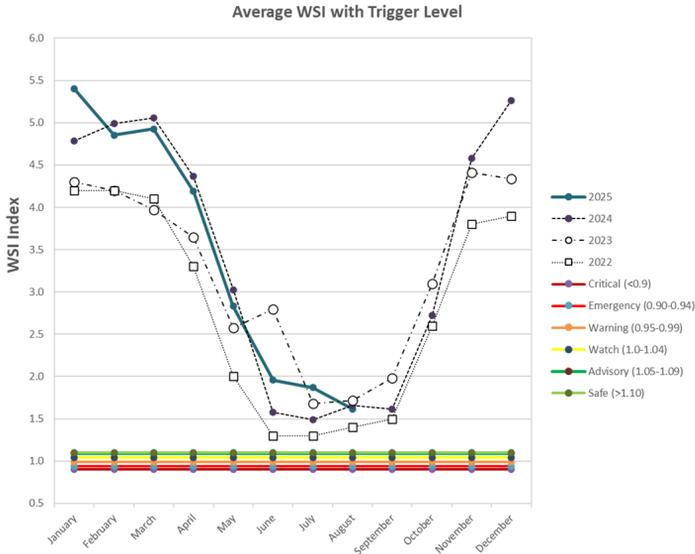
Pacific Islands and Virgin Islands Author(s):

[Tsegaye Tadesse](#), National Drought Mitigation Center



WATER SUPPLY INDEX

1.6
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.

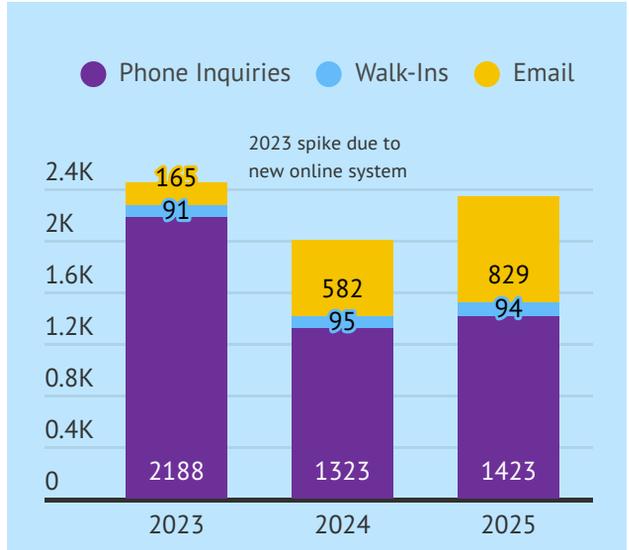
BUSINESS SOLUTIONS

CUSTOMER SERVICE



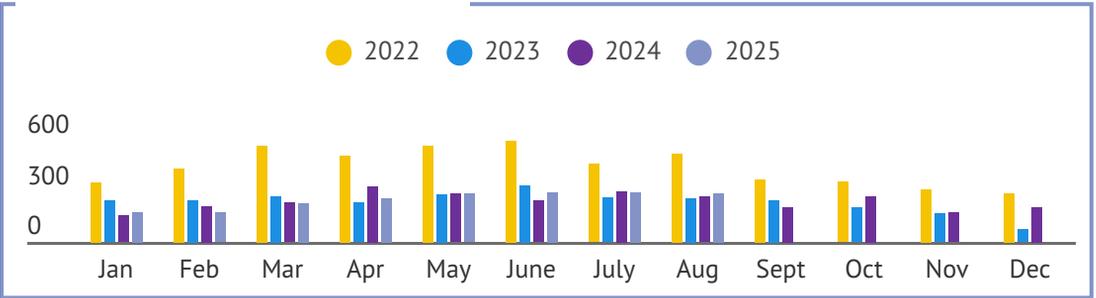
CUSTOMER ACCOUNTS
28,119

Customers with an online account:
58%



TRANSFER OF SERVICE

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



CUSTOMER OUTREACH

OUTLET	POST	REACH		
Facebook	5 posts	124.6k reach	143 engagement	75 shares
Instagram	2 posts	1.8k reach	39 engagement	19 shares
LinkedIn	1 posts	496k reach	212 views	34 clicks
Email	14,832	67% open rate		
HOA mail	124	57% open rate		

Town-wide top performer on Nextdoor: Water Wednesday of ColoradoScape design reveal with 1,178 impressions and 2 reactions.

METER SERVICES

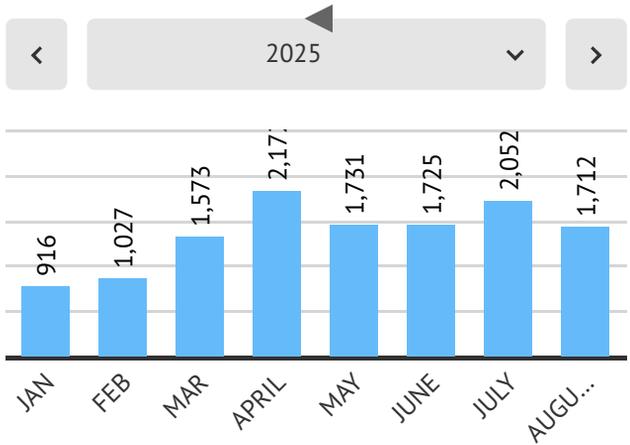


About 80% of the 28,000 customer connections have been upgraded to AMI technology.

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

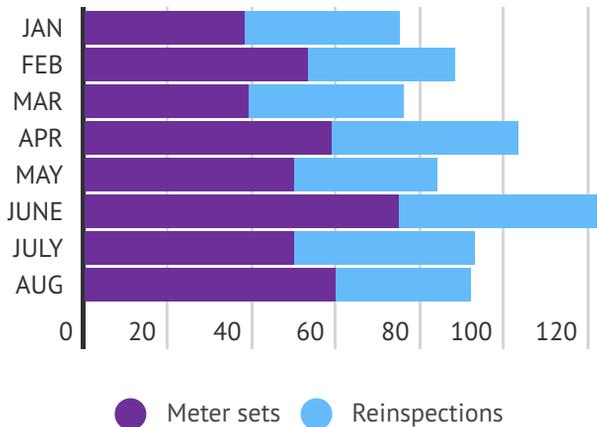
ALL SERVICE WORK ORDERS

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.



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.

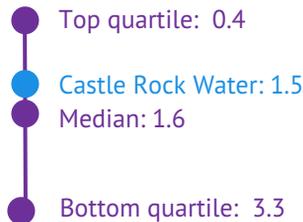
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OVERFLOWS

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

SANITARY SEWER OVERFLOWS

AWWA Index: SSO rate/100 mi



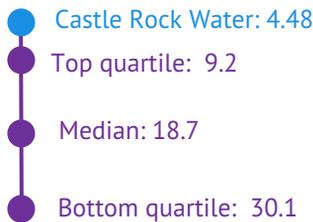
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LINE BREAKS

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



1112

UTILITY LOCATES

57.05 mi

LINES INSPECTED

LINES CLEANED

8.27 mi

OPERATIONS

Plant Maintenance successfully utilized a new spanner tool during the BM1 vault upgrade. During the installation of a new magnetic flow meter, Sun Valley encountered an issue where the overall lay length was too long, preventing the downstream valve from fitting properly. By using the flange spreader, the team was able to safely create the necessary gap, insert the valve, and bolt everything securely into place.



The Distribution Team repaired an irrigation leak on Amherst St. The repairs did not affect any homeowners' water service, as the neighborhood has separate irrigation and potable water mains.

