

Castle Rock Water

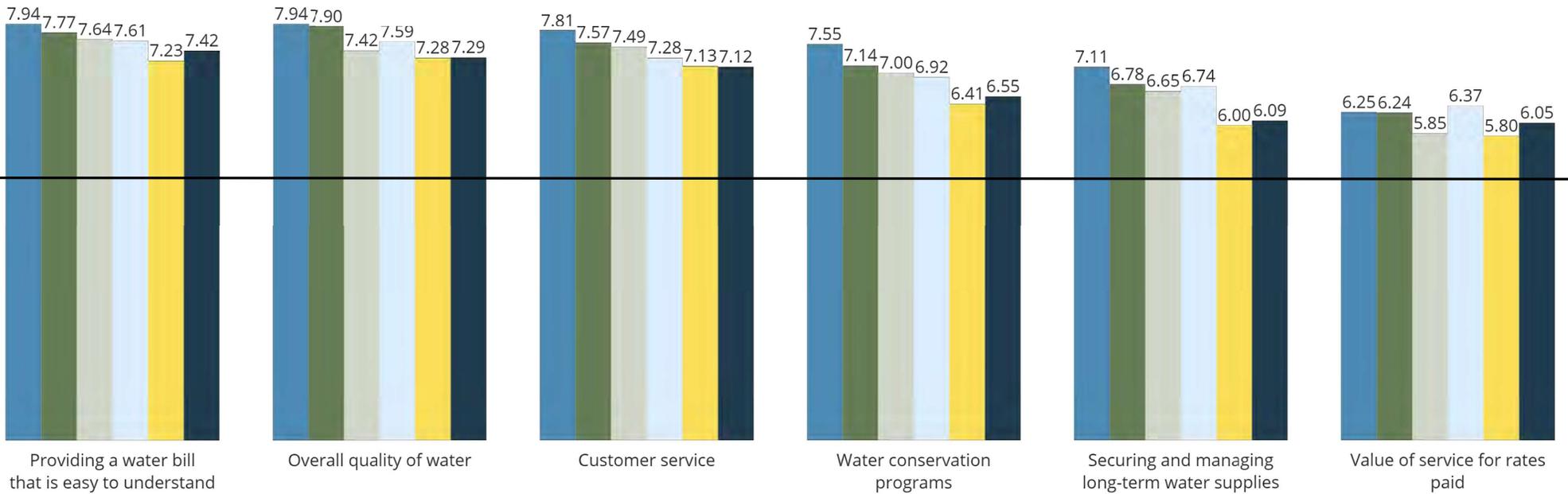


Castle Rock Water Services

Ratings for all aspects of Castle Rock Water services have remained consistent with 2023.

Performance of Castle Rock Water Services Trended

2015 2017 2019 2021 2023 2025

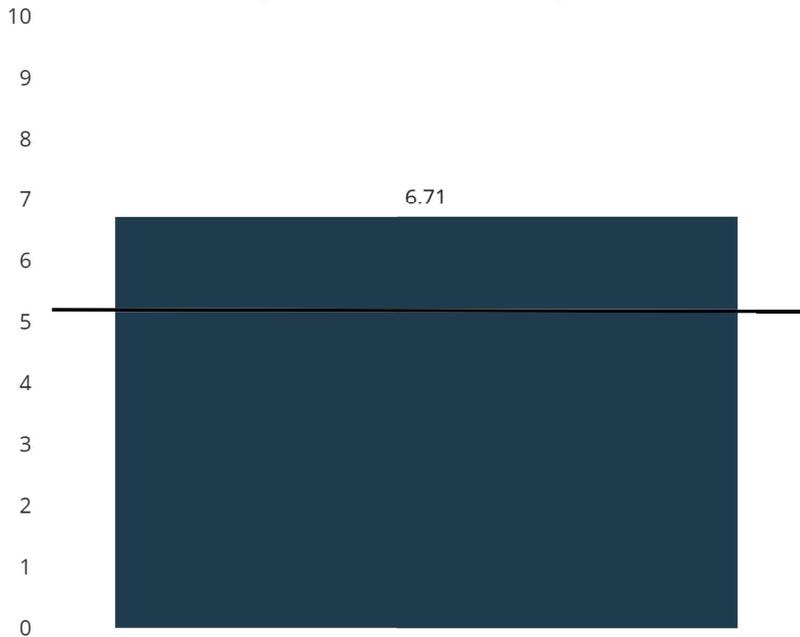


Please tell me how well Castle Rock Water is doing on each of the following items. (0 to 10 scale)

Management of Stormwater

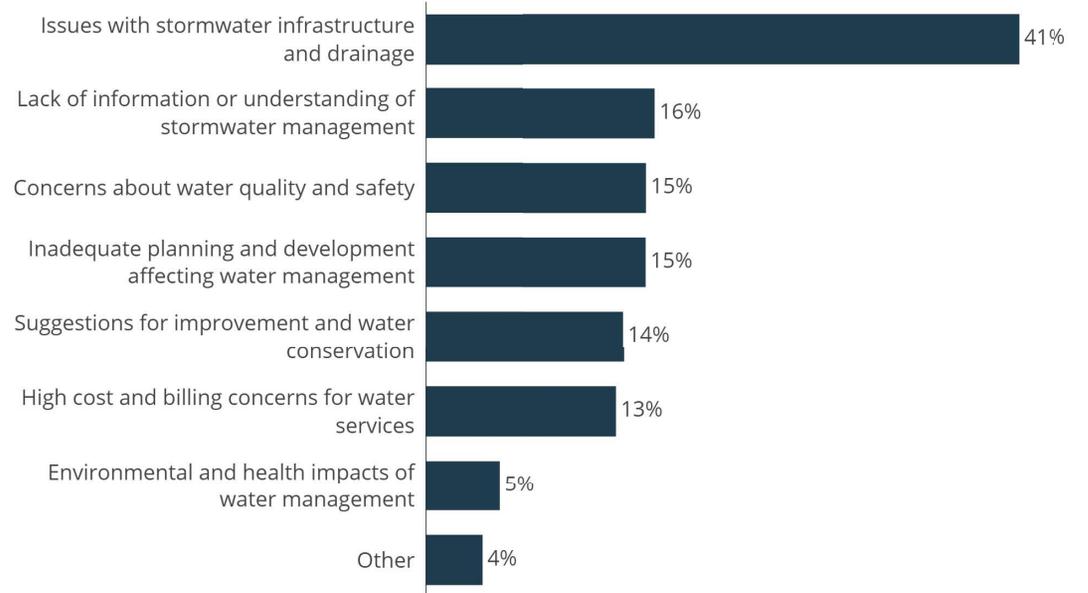
In 2025, residents were asked to rate the management of stormwater in Castle Rock on a scale of 0-10. This received an average rating of 6.71. There are no differences among districts. Those who gave ratings below 7 were asked to indicate concerns or questions on this topic. Of the 182 residents who gave lower ratings, the most commonly mentioned concerns were related to stormwater infrastructure and drainage.

Management of Stormwater by District



Stormwater Management Questions/Concerns

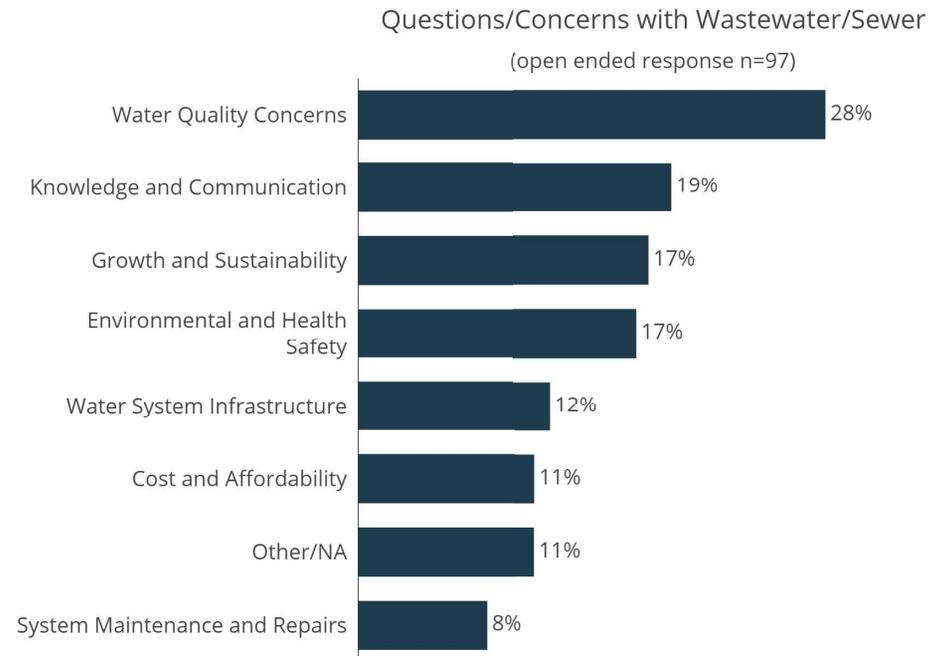
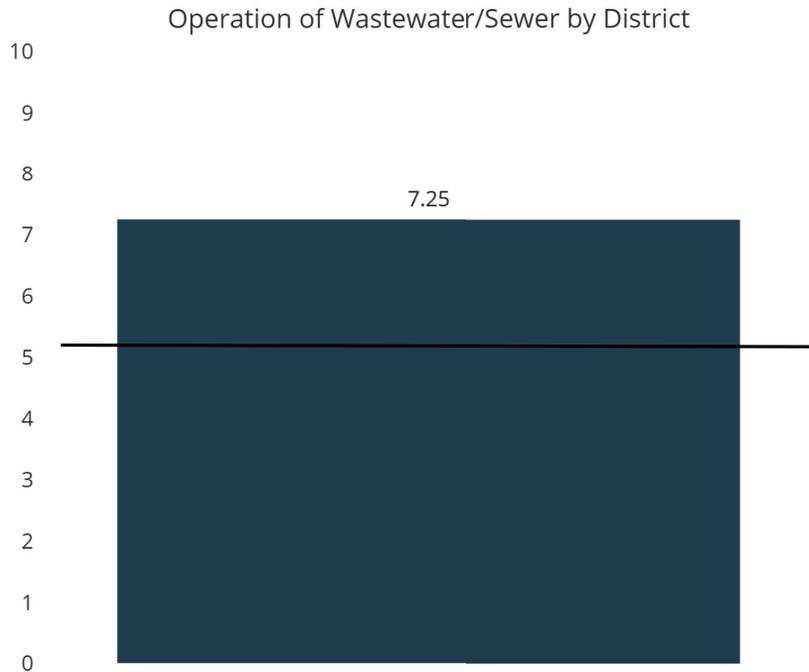
(open ended response n=182)



Please tell me how well Castle Rock Water is doing on management of stormwater. (0 to 10 scale)
 [if < 7] Given your rating on the Town's management of stormwater, what questions or concerns do you have?
 Open ends in Appendix page 407.

Operation of Wastewater/Sewer

In 2025, residents were asked to rate the operation of the wastewater/sewer system in Castle Rock on a scale of 0-10. On average, residents gave a rating of 7.25. There are no differences among districts. Those who gave ratings below 7 were asked to indicate concerns or questions on this topic. Of the 97 respondents who gave lower ratings, the most commonly mentioned concerns were related to water quality.

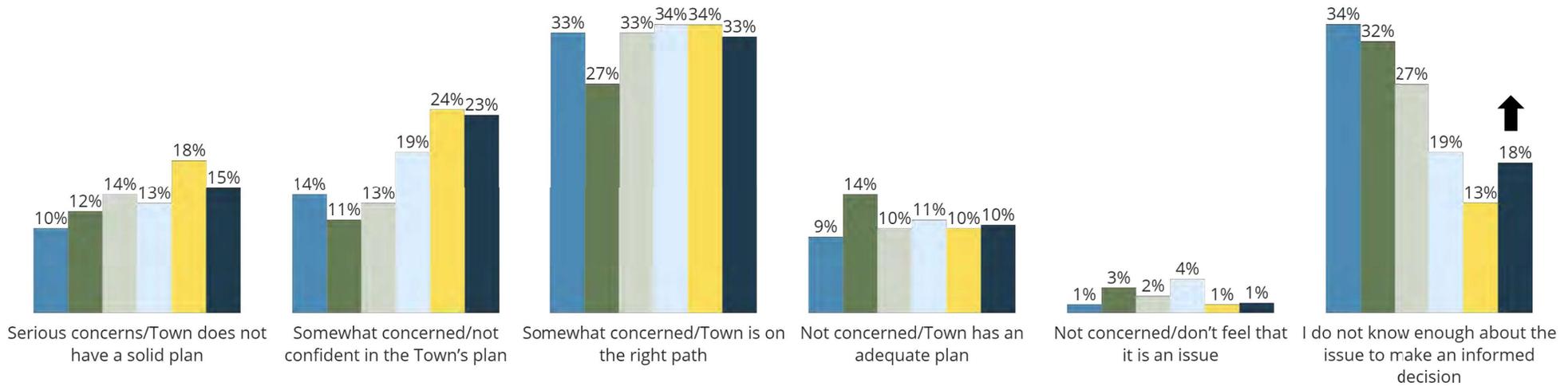


Long-Term Water Issues

Residents are engaged on the topic of long-term water issues. About one quarter are both concerned and lack confidence in the Town's long-term water plans. This is consistent with 2023 levels. About one third are concerned but confident the Town is on the right path. The percent of residents stating they do not know enough about the issue to make an informed decision increased from 2023 to 2025.

Beliefs About Long-Term Water Trended

2015 2017 2019 2021 2023 2025

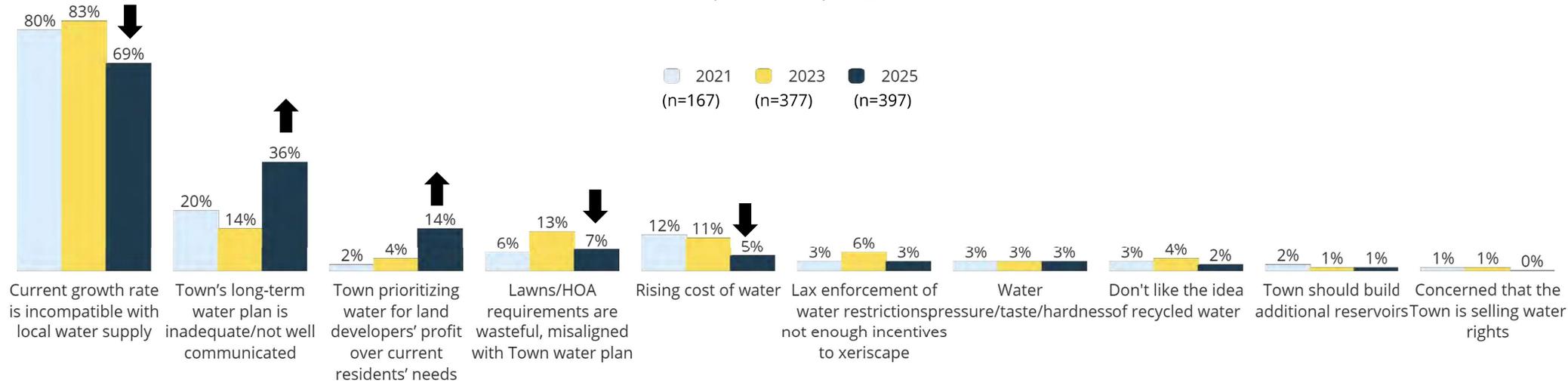


Which of the following statements best describes your current beliefs about long-term water issues in Castle Rock?

Specific Water Concerns

Residents in 2025 are less concerned than in 2023 about Castle Rock's water supply being unable to meet the demands of housing and business developments. There is an increase in concern that the Town's long-term water plan is not being communicated effectively. Residents also feel that the Town is prioritizing developers over residents by imposing water use restrictions on existing residents while allowing new developments. Concerns over HOA lawn regulations being counterproductive to water conservation are also present, along with concerns related to the rising costs of water and the enforcement of water restrictions.

Specific Water Concerns Trended
(open ended response)

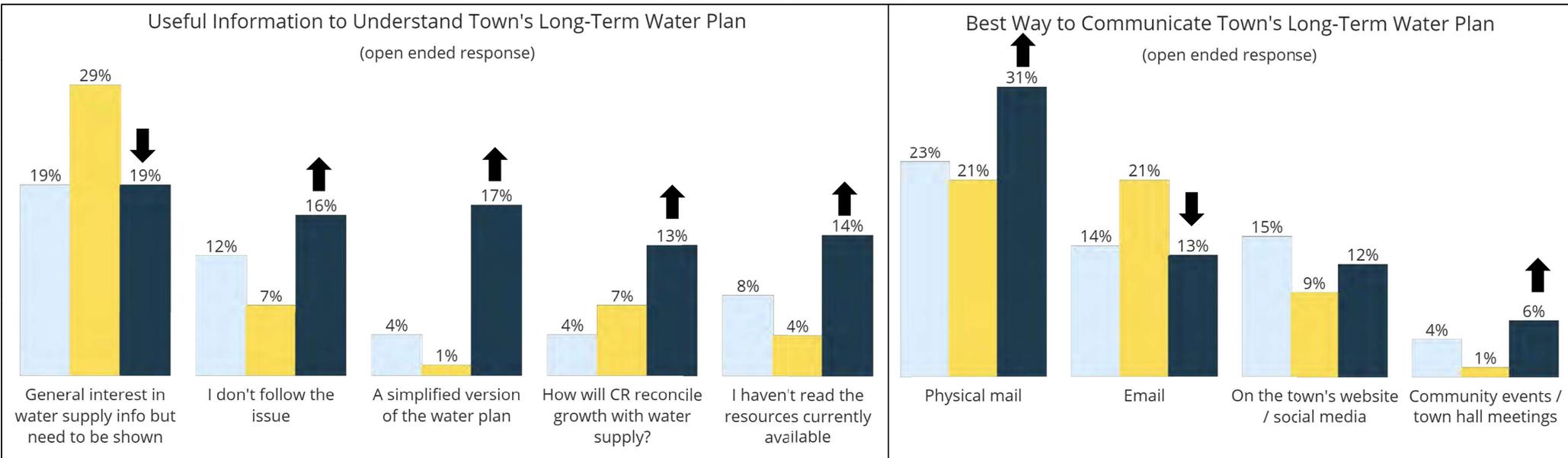


What specific concerns do you have about the Town's plan to address long-term water?
Open ends in Appendix, page 385.

Communicating the Town's Long-Term Water Plan

Residents generally show limited interest in receiving more information about the Town's long-term water plan. Among those who do want more information, physical mail is the most preferred method of communication, followed by email, the Town's website, social media, and community events. There has been a notable increase in comments such as: "I don't follow the issue and would like a simplified water plan," "I haven't read the resources currently available," and "How will Castle Rock reconcile growth with water supply?"

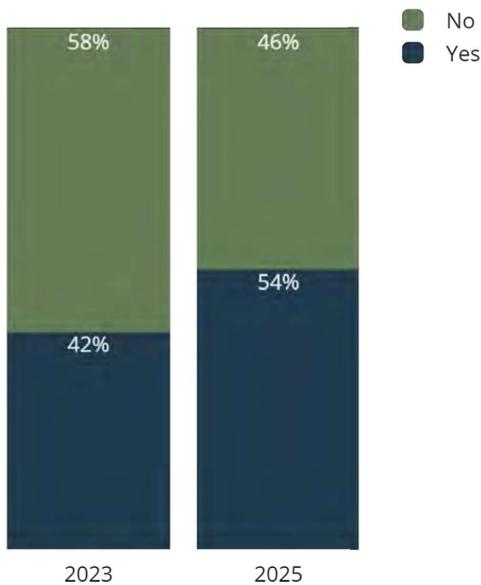
2021 (n=99) 2023 (n=68) 2025 (n=83)



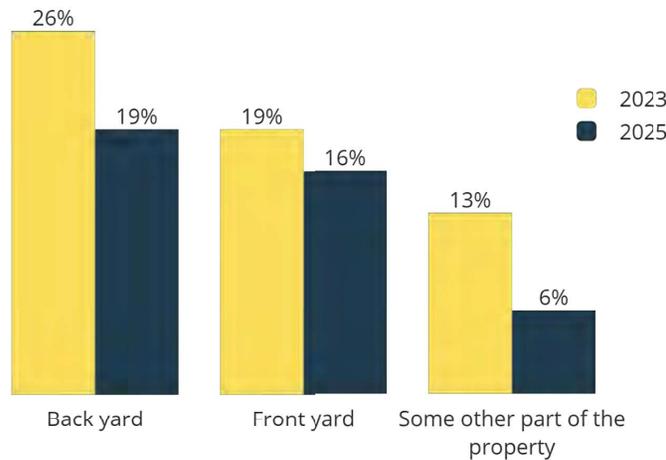
ColoradoScape Rebate

Prior to reading about it in the 2025 survey, 54% of residents were aware of the ColoradoScape Rebate program. This is a notable increase in awareness compared to 2023. One in three indicated that free design services would incentivize them to ColoradoScape their property.

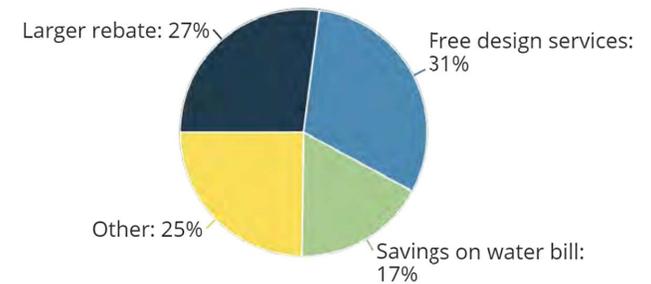
Rebate Awareness Trended



Portion of Property ColoradoScaped Trended



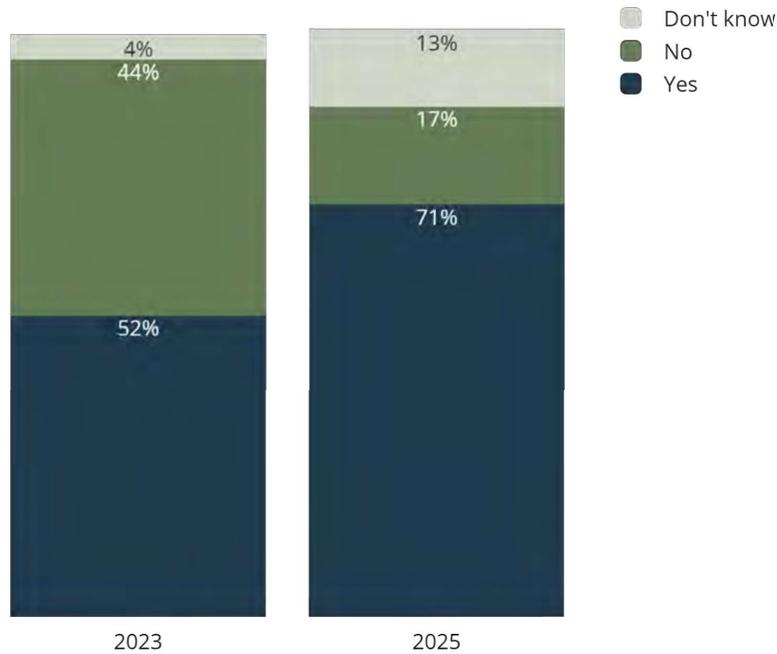
Incentives needed to ColoradoScape



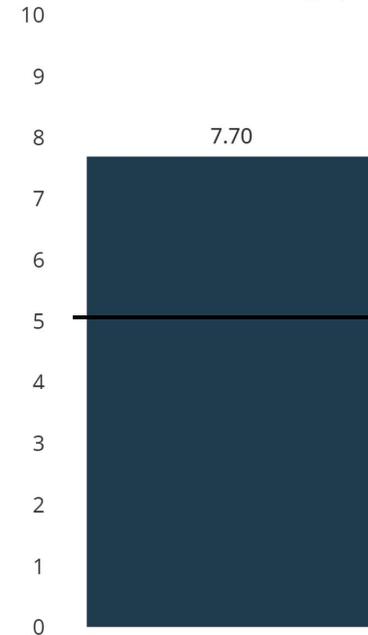
Online Water Billing System

Seventy-one percent of respondents are registered for Town's online water billing system. This is a notable increase compared to 2023. Those who are registered gave high ratings to the online billing system.

Registration for Online Water Billing Trended

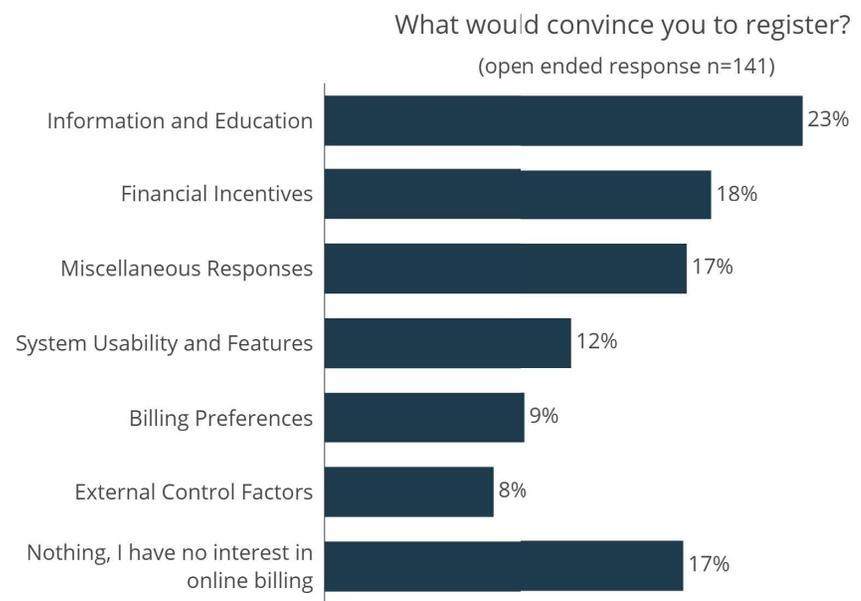
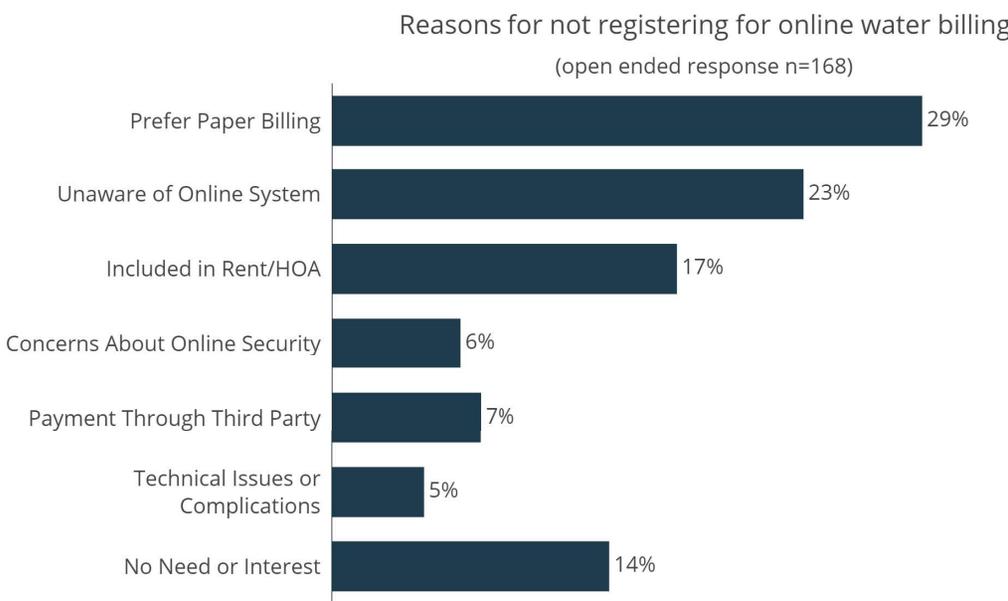


Performance of Billing System



Online Water Billing System-Unregistered

Residents who are not currently registered for the online water billing system were asked to indicate why and if there are any incentives that would get them to register. Commonly mentioned were a preference for paper billing and lack of awareness of the online system. Spreading awareness of the system and how to use it would likely increase registration among residents.



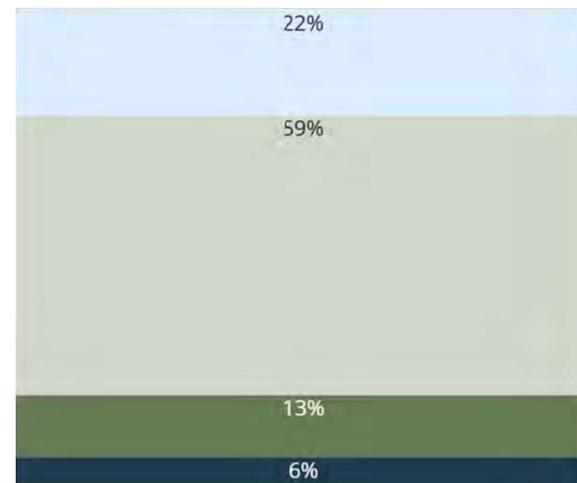
Water Mailer

One half of residents recalled receiving the water mailer this past November. Of those who remembered it, 81% indicated the mailer was effective at answering their questions and providing valuable information.

Received Water Mailer



Effectiveness of Mailer
(n=733)



- Very effective
- Somewhat effective
- Not very effective
- Not at all effective