



CASTLE ROCK WATER

NOV 2025 MONTHLY REPORT

197.4 ^{MG}

WATER DEMAND
TOTAL

1.2%

RENEWABLE
WATER SUPPLIES

4.5

WATER SUPPLY
INDEX

SYSTEM INTEGRITY

3 leaks

WATER QUALITY SAMPLING

0 issues

CUSTOMER ACCOUNTS

28,174



Additional features
available online

[View report online](#)

WHAT WE ARE UP TO

Fifth Street Sanitary Sewer Infrastructure

The Town has completed construction of a sanitary sewer system within the eastern reaches of Fifth Street that is needed to enable current and future service connections for properties in the area and protect the quality and resiliency of the \$12 million roadway expansion project. Approximately 1,500 linear feet of 8-inch PVC sanitary sewer, nine (9) manholes and two (2) sanitary service line stub-outs were installed. A length of approximately 100 linear feet of 10-inch sanitary sewer was also installed using Horizontal Directional Drilling under Fifth Street to connect the new system to existing sanitary sewer infrastructure on Valley Drive. The trenchless installation was used to minimize disruptions to Fifth Street. The project was able to accommodate keeping Fifth Street open throughout construction. The new sanitary infrastructure installed with this project will enable properties currently using private septic systems to connect to municipal wastewater services. This transition will improve watershed water quality, provide the



Town with reusable water supply and is a necessary step for any future expansion of the area's commercial or residential facilities.



The commercial properties in the area have been a part of the design consultation and have contributed funds to the project.

A preconstruction services contract was awarded to Global Underground at a price of \$200,000 and an additional \$1,749,820 contract price was awarded to Global Underground for construction. The project was completed on schedule ahead of the roadway expansion project and within budget.

STAFF RECOGNITION

CERTIFICATIONS



Joshua Martinez
Distribution 2



Jake Austin
Distribution 2

PROMOTIONS



Joshua Martinez
Plant Operator III



Marcus Watkins
I&C Engineering Supervisor

NEW HIRES



Matthew Douglas
Utility Locator

STAFF RECOGNITION



WATER STAR AWARD

Susan Salvatori,
Billing Support Specialist



Susan has long exemplified what it means to truly support our external customers—going beyond solving problems to ensuring each customer leaves satisfied. Throughout her time here, she has brought a generous, customer-first attitude to every department she's worked with, consistently maintaining a culture of service across divisions. Now, in her work with internal customers, she continues to offer fresh ideas and new approaches, especially in strengthening employee involvement and collaboration.



High Five

Nathan Hannick

Nathan has been doing the work of two people for the past couple months as we have been in the process of hiring a new utility locator. He has not lowered the quality of his work over this time and has worked many hours of overtime to make sure our customers are getting the information they need. He has done all this without complaining and deserves a high five!



The 2026 There Is No Poop Fairy calendar is available for free in the lobby at Town Hall, 100 N. Wilcox and Castle Rock Water, 171 Kellogg Court.

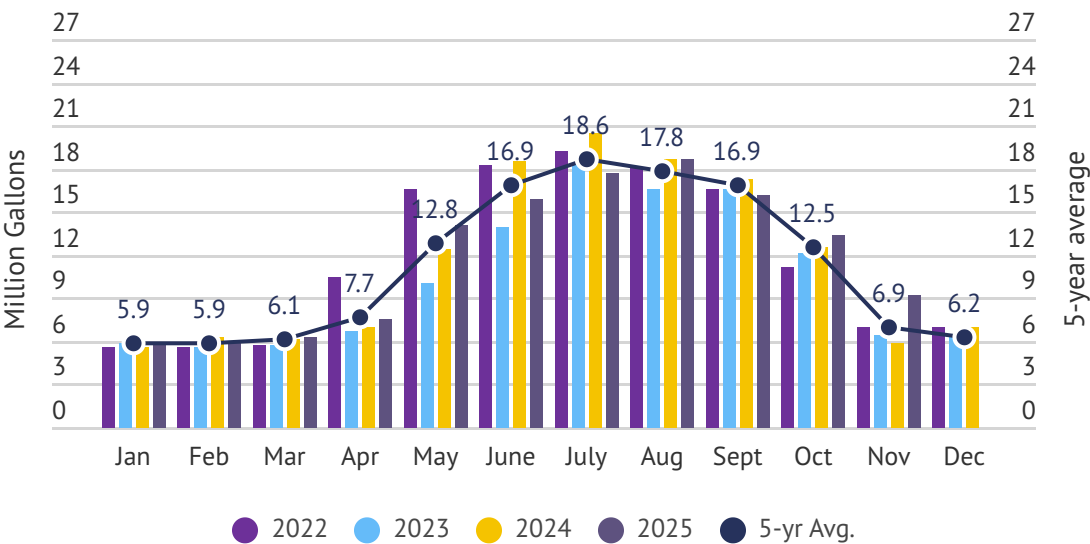
WATER RESOURCES

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

- 9.2 million gallons/day (MGD)
- 5-year average: 6.9 MGD
- 34% higher than the 5-year average



MONTHLY DEMAND

- The water demand total for November was 197.4 million gallons (MG) [605.6 acre-feet (AF)]
- 35% lower than the October 2025 total of 301.8 MG
- 25% increase from the previous year's November 2024 demand of 157.5 MG

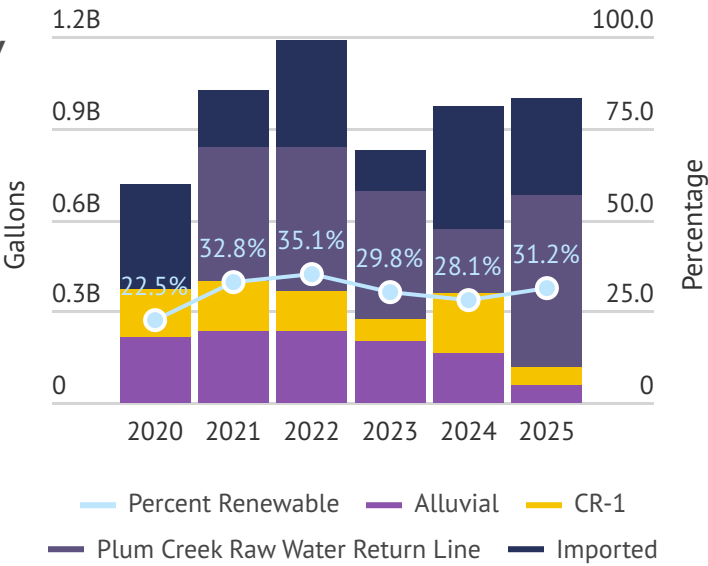
WATER RESOURCES

RENEWABLE WATER SUPPLY

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



2065 goal: 100%



In total, renewable supplies accounted for 1.2% of the total water supply for the month (2 MG of 171.3 MG) and 31.2% of the annual water supply (999.6 MG of 3,207 MG).

- The CR-1 diversion produced an average of 0.0 MGD
- The PC diversion produced an average of 2.81 MGD
- The 14 alluvial wells produced an average of 0.0 MGD
- The renewable water production average was 0.07 MGD

PCWPF is offline for the expansion project November 2025 through April 2026.

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.



STORAGE

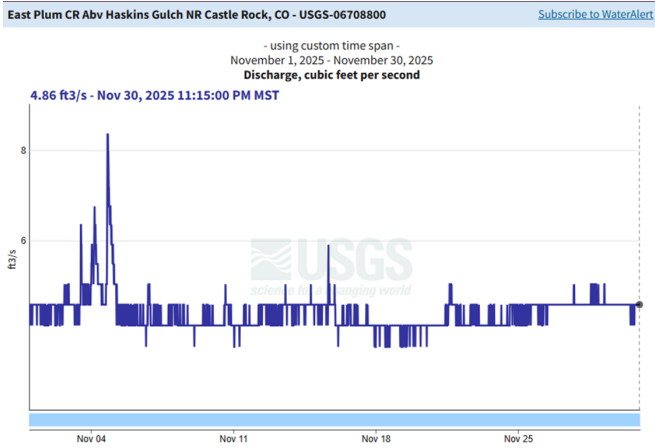
- Chatfield Reservoir: 1,200.4 AF
- Rueter-Hess Reservoir: 536.2 AF
- Castle Rock Reservoir No. 1 (CRR1): 0 AF
- Castle Rock Reservoir No. 2 (CRR2): 453.5 AF
- Walker Reservoir: 44.6 AF

WATER RESOURCES

EAST PLUM CREEK FLOWS

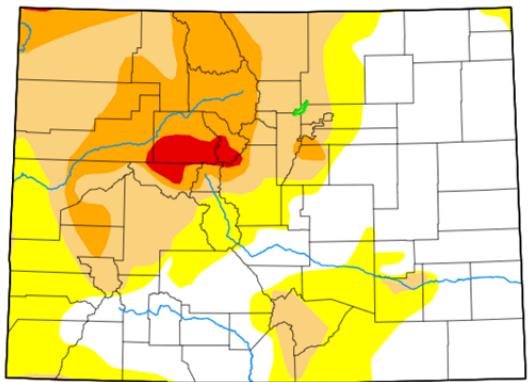
The hydrograph indicates the estimated flow in East Plum Creek basin.

- Flows ranged from 4.2 to 8.4 cubic feet per second (cfs)
- The monthly average streamflow was 4.8 cfs
- The 25-year mean is 5.6 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, moderate drought, and severe drought conditions.

Colorado



Map released: Thurs. December 4, 2025

Data valid: December 2, 2025 at 7 a.m. EST

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):

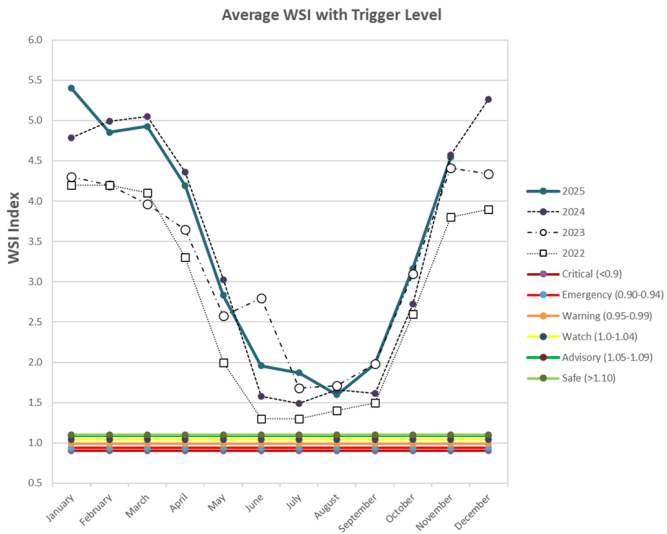
[David Simerali](#), Western Regional Climate Center

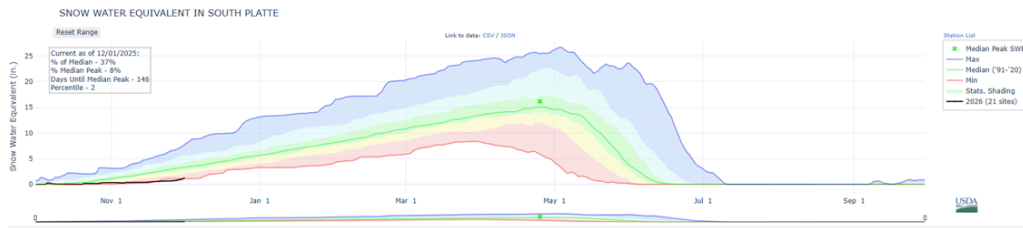
Pacific Islands and Virgin Islands Author(s):

[Denise Gutzmer](#), National Drought Mitigation Center

4.5
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.





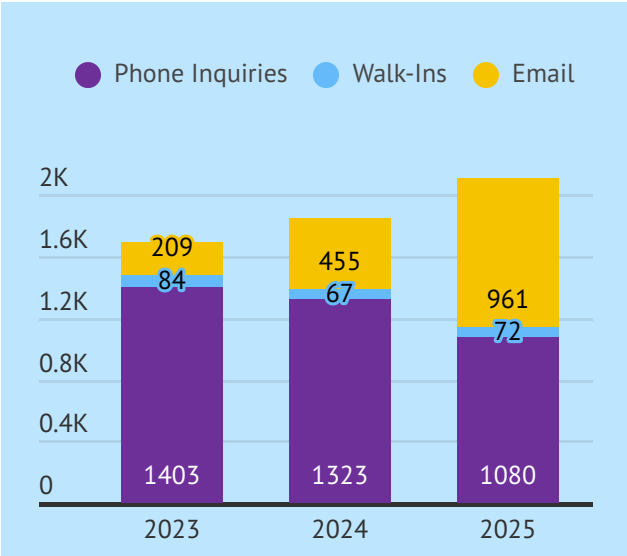
- Year-to-date precipitation at 56% of median
- Snow Water Equivalent (SWE) at 37% of median

BUSINESS SOLUTIONS

CUSTOMER SERVICE



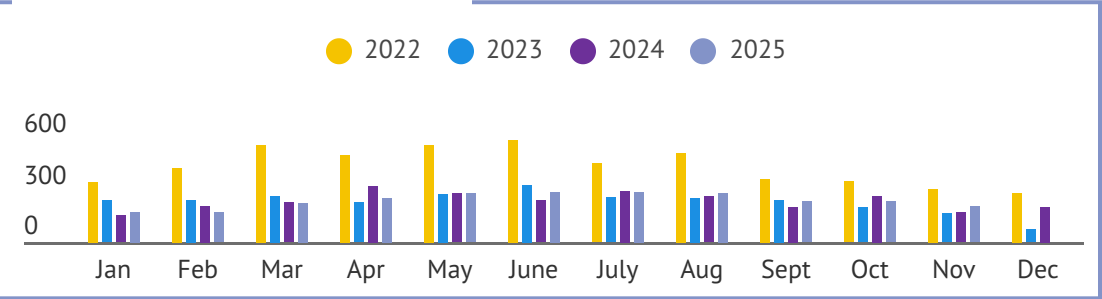
Customers with an
online account: 58%



TRANSFER OF SERVICE

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

Legend: 2022 (Yellow), 2023 (Blue), 2024 (Purple), 2025 (Grey)



CUSTOMER OUTREACH

OUTLET	POST	REACH		
Facebook	5 posts	22.3k reach	67 engagements	4 shares
NextDoor	1 post			
LinkedIn	1 post	832 impressions	25 engagements	7 clicks
Instagram	9 posts	7.5k reach	558 engagements	20 shares
Customer mail	14,445	65% open rate		
HOA mail	121	56% open rate		

TOPICS

Preventing sewer backups

National Stormwater Day

METER SERVICES

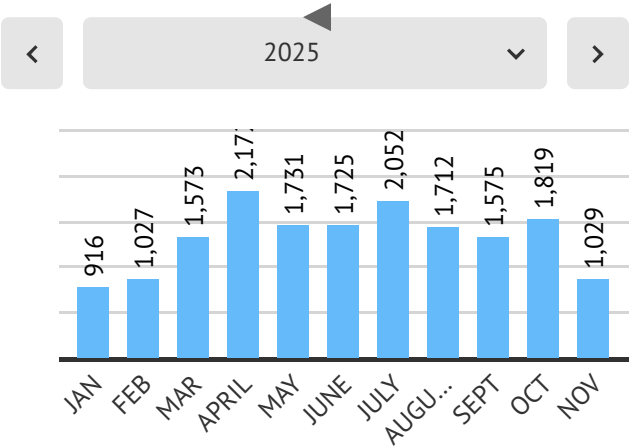


About 98% of the 28,000 customer connections have been upgraded to Advanced Metering Infrastructure technology.

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

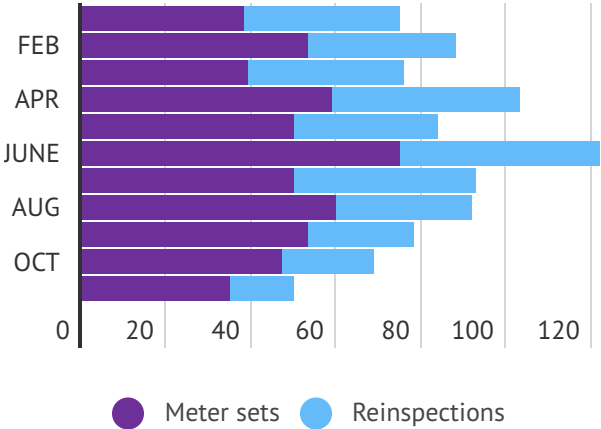
ALL SERVICE WORK ORDERS

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



GOAL: <5 % of our customers will experience water outage for one or more events totaling more than 30 hours per year.



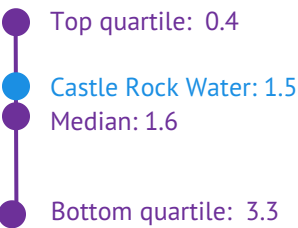
GOAL: 1% of our customers will experience less than 43 pounds per square inch (psi) of pressure at the meter during normal operations.



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

SANITARY SEWER OVERFLOWS

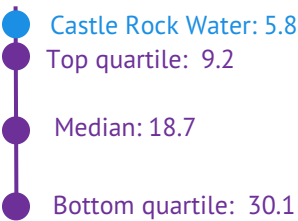
AWWA Index: SSO rate/100 mi



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



OPERATIONS

Tank 18 Altitude Valve Vault

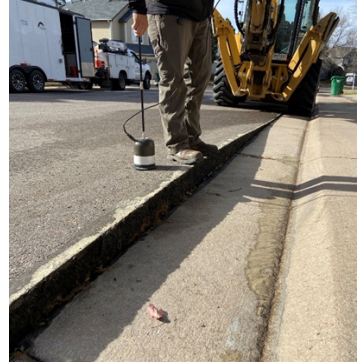


Distribution spent a day at Tank 18 working on the Altitude Valve and the Isolation Valve vaults. Mud and dirt were cleaned out of the vaults, as well as around the sump pump, and then the pipe and valves were sprayed down. After the cleanup, the team isolated the vaults to remove the 2-inch pipes with a pressure transmitter and an air vac, so they could move the ball valve below the transmitter to make future maintenance easier. Both the Altitude Valve vault and the Isolation Valve vault are in the process of being upgraded.



OPERATIONS

System integrity issues this month.



The Distribution team responded to a water main break on Wildflowers Way. The break was on 8" DIP and was caused by corrosion holes. Once the water main was exposed, two holes were present, after backfilling, another hole started leaking. The three repairs took a total of 14 hours; during this time, 19 residents were without water.



A contractor hit a water main in the area east of the Vistas at Plum Creek Apartments. The 180-unit complex and 50 resident homes experienced reduced water pressure for 8 hours while the contractor made the repairs.



A broken corp stop caused a leak on Ridge Trail Lane stop on a fire suppression line. Water was off to six homes for 20 minutes while the repair was made.