

WATER USE MANAGEMENT PLAN

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Section 1. Introduction

- 1.1 Policy Statement
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- 1.3 Definitions

1.1 Policy Statement

The Town of Castle Rock is committed to the wise development and use of water resources. The water use management program is designed as a demand management tool to allow adequate volumes and pressures to the water distribution system during landscape irrigation season. This program operates in concert with the Town of Castle Rock Landscape and Irrigation Performance Standards and Criteria Manual and the Water Conservation Master Plan to encourage wise use of a finite resource.

1.2 Executive Summary

The Town of Castle Rock has used mandatory water demand management for landscape irrigation since 1985. Peak season demands are staggered on an every-third-day format along with designated irrigation times. This format allows positive pressure to be maintained throughout the water system while maintaining appropriate fire flows, as well as allocates time for reservoir volume recovery.

Program administration and implementation has traditionally been accomplished through the Utilities Department of the Town of Castle Rock. The Town's water restrictions, Chapter 13.15 of the Castle Rock Municipal Code, are included as Exhibit 1.

The water use management program implementation policy assists staff with implementation of the Water Use Management Plan (WUMP) that deals with management of peak season related water use issues. On an annual basis, water conservation staff reviews and updates this policy for review and approval by Town Council as needed.

The policy addresses:

Components of the Water Use Management Plan

- ◆ *Regular days/hours for irrigation.*
- ◆ *Alternating schedules.*
- ◆ *Special watering circumstances.*
- ◆ *Enforcement.*
- ◆ *Appeals process.*

- Identification of regular days and hours for landscape irrigation during designated peak demand months, i.e. irrigation schedule development.
- The need for alternative schedules due to various hardships and/or irrigation system limitations, and applicable criteria.
- Special watering circumstances, including hand watering.
- Enforcement of water use management strategies by issuance of warnings, surcharges and ultimately the potential for discontinuance of water service.
- Appeals and variance issues.
- Further demand management tools.

1.3 Definitions

Alternative irrigation schedule: Schedules that do not meet the regular schedule criteria as outlined in this policy that have been approved by the program administrator.

Common area: Streetscaping, whether publicly or privately owned, managed, or maintained.

Hand watering: Application of water to plant material while holding a hose in hand.

Irrigation season: May 1 through September 30.

Landscape maintenance contractor: Designated by owner or responsible party to irrigate and maintain property and irrigation system of a defined property.

Owner: Party identified by water service application and Town of Castle Rock utility billing records.

Program administrator: As defined by municipal code, is the Town Manager or designee thereof.

Public area: Town-owned, maintained and managed properties and facilities.

Residential: Account category identified in Town of Castle Rock utility billing records.

Responsible party: Person or group identified in the Town of Castle Rock Utility Billing or by owner as such, including owner, property manager or homeowners' association representative.

Restriction Period: Time period when every third day watering is enforced. See current year calendar for specific dates.

Special schedule: Approved alternative schedule designated for the current irrigation season.

Tap size: Size of tap and meter service serving a property or address.

Water Budget: The water budget is in effect through the growing season – April through October.

Water waste: Application of water that does not result in beneficial use of the water. This includes:

- Continuous irrigation to any area resulting in ponding or pooling of water;
- Runoff water not absorbed into the ground or soil which flows away from the area being irrigated;
- Failure to repair any irrigation system that is leaking;
- Application of water intended for irrigation to any impervious surface;
- Letting water run unrestricted from a hose or faucet to drainage;
- Application of water to impervious surfaces such as street washing applications;
- Operation of any irrigation system when curtailment stages have been invoked.

Xeriscape Design: Use of low water consumption landscape design.



Section 2. Public Education

2.1 Education

Public education is a primary component of the WUMP. Outdoor water use during the April through October landscape irrigation season accounts for the largest demand on the system. Educating customers on the need for adherence to the irrigation schedule and water use management program is the key to compliance. The water delivery system is designed for management of peak demand by staggering landscape irrigation on an every third day format. This reduces the necessary amount of water system infrastructure, water resource acquisition, treatment, distribution and storage. Adherence to the every third day format ensures adequate system pressure and fire flow capacities.

Education efforts will focus on informing customers of the Town of Castle Rock's ongoing water conservation program and to aid landscape professionals to be more water efficient.

Part of enforcement is to educate customers on these issues, and offer assistance with irrigation system problems and water use management when possible. This assistance is offered through newsletters, individual letters and one-on-one communications. The Town of Castle Rock maintains two web sites (CRgov.com and CRconserve.com) where additional information about WUMP policies and water conservation efforts can be found. All utility staff is trained on the basics of this program annually. Monitors receive additional in depth training. The focus of the program is compliance to protect the integrity of the water system, and to provide safe and adequate water to all customers.

Annual public education strategies are developed in relation to the Water Use Management Plan and water conservation programs. This includes providing water conservation information for residents, residential builders, property management, as well as non-residential community.



Section 3. Program Implementation

- 3.1 Annual Implementation Review
- 3.2 Regular Irrigation Schedules
- 3.3 Alternative Irrigation Schedules
- 3.4 Special Circumstances
- 3.5 Enforcement
- 3.6 Demand Management Tools

3.1 Annual Implementation Review

The water use management program and policy is reviewed on an annual basis, and submitted to the Utilities Commission for review. Program and policy changes are then forwarded to Town Council for adoption as needed. The Town Council may alter this program and its implementation as deemed necessary.

3.2 Regular Irrigation Schedules

3.2.1 Demand Use Management Period

During designated months, watering use management criteria shall be implemented.

3.2.2 Residential

- A. *Day/Address Assignment:* Watering shall be limited to every-third-day in accordance with the following procedure:
 - 1. Properties with an assignment address ending in zero (0) through three (3) are designated by a square .
 - 2. Properties with an assignment address ending in four (4) through six (6) are designated by a circle.
 - 3. Properties with an assignment address ending in seven (7) through nine (9) are designated by a diamond.
- B. *Permissible Hours of Irrigation:* ~~Permissible~~ hours of irrigation 8 p.m. to 8 a.m. Under no circumstances, beyond hand watering, will irrigation be allowed between the hours of 8 p.m. to 8 a.m.
- C. *Schedule Dissemination Criteria:* Schedules shall be distributed to water customers no later than thirty (30) days prior to the commencement of the irrigation season: See Exhibit 3 for a sample schedule and customer letter.
 - 1. The watering schedule shall be distributed through the U.S. Postal Service to all Town of Castle Rock residents.
 - 2. The Town Clerk shall receive a copy of the watering schedule.
 - 3. The watering schedule shall be posted at Town Hall and the Utilities Department Offices.
 - 4. The watering schedule shall be published at least twice in a newspaper of general circulation.
 - 5. The watering schedule and a general outline of the policy will be posted on the Town's web site.
 - 6. Watering schedules shall be made available to all building permit applicants where the permit includes installation of an irrigation system, or when the building permit is for the sole purpose of installation of an irrigation system.
- D. *New Customers:* All parties that become new customers between the time the watering schedules were mailed and the end of the peak demand season are given watering schedules and educational materials upon application for water service.
- E. *Residential Home Builders:* Home builder landscape contractors that install and/or maintain residen-

tial landscaping shall be registered with the Town of Castle Rock to ensure that those managing the properties are thoroughly versed on Water Use Management Plan and Landscape Regulation and Principles criteria. See Section 5 for information regarding registration of landscape maintenance professionals. Until the homes are sold to the individual owner, these homes shall be designated as non-residential, and shall be billed as such.

3.2.3 Non-Residential/Common Area/Public Area Irrigation

Non-residential, common, and public irrigated areas shall be considered as any property that is managed or owned by the same group or individual, including single or multi-family homes still under the control of the builder, streetscapes, common areas, or private areas. The “property” shall be considered one entity for the purpose of water restriction administration and enforcement regardless of the number of metered services serving the property.

- A. *Day/Address Assignment:* Address assignment for the entire property will be based on the last number of the property address as designated by the responsible party. Watering shall be limited to every third day in accordance with the aforementioned procedure. Day is dictated by the day which irrigation will begin for that daily cycle.
- B. *Permissible Hours of Irrigation:* Permissible hours of irrigation for regular non-residential, common, and public areas shall be between the hours of 10:00 p.m. and 5:00 a.m. Under no circumstances, beyond hand watering, will irrigation be allowed between the hours of 8 a.m. and 8 p.m.
- C. *Application Rates:* Total water application shall not exceed 1.5 inches per week, per irrigation zone. Information confirming application rates must be submitted.
- D. *Schedule Submittal Requirements:* All irrigation schedules for non-residential properties must be submitted to the Town of Castle Rock for review and approval. These schedules must be submitted within ten (10) days of system activation; and no later than April 30 each year. Those properties that have not submitted a schedule will be considered out of compliance with the water use management program and will be subject to enforcement action. (See Non-Residential Schedule Application, Exhibit 5.)

Submittals shall include:

1. Completed application, including landscape contractor and responsible party signatures and contact information.
2. Designated start day (square, circle, diamond) and total peak time required to complete the programmed run time
3. If property is utilizing a “Smart” controller, indicate make, model, scheduled run days, and confirm ability to water within the designated watering window.
4. Designated area maps are not required if current GIS image is accurate and up to date.
5. Specific location.
6. Number, size and location of water meters serving property.
7. Identification of standard irrigation checks and procedure identification.
8. Identification of response time following notification of irrigation system malfunctions by staff.

9. Town of Castle Rock registered landscape professional maintenance contractor registration number.

- E. *Leaking Irrigation Systems:* As deemed necessary, the Town has the ability to charge property owners for nighttime emergency call-outs that are attributable to malfunctioning, leaking irrigation systems that are not repaired on a timely basis. Three or more call-outs of this type shall be considered excessive and is subject to incur the associated charges.
- F. *Registered Landscape Professionals – Maintenance:* Non-residential property maintenance management agencies shall be registered by the Town of Castle Rock to ensure that those managing the properties are thoroughly versed on Water Use Management Plan and Landscape Regulation and Principles criteria. See Section 5 for information regarding registration of landscape maintenance professionals.

3.3 Alternative Irrigation Schedules

3.3.1 Exemptions

Exemptions to the every-third-day format may be granted for hardship and/or special circumstances. The applicant must complete and submit an application for such an exemption. The application shall contain the applicant's name, the address of the premises requiring the exemption, the reason requiring the exemption, the approximate square footage requiring irrigation and a description of the type and form of plant material requiring irrigation. (See Irrigation Exemption Application; Exhibit 6 and Exemption Placard, Exhibit 7.)

Under no circumstances, beyond hand watering or approved hydro seeding, will irrigation be allowed between the hours of 8 a.m. and 8 p.m. Per *Municipal Code*, an administrative fee up to \$25 may be charged for processing of exemption applications.

Should the administrator of the Water Use Management Plan determine that granting the exemption would not significantly impact the water system, the administrator may issue an exemption, stating appropriate conditions thereon. These conditions are specifically to include the effective date, expiration date, designated address, designated areas for exempted irrigation, required hours of irrigation, and any other special criteria associated with the exemption. These exemptions may be revoked at any time should it be deemed necessary by the Town of Castle Rock such circumstances including but not limited to the exemption compromise the ability to provide water to deliver domestic or other water services.

Exemptions may be granted for:

- A. *Establishment of New Plant Material:* An exemption to the established watering schedule may be granted to establish new plant material for the duration of up to 30 days for new sod/ground covers/perennials/trees and up to 45 days for new seed provided a permit is obtained through the Utilities Department. Conditions for issuance of this permit include:
 - a. Verification through site inspection by the Program Administrator, through certification by accredited landscape architect or the builder, through documentation by receipt or invoice, or through other means deemed acceptable by the Program Administrator, that prior to seeding or

sodding of turf, soil amendment at a **minimum** of four (4) cubic yards pure organic matter per one thousand (1,000) square feet or deemed by soil analysis, and has been tilled or by other means made soil loose to a minimum depth of six (6) inches, which will result in optimal water utilization for turf root systems. Acceptable organic matters include aged compost, wood humus from soft/nontoxic trees, sphagnum moss (excluding that from Colorado origin), or aged/treated manures.

- b. Evidence that a test of the irrigation system backflow prevention device has been installed and tested and approved or will be tested within ten (10) days of bringing the irrigation system into operation.
- c. Permit is displayed so that it is clearly visible from the street.

Watering occurs between the hours as established by the Program Administrator in Section 3.2.

- B. *Disease Mitigation:* Exemptions may be granted to assist with mitigation of diseased plant material. Exemptions of this type are reviewed on a case-by-case basis. Potential exemptions are related directly to the disease or issue to be mitigated. Irrigation however must occur within the regularly scheduled hours. A certificate that identifies the duration of the exemption will be issued and must be displayed so that it is clearly visible from the street.
- C. *Fertilization:* Exemptions may be granted to allow daily watering for application of fertilizer material. Exemptions of this type are reviewed on a case-by-case basis. Potential exemptions are related directly to the square footage, type of fertilization process, and current weather conditions. Duration of additional irrigation shall be determined by staff and shall not exceed the manufacturer's recommendation for application. Irrigation must occur within the regularly scheduled irrigation hours. It is not necessary to have the applicant place a certificate in a visible location due to the short time frame allowed by this type of exemption. This will be tracked internally in the water use management database.
- D. *Hydro-seeding:* Exemptions may be granted to allow daily watering for establishment of hydro-seeded areas, which shall include areas used for:
 - 1. Storm water retention
 - 2. Re-vegetation of over-lot areas
 - 3. Commercial installations
 - 4. Residential installations performed by Town of Castle Rock registered landscape contractors

Exemption requests are reviewed on a case-by-case basis, and shall meet the following criteria:

- a. Be installed and maintained during establishment period by a Town of Castle Rock registered landscape maintenance contractor.
- b. Shall complete special schedule application and submit associated irrigation management information.

Staff may determine that irrigation may be allowed during identified water system recovery periods.

- E. *Special Schedules for Non-Residential Properties:* Special schedule applications for non-residential areas may be granted for areas installed prior to 2002, based on a demonstrated hardship at the discretion of the Program Administrator. Applications shall include all submittal requirements identified in Section 3.2.3. Town of Castle Rock registered landscape maintenance contractors shall ad-

minister special schedules. See Section 5 for information regarding registration of landscape maintenance professionals.

- F. *Other:* Other exemptions may be granted should the program administrator determine that a hardship or special circumstance exists for an applicant, due to irrigation requirements that cannot be met under previously outlined criteria, including but not limited to:
1. Residential customers/small commercial customers with large lots, between 5,000 and 10,000 square feet of landscaped area, and limited irrigation systems that cannot irrigate the landscaped area effectively within the allotted hours. For example, the customer may then seek to split the property into two or more designated symbol watering days. However, no more than 1.5 inches of water per week may be applied.
 2. Residential customers that do not have programmable irrigation systems that are going on vacation, have a family emergency, or similar demonstrated hardship may receive an exemption to alter their assigned watering day on a time-limited basis as approved by the program administrator.
 3. All non-residential properties will water during overnight hours of 10 p.m. – 5 a.m.

Exemptions allowing daily watering are applicable only to the areas designated on the exemption application. Non-applicable areas are not included under the exemption and may not be exempted from every-third-day irrigation requirements.

3.4 Special Circumstances

3.4.1 Low Pressure Areas

Certain existing areas of Town have blocks of homes with addresses that end in the same digit. With the water system infrastructure being designed with the every-third day schedule in mind, several addresses in a limited area watering at the same time can create a low-pressure situation. Assigning altering symbols to the impacted homes mitigates this situation. Special schedules are given to these homeowners each year. See Exhibit 8 for these impacted areas, as well as the letter and special schedule that is distributed to these homeowners in Founders Village.

3.4.2 Master Metered Properties

For those properties that have one meter for several addresses or buildings, additional schedules may be mailed or hand delivered to each resident of the property to ensure that they receive notification of the restrictions. An example of this is the Castle Park Trailer Park.

3.4.3 Hand Watering

Watering plant material while holding a hose in hand is allowed at any time and day as long as water waste is not occurring. Hand watering does not include irrigation with a hose and sprinkler, or manual operation of an automated irrigation system.

3.4.4 Water for Entertainment

Water used for entertainment purposes, i.e. children running through sprinklers, is allowed so long as persons are present. If no persons are present, water monitors shall attempt to verify whether irrigation devices or systems in operation have been used for entertainment purposes by evidence of presence of toys, etc.

3.4.5 Pressure Washing

Pressure washing may be allowed according to the following criteria:

- A. Low water use equipment.
- B. Water waste shall not occur.
- C. No excessive runoff shall leave site where water is being applied. High efficiency and low water use power washers and/or street brushing systems are required.
- D. Equipment and application shall meet all Town of Castle Rock Cross-Connection Control Program criteria.

3.4.6 Street Washing

- A. *Streets*: Application of water to streets for the purpose of street washing shall occur by use of water efficient street sweeping equipment only. Use of fire hydrants is not allowed. Use of water trucks for the purpose of street sweeping is not allowed.
- B. *Drive-Through Restaurants*: Application of water to impervious surfaces related to drive-through restaurant food service areas may be allowed under the following circumstances:
 - 1. Town may request owner/operator of facility to obtain a letter from the Tri-County Health Department requiring cleaning of prescribed areas. A copy of such shall be submitted to the Town of Castle Rock, and a copy shall be posted on-site.
 - 2. Water waste shall not occur.
 - 3. No excessive runoff shall leave site where water is being applied. High efficiency and low water use power washers and/or street brushing systems are required.
- a. *Sidewalks/Driveways* – Application of water to sidewalks and driveways by homeowners for the purpose of cleaning is discouraged, and may be considered water waste. Whenever possible, areas should be swept to eliminate site debris. Such water use may be allowed under the following circumstances:
 - 1. Water waste shall not occur.
 - 2. No excessive runoff shall leave the site where water is being applied.
 - 3. Automatic shut off spray nozzles on hoses; such as pistol grip sprayers shall be used.

3.4.7 Car Washing

- A. Commercial car wash installations shall meet the following criteria:
 - 1. Newly constructed facilities, whether full-service, in bay, or self-serve shall use water recycling systems or weep recovery systems.
 - 2. Demand management tools consistent with curtailment identified in Section 3.6 shall apply to all commercial car wash systems.

3. Existing car washing systems that are being expanded, repaired or rehabilitated shall conform to recycling requirements.

The Town shall consider incentive-based programs for retrofit of existing systems as identified in the Water Conservation Program.

B. Homeowner car washing:

1. There are no limitations for hours or days a homeowner may wash vehicles.
2. Water waste shall not occur.
3. No excessive runoff shall leave the site where water is being applied.
4. Require use of automatic shut off spray nozzles on hoses, such as pistol grip sprayers.
5. Recommend parking on turf areas during car washing so that all runoff is beneficially used by plant material.
6. Recommend use of bucket and cloth/sponge to apply soaps and clean major portions of vehicle and use hose for final rinse only.

3.4.8 Fountains

Decorative fountains shall be recycling and designed to reduce water losses through evaporation. Use of fountains is subject to additional demand management tools identified in Section 3.6.

3.4.9 Irrigation System Repair

Operation of any irrigation system outside of its established watering schedule may be allowed for repairs or routine maintenance without incurring a violation under the following circumstances:

- A. *Residential:* The owner or operator of the system has notified the Utilities Department either by telephone (in person or by message) or in writing or by e-mail at least one (1) hour BEFORE operation of the system. Any operation of the system for longer than five (5) minutes per zone will be considered to be in violation of the watering schedule. An operator must be present at all times when the system is in operation for routine maintenance or repair purposes outside of its established watering schedule.
- B. *Non-residential:* The owner/responsible party/landscape contractor may post an "Irrigation System Check in Progress" sign in the immediate vicinity of the water use. Operation of the system shall be for routine maintenance (i.e. checking zones for broken heads, timer operation, etc.) and shall be limited to the briefest time to observe and detect malfunctions. Any operation of the system for longer than five (5) minutes per zone will be considered to be in violation of the watering schedule. An operator must be present and visible at all times when the system is in operation for routine maintenance or repair purposes outside of its established watering schedule.

3.4.10 Water Waste

The following examples serve as illustrations of situations that shall be cited as violations of water waste prohibition. Similar situations as observed by water monitors will also be cited at their discretion:

- A. Continuous irrigation to any area resulting in ponding or pooling of water or in runoff water not absorbed into the ground or soil which flows away from the area being irrigated.
- B. Failure to repair any irrigation system that is leaking.
- C. Application of water intended for irrigation to an impervious surface, such as a street, sidewalk, or driveway, using potable water to wash down outdoor impermeable surfaces.
- D. Letting water run unrestricted from a hose or faucet to drainage.
- E. Operation of any irrigation system when demand management tools of section 3.6 of this policy have been invoked.

For water waste violations due to leaking or damaged irrigation components, the customer will be allowed a defined amount of time to repair the condition without incurring subsequent violations:

- Residential customers shall complete necessary repairs within seven (7) days of notification.
- Non-residential customers shall complete necessary repairs within two (2) days of notification.
- Public areas managed by the Town of Castle Rock Parks Department shall complete necessary repairs within twenty-four (24) hours.
- Notwithstanding the enforcement provisions set forth in Town Code, the Program Administrator may order a shut off of water service to property if the Program Administrator reasonably finds that an extreme waste of water is occurring on the property, with service charges for shut-off and turn-on of service applied to the account.

3.5 Enforcement

The purpose of enforcement of the watering schedule is to maintain the integrity of the water system during peak demand usage to ensure that positive pressure exists and fire flow demands are met. This code enforcement is conducted to protect the interests of the public and protect public health and safety. As the focus of the program is encouragement of compliance, first violations are issued as warnings with no surcharges applied, and subsequent violations are on a graduating scale. Water monitors and all other Town of Castle Rock staff are authorized to issue violations, but also receive training in educating water customers about the purpose of the program with the intent to encourage compliance. Members of the public can submit affidavits of witness of out-of-compliance irrigation, upon which the Town may issue a violation.

3.5.1 Monitors

Water monitors are employed as part-time temporary positions during the water restriction period. Monitors are hired through standard Town of Castle Rock employment procedures. See the current iteration of the Personnel Guidelines, or contact the Human Resources Department.

Wages are budgeted through the Water Resources Enterprise Fund. Since the watering schedule is a demand management measure, it is not directly associated with the Water Conservation Program. Funds must be allocated at the identified wage for adequate coverage of the water system. Coverage may be required to include 24-hours, 7 days per week, and is dependent on water system conditions.

Water monitors drive throughout the Town and monitor water use, including irrigation and water waste. Water monitors will receive training during their first week of employment: 1) in customer service, public education 2) operation/care of Town equipment; 3) irrigation system operation training 4) information log-

ging and violation processing; 5) safety training; and 6) to make inspections of soil preparation for new sod or seed installations that require an exemption to the watering schedule, as outlined in 3.3. The water monitor is first charged with personal safety, then with water schedule compliance. See Exhibit 9 for the water monitor training procedure and criteria.

Water monitors note date, time and type of watering schedule violation. Monitors note if personal contact was made with the customer and what level of public education took place, including distribution of schedules, and water conservation materials. Personal contact in issuance of violations of the watering schedule is encouraged if the owner is visually seen on the premises during the violation, and if the monitor feels safe in approaching the customer. Such personal contact is for the monitor's protection and is allowed during daylight hours only.

As necessary, water monitors may also be trained to inspect for adequate soil preparation as per the requirements for the watering schedule exemption permit for new seed or sod. As monitors inspect for these requirements, they may disseminate educational material for water customers regarding water conserving landscaping practices.

3.5.2 Evidence of Violation

Violations of the regular and approved alternative watering schedules are violations of municipal code and are subject to surcharges and potential discontinuance of service for non-compliance. Violation issuance hierarchy is confined to the current irrigation year January through December and will not be carried over from one year to the next. New customers are not subject to pre-existing violations for that specific address.

The party issuing the affidavit must witness the violation. For example, the monitor must see the out of compliance irrigation or water waste.

Although not required by Municipal Code, monitors may take photographs and/or video of the violation, documenting date and time. Should the violation be appealed, this data may serve as additional evidence that the violation actually occurred, and may be supplied to the customer upon request.

3.5.3 Warning/Surcharge Issuance Process

Violations that require surcharge issuance are copied daily to the Utility Billing section of the Utilities Department to apply to the appropriate utility billing account.

Violations are noted as legal documents on notarized affidavit forms, Exhibit 10. These forms are then processed on a daily basis, during regular business hours on standard forms that will be sent by U.S. Mail to:

- Owner/Responsible Party
- Occupant

Copies of violations may be sent at the Program Administrator's discretion to the landscape contractor at the contractor's expense.

Staff makes every attempt to notify responsible parties of non-compliance so that the situation may be corrected as soon as possible. It is, however not the Town's responsibility to notify any individuals not listed on the Utility Billing account information. At no time is bias applied in enforcement actions.

Although monitors or other Town staff document most violations, private parties may also fill out affidavits. Private parties may also contact Town staff to notify them that a violation is currently occurring. If staff is available, this may be immediately investigated and documented accordingly.

Due to the size, public exposure and potential negative impact to the water system of large, common and or public areas, responsible parties, i.e. landscape contractors, may be immediately notified through office, cell or pager numbers of the violation so the violation may be immediately addressed. This is accomplished during regular business hours. Should the violation be blatant and considered waste, a violation will be issued and the service may be discontinued until the contractor addresses and/or repairs the cause of the violation, i.e. leaking heads or zones going off at a non-approved time.

The warning/surcharge issuance process is as follows:

**Note:* All violations are processed and mailed to the aforementioned parties within 24 hours (during regular business hours) of the violation. Failure to do so however does not impact the validity of the enforcement action. Surcharges shall be applied to customer accounts within one week of the date of the violation.

1st Violation – Warning, no surcharge incurred

The enforcement form is processed with the appropriate violation and mailed, first class, to the appropriate parties. See Exhibit 11 for the sample letter mailed in case of warning issuance.

2nd Violation – Surcharge

The enforcement form is processed with the appropriate violation and mailed, first class, to the appropriate parties. Second violations will not be issued until five (5) business days following the mailing date of the first violation to allow the customer time to rectify the situation once they are notified of the problem.

3rd Violation – Surcharge

The enforcement form is processed with the appropriate violation and mailed, first class, to the appropriate parties. Third violations for customers will not be issued until five (5) business days following the mailing date of the second violation to allow the water customer time to rectify the situation upon notifications of the first and second violations.

4th Violation – Surcharge

The enforcement form is processed with the appropriate violation and mailed, and a copy is sent via U.S. Mail to the appropriate parties. Where possible and appropriate, the program administrator may attempt to notify the water customer by telephone.

5th Violation – Surcharge

The enforcement form is processed with the appropriate violation and mailed, via U.S. Mail with notice that irrigation service may be discontinued should non-compliance persist, and a copy is sent to the appropriate parties.

Subsequent Violations

The enforcement form is processed with the appropriate violation and mailed, via U.S. Mail, with notice that irrigation service may be discontinued without immediate compliance, and a copy is sent to the appropriate parties.

Exhibit 12 is a copy of the enforcement form.

3.5.4 Surcharge Values

Per Chapter 13.15.050 of municipal code, surcharges may be issued against owners or responsible parties for watering schedule non-compliance. The Town reserves the ability to immediately terminate irrigation or other watering for due cause, and not to be reinstated until the system or use comes into compliance. Current policy guidelines outline the following charges to be applied to the appropriate utility billing account.

For common areas where water charges are paid for by the Town of Castle Rock, yet landscape management is accomplished by a private entity such as a district or homeowner's association, the private party that is managing the project is responsible for adhering to the criteria outlined in this policy and all charges incurred for non-compliance.

Public irrigated areas and facilities that are managed by the Town of Castle Rock Parks Department are not exempt from surcharge issuance and are subject to all levels of enforcement.

<u>Residential</u>	<u>Non-residential</u>
1 st – Warning, no surcharge	1 st – Warning, no surcharge
2 nd - \$25.00 surcharge	2 nd - \$50.00 surcharge
3 rd - \$50.00 surcharge	3 rd - \$100.00 surcharge
4 th - \$100.00 surcharge	4 th - \$200.00 surcharge
5 th - \$200.00 surcharge	5 th - \$400.00 surcharge
Subsequent - \$200.00 surcharge	Subsequent - \$400.00 surcharge
Subject to service discontinuance	Subject to service discontinuance

3.5.5 Appeal Process

The appeals process does not apply to warning issuance. Appeals of violations with associated surcharges may be brought before the program administrator in written form.

If a party believes that a surcharge has been assessed erroneously, the party may submit a letter of appeal. This appeal must be submitted, in writing, within 10 days of the mailing date of the violation notification to the Water Use Management Program Manager. The appeal letter should include a thorough explanation of why the customer believes the surcharge is in error and any other reasons why the surcharge should be waived, and must include the following information:

- Specific violation in question including violation number, date and time.
- Reason for the infraction proving it to be outside of the control of the owner, or responsible party.
- Or why the party feels that the violation did not take place as identified on the violation notification.
- Requested action by the Town.
- Signature of owner and responsible party.

See Exhibit 13, the form for processing a surcharge waiver.

- A. *Timing of Appeal Request:* Appeals must be received within 10 days of the mailing date of the violation notification. Any appeal received after that date will not be considered, and the associated surcharge will not be removed from the account.
- B. *Timing of Response to Applicant:* The Town shall respond to the customer within 10 business days of receipt of an appeal request.
- C. *Crediting Criteria:* Associated surcharges must be paid by the customer by the billing due date of their utility bill. If the customer's appeal is approved, the related surcharge will be credited to their utility billing account within the subsequent billing cycle.

Should the Water Use Management Program Administrator deny the appeal, the party may appeal to the Utilities Director. Subsequent appeal requests may be reviewed by the Town Manager. As with other Code violations, ultimate authority over such cases lies in the Municipal Court system. Timing of appeal notifications shall be consistent with Chapter 13.14.080 of municipal code.

3.5.6 Appeal Approval Criteria

Appeals may be approved and subsequent surcharges may be waived based on the following standard criteria:

- A. Loss of Power: Loss of power to an automatic irrigation system due to area power outages. This type of appeal may only be used for a one-time appeal approval and may not be used for subsequent violations.
- B. Mechanical Failure. Evidence of a verifiable mechanical failure of programmable timer. This type of appeal may only be used for a one-time appeal approval and may not be used for subsequent violations.
- C. Post Office Error. The customer did not receive the notification of violation as evidenced by the Town receiving the notification returned from the post office.
- D. Hardship. Demonstration of extreme hardship as approved by the Utilities Director.
- E. Special Condition. As deemed appropriate by Program Administrator.

Owners are responsible to ensure that their properties meet the watering use management regulations. When a homeowner is on vacation or otherwise unable to make this assurance, it is recommended that the owner designate a responsible party to oversee the property during their absence.

Irrigation during storm events is discouraged. Public, non-residential and common areas will be cited for water waste under these circumstances, and shall have properly functioning moisture-sensing equipment on all systems.

3.5.7 Customer Assistance Programs

The Town of Castle Rock offers the community various opportunities to conserve water. Please see www.CRconserve.com for current program information.

3.5.8 Consumption Restrictions

At the discretion of the Utilities Director, flow restriction devices may be placed on large irrigated area service connections to ensure consumption volumes do not exceed those identified on schedule submittals. These devices may be installed at the expense of the account holder and/or responsible party, to include cost of equipment and staff resources for installation.

3.6 Demand Management Tools

Should circumstances require additional demand management tools to be put into place to avert loss of fire flows and/or positive water system pressures, the following demand management tools may be implemented upon proper approval:

3.6.1 Curtailment/Discontinuance of Public/Common Area Irrigation

(As approved by the Utilities Director)

3.6.2 Discontinuance of Line Flushing

(As approved by the Utilities Director)

3.6.3 Discontinuance of Bulk Water Sales

(As approved by the Utilities Director)

3.6.4 Alteration of Regular and Approved Alternative Irrigation Schedule

(As determined by the Utilities Director, Town Manager and Town Council)

- A. Curtail issuance of exemption permits for new seed/sod installation
- B. Further limiting times and dates of irrigation.
- C. Discontinuance of car washing, decorative fountains and entertainments water use.
- D. Discontinuance of all exterior water usage, including irrigation.
- E. Discontinuance of all non-essential water usage.



Section 4. Database Management

4.1 Database Management

The water use management program information management system consists of several tools. These include:

- Alternative irrigation schedules and non-residential maintenance submittals shall be incorporated into a computer database that includes copies of all information mailed to each owner and/or responsible party, schedule application, approved schedule and all contract information.
- Exemption computer database that reflects all approved exemptions and cross-references, all account activity associated with enforcement.
- Enforcement computer database that reflects all warnings, surcharges, appeals and subsequent actions associated with property, inclusive of telephone and personal contacts.

Water use management program information is managed on a yearly basis. Alternative schedule requests and nonresidential maintenance submittals must be resubmitted and approved for each applicable irrigation season. Enforcement action is accomplished on an annual basis as well, and water waste enforcement occurs throughout the year.



Section 5. Landscape Professionals Maintenance

5.1 Landscape Professionals – Maintenance

Irrigation of large irrigated areas not only creates a large volume demand on the water system, it is a high profile activity for the residents and business owners in the Town of Castle Rock. In the past, lack of program awareness and non-compliance of large irrigated areas have resulted in extensive amounts of staff involvement, large numbers of violations and surcharges, including service discontinuance, as well as large amounts of negative public feedback.

Compliance with the irrigation schedule requirements is necessary to:

- Maintain adequate water service volumes.
- Maintain positive public relations with the community.

Therefore it is necessary that the landscape professionals that maintain these properties be thoroughly aware of all operational criteria. In order to address these issues non-residential irrigated areas shall be managed by Town of Castle Registered Landscape Professionals.

The registration process shall include the following:

- A. Attendance at an annual seminar; and
- B. Passing score (75% or better) on a test formatted to identify level of knowledge of the Water Use Management Program and Town of Castle Rock Landscape Regulations.
(See Registration of Landscape Professional Form, Exhibit 14.)

The curriculum for the seminar shall include at a minimum:

1. Program intent and objectives.
2. Designation of non-residential irrigated areas.
3. Non-residential irrigated schedule parameters.
4. Acquire submittal requirements.
5. Enforcement parameters.
6. Demand management tools.
7. Related Landscape Regulation and Principles components.

Testing process shall be open-book and based on parameters that relate to each module of the seminar curriculum.



Appendices

Exhibit 1	Water Restriction Code – Chapter 13.15
Exhibit 2	Annual Review Recommendations/Issues List
Exhibit 3	Sample Water Schedule & Customer Letter
Exhibit 4	Sample Non-residential Communications
Exhibit 5	Non-residential Maintenance Submittal
Exhibit 6	Temporary Irrigation Exemption Applications
Exhibit 7	Exemption Placard
Exhibit 8	Special Pressure Related Area Schedule
Exhibit 9	Water Monitor Training Guidelines
Exhibit 10	Violation Affidavit Form
Exhibit 11	Sample Warning Letter
Exhibit 12	Sample Subsequent Enforcement/Violation Notification
Exhibit 13	Request for Waiver Processing Form
Exhibit 14	Landscape Professional Qualifications Form
Exhibit 15	Soil/Irrigation Inspection Request

Exhibit 1

Water Restriction Code - Chapter 13.15

Chapter 13.15

Water Restrictions

- 13.15.010 Definitions**
- 13.15.020 Regulations**
- 13.15.030 Alternative schedules**
- 13.15.040 Waste prohibited**
- 13.15.050 Enforcement**
- 13.15.060 Appeals**
- 13.15.070 Other actions authorized**

13.15.010 Definitions.

The following terms used in this Chapter are defined as follows:

Irrigation season means the period between May 1 and September 30, inclusive, of each year.

Owner means the person or entity who is the owner of the real property receiving utility services, as shown in the public records of the County Assessor; provided, however, that if title is held in representative capacity, or the right to possession, use and control of the property has been judicially vested in another party, such equitable owner(s) shall have the rights and responsibilities afforded and imposed by this Chapter.

Program Administrator means the Town Manager of the Town of Castle Rock, or his or her designee.

Responsible party means the person or group identified by the owner as such, including property manager or homeowner's association representative.

Utility bill means the periodic statement of utility charges issued in accordance with Section 13.14.040. (Ord. 2000-10 §1(part), 2000; Ord. 97-18 §1(part), 1997; Ord. 93-5 §2(part), 1993)

13.15.020 Regulations.

The following regulations shall apply to the time and date for use of water for lawn and landscaping irrigation during the irrigation season:

- A. Permissible irrigation hours shall be dictated by the Program Administrator sixty (60) days prior to the onset of restrictions.
- B. In order to stagger the demand on the Town's water delivery system during the irrigation season, watering shall be restricted to every third day in accordance with the following procedure:
 - 1. Properties with an assignment address ending in digit zero (0) through three (3) is designated by a square (*), digit four (4) through six (6) by a circle (○) and digit seven (7) through nine (9) by a diamond (◇).
 - 2. Those properties for which several taps, services and/or addresses exist, the appropriate designated schedule shall be determined by Town staff, no later than two (2) weeks prior to the onset of restrictions.
- C. Annually, not later than thirty (30) days prior to commencement of the irrigation season, the Program Administrator shall designate in writing the permissible watering days for each circle, square and diamond address, which shall be kept on file with the Town Clerk, posted in a conspicuous place at the Town's administrative offices and published at least twice in a newspaper of general circulation; provided however, that the failure to make such timely designation shall not impair the enforceability of the ordinance codified in this Chapter for violations occurring after the date such designation is made. (Ord. 2000-10 §1(part), 2000; Ord. 99-10 §1, 1999; Ord. 97-18 §1(part), 1997; Ord. 93-5 §2(part), 1993)

13.15.030 Alternative schedules.

In the event the Program Administrator determines that a hardship/special circumstance exists for any owner, due to an irrigation requirement which cannot be met under the provisions of this Chapter, alternative schedules may be approved by the Program Administrator.

A. The owner shall complete and file with the Town an application for such exemption. Such application shall contain the applicant's name, the address of the premises requiring the exemption, the reason and hardship requiring the exemption, the approximate square footage requiring irrigation and a description of the type and form of material requiring irrigation.

B. If, upon review, the Program Administrator determines that granting of the exemption will not significantly impact the water system, the Program Administrator may issue an exemption certificate, stating appropriate conditions thereon, specifically including the effective date and the expiration date.

C. An administrative fee for issuance of the permit, not to exceed twenty-five dollars (\$25.00), may be imposed. (Ord. 2000-10 §1(part), 2000; Ord. 97-18 §1(part), 1997; Ord. 93-5 §2(part), 1993)

13.15.040 Waste prohibited.

Waste of potable water shall not be permitted. *Waste* is defined as applications of potable water which do not result in beneficial use of the water. (Ord. 2000-10 §1(part), 2000; Ord. 97-18 §1(part), 1997; Ord. 93-5 §2(part), 1993)

13.15.050 Enforcement.

A. The owner or responsible party shall be responsible for compliance with the provisions of this Chapter and will be subject to surcharges for noncompliance.

B. The Town reserves the ability to immediately terminate irrigation or other wasting for due cause with the Program Administrator's approval, and not to be reinstated until the system or use comes into compliance with this Chapter. (Ord. 2000-10 §1(part), 2000; Ord. 97-18 §1(part), 1997; Ord. 93-5 §2(part), 1993)

13.15.060 Appeals.

Appeals of such penalties may be brought before the Town Manager or such other person designated by the Town Manager to hear such appeals. The appeal process of Section 13.14.080 shall apply to such appeals. (Ord. 2000-10 §1(part), 2000; Ord. 97-18 §1(part), 1997; Ord. 93-5 §2(part), 1993)

13.15.070 Other actions authorized.

Nothing contained herein shall preclude the Town or its officials from pursuing further injunctive relief, requesting the court to issue a restraining order or injunction precluding an offender from further use of the Town's potable water system for outside irrigation, during the balance of the irrigation season. (Ord. 2000-10 §1(part), 2000; Ord. 97-18 §1(part), 1997; Ord. 93-5 §2(part), 1993)

Exhibit 2

Annual Review Recommendations / Issues List *(if applicable)*

This section reserved for notes, etc. for WUMP update (if applicable)

Exhibit 3

Sample Water Schedule and Customer Letter



WATERING SCHEDULE

All water customers follow circle, diamond or square.
 Certain streets in Founders Village have a special schedule.

- If your address ends in 0, 1, 2 or 3, a square designates your watering days.
- If your address ends in 4, 5 or 6, a circle designates your watering days.
- ◆ If your address ends in 7, 8 or 9, a diamond designates your watering days.



JUNE							JULY							AUGUST						
Sun	Mon	Tues	Wed	Thur	Fri	Sat	Sun	Mon	Tues	Wed	Thur	Fri	Sat	Sun	Mon	Tues	Wed	Thur	Fri	Sat

Visit CRconserve.com for Castle Rock conservation and irrigation tips.



Representative Sample

(date)

Dear Resident:

It is that time of the year again and we are gearing up for the irrigation season by enclosing this year's **water schedule**. This schedule outlines the days and hours during which landscape irrigation may take place in the Town of Castle Rock for residential and nonresidential properties.

Since 1985, the Town of Castle Rock has implemented measures to ensure there are adequate water supplies during the peak irrigation season by using this **every-third day watering schedule** for landscape irrigation. It is a "circle-diamond-square" format that uses the last digit of your address to designate your watering symbol.

Water supplies along the front-range have been a recent focus of many media articles, especially related to the recent drought conditions in Colorado. Property owners are rightly concerned about their investment and are becoming more informed about where their water comes from today, and tomorrow. While Castle Rock's water supply system is primarily groundwater based, which is different than many other front-range water users that rely on surface water sources, it is *less subject* to the impacts of drought. However, it is also a *finite* resource that must be prudently managed.

Please read the enclosed schedule and call us if you have any questions concerning irrigation of your property. We have also included some answers to commonly asked questions regarding things like washing your car, or having your children run through sprinklers.

To meet all water demands, including interior and exterior water use, as well as provide fire flows, it is vital that Castle Rock residents abide by their watering days and times. Irrigation outside the parameters identified above may result in violations, including surcharges and penalties, up to and including discontinuance of service.

Planning on a few landscape projects this summer? Remember that *no-fee watering exemption permits* may be available from the Utilities Department, allowing additional irrigation on a temporary basis for establishment of new plant materials. Certain information about property soil preparation is required upon application for these permits, so be sure to call if you have any questions about this process **before** you install your new landscaping.

If you upgrade your automatic irrigation system controller or replace existing traditional spray nozzles with rotary nozzles during the current irrigation season, you may qualify for a rebate! Please contact our offices, or visit our website (www.CRgov.com) for more information about these rebate programs.

If you have any questions regarding your watering schedule, watering exemption permits, or the rebate programs, please contact the Utilities Department at 720-733-6000.

Exhibit 4

Sample Non-residential Communications



Representative Sample

(date)

Dear Property Owner/Manager:

Our records indicate that the property or properties you manage or own within the Town of Castle Rock are considered non-residential in accordance to the Water Use Management Plan. Therefore, your property or properties must complete a ***Non-Residential Maintenance Submittal*** and be maintained by a Town of Castle Rock registered Maintenance Contractor.

The Town of Castle Rock is working hard to uphold its Water Use Management Plan, which outlines seasonal irrigation parameters for all water customers.

Enclosed you will find a *Non-Residential Maintenance Submittal*. Please take the time to complete this application and forward it to your registered landscape contractor. ***Submittals shall be received within ten (10) days of system activation; and no later than April 30 each year.*** Classes are being held to register contractors. See Website at www.CRgov.com for class dates. Reservations are required, so please call 720-733-6000 to reserve your spot.

For more information about specific regulations associated with the Water Use Management Plan, please contact me or access our website at www.CRgov.com.

Also, please note that there have been ***many changes in our landscaping regulations that may directly impact your property.*** Castle Rock's Landscape Regulations and Principles were adopted in December 2012. The purpose of the Landscape Regulations is to create a community culture that embraces water conservation and smart watering practices, xeric design and efficient irrigation techniques which will save the Town and its ratepayers millions of dollars in the infrastructure, help stabilize future rate increases, protect the investments of the property owners and, most importantly, extend the life of the Town's aquifers. These Regulations greatly influence all new installations. Please contact me if you are installing any new areas or are renovating any landscaped areas.

We look forward to working with you through the irrigation season. If you have any questions or concerns, please contact me at 720-733-6000.

Sincerely,

(name)

Exhibit 5

Nonresidential Maintenance Submittal

TOWN OF CASTLE ROCK
NON-RESIDENTIAL MAINTENANCE SUBMITTAL

IMPORTANT APPLICATION/SUBMITTAL INFORMATION

Applications and associated submittal information shall be received **within 10 days of system activation; and no later than April 30 each year.** Failure to submit application and comprehensive submittal information shall result in water service discontinuance as of May 15.

Submittals will be processed through:

Utilities Department
175 Kellogg Court, Castle Rock, CO 80109
720-733-6000

Date of Application Submittal: _____

Name of Property Owner / Responsible Party: _____

Property Name and Location: _____

Mailing Address: _____ Email: _____

City, State, Zip Code _____ Phone: _____

Designated utility account*: _____

**The designated utility account shall be one account designated by owner/responsible party to which charges for restriction violation and Utilities Department services (such as shut-off/turn-on activities) for the entire property shall be applied.*

Property Owner/Responsible Party

I verify that the identified maintenance contractor shall operate the irrigation system for this property in accordance with the Town of Castle Rock Water Use Management Plan, and the approved schedule. I agree that the enclosed information is complete and accurate. I understand that charges for non-compliance, Utilities Department services and other charges may be incurred against the designated utility account for the property, and are subject to the Regulations identified in the Town of Castle Rock Municipal Code, including, but not limited to Chapters 13.14 and 13.15.

Signature of Responsible Party

Date

Property Maintenance Contractor

Maintenance Contractor: _____

Contact for Property: _____ TCR Registration #: _____

Mailing Address: _____

E-Mail Address: _____

Office Phone: _____ Cell Phone: _____ Pager: _____

I verify that I and/or my company employees shall operate the irrigation system for this property in accordance with the Town of Castle Rock Water Use Management Plan, and the approved schedule. I agree that the enclosed information is complete and accurate. I understand that it is unlawful to access Town of Castle Rock property, including metering equipment, meter pits, meters, main line equipment, etc. I understand that unauthorized access, and/or damage to Town property are prosecutable offenses according to Town of Castle Rock Municipal Code.

Signature of Maintenance Contractor

Date

Required Submittal Information: Please be aware that **all** of the following information is required. Partial submittals will not be accepted.

1. Complete Application
2. Designated Area Map or Site Plan, including:
 - ☐ Map/site plan showing all irrigated areas,
 - ☐ Street names.
 - ☐ Meter locations and sizes (with account numbers).
 - ☐ Backflow prevention assembly locations and sizes. (A passing backflow prevention assembly test report must be submitted to Town of Castle Rock within 10 days of system activation. Approved test report forms available at Utilities Department).
3. Irrigation System Information, including
 - ☐ Controller type (Make and Model).
 - ☐ Please list conservation practices that are being done (Cycle and Soak, special equipment, etc.).
 - ☐ Confirm rain sensor installed and operational.
4. Property/Management Information
 - ☐ Square footage and type of plant material by metered service.
5. Maximum Seasonal Water Application Information (show peak water use)
 - ☐ Verify that you will be able to stay within the Town of Castle Rock watering schedule. (Maximum seasonal supplemental irrigation application rate in inches).
 - ☐ What are the designated days and hours of irrigation?
 - ☐ Attach Town of Castle Rock Irrigation Chart for each controller
6. Maintenance Contractor Information
 - ☐ Town of Castle Rock certification number and copy of certificate.
 - ☐ Standard system check schedule.
 - ☐ Standard malfunction response time.

Exhibit 6

Residential Temporary Irrigation Exemption Application



Residential Temporary Irrigation Exemption Application

Please complete the form below to apply for a temporary irrigation exemption. The exemption period for new sod is up to 30 days and seed or other plant materials up to 45 days from the date of installation. You will receive your placard within five (5) business days.

Address of Property Requiring Exemption _____

Name: _____

Phone #: _____ Email Address: _____

Mailing Address (if different): _____

City: _____ State: _____ Zip: _____

Reason for exemption request: ☐ New sod ☐ New Seed ☐ Other plant materials (e.g. shrubs, trees)

Location: ☐ Front ☐ Back ☐ Side

Type of soil preparation materials used. This material should be tilled to a minimum 6" depth.

Automatic sprinkler system: ☐ Yes ☐ No Builder/developer installation: ☐ Yes ☐ No

If builder/developer installed, please list Building/Irrigation Permit #: _____

Backflow prevention test date (if applicable): _____

Conditions of irrigation exemption:

- Daily watering is allowed for the identified property and locations between the hours of 8 p.m. - 8 a.m.
- After exemption period ends, all applicable restrictions currently in place will be followed.
- Placard shall be posted in a location clearly visible from the street.
- Amount of my monthly water budget will not be increased during the exemption period.
- Tier 4 Conservation Surcharges will not apply during the exemption period.

Signature _____

Date _____

For office use only

Effective dates of irrigation exemption From _____ to _____

Town of Castle Rock, Utilities Department, 175 Kellogg Ct., Castle Rock, CO 80109

Nonresidential Temporary Irrigation Exemption Application

Name: _____ Date of Application Submittal: _____

Address of Property Requiring Exemption: _____

Landscape Company: _____

Mailing Address: _____ Subdivision Name: _____

City, State, Zip Code: _____ Phone: _____

Property Owner / Responsible HOA: _____ Account #: _____

Reason for exemption request

_____ New Seed/Sod/Other Plant Material (circle applicable request/s)

Installation Date: _____

Total Square Footage: _____ Sod Allowance sq. ft.: _____

Type of sod used: _____ Tilled to a depth of: _____

TCR Soil Inspection Date: _____ TCR Irrigation #: _____

Soil Preparation Materials: _____ Affidavits Provided: _____

_____ Hydro-seed installation (Requires Special Schedule Submittal)

_____ Other (explain) _____

For Office Use Only

Duration of Exemption: _____

(30 days for new sod, 45 for new seed)

From: _____ To: _____

Installation Inspection: Date: _____

Initial of Inspector: _____

- ☐ Use the back of this sheet to outline the areas requiring temporary exemptions.

I understand that this is a temporary exemption that allows daily watering for the identified property and locations, between the standard schedule hours of 10 p.m. to 5 a.m. for the identified duration of the permit. I acknowledge that by signing this I understand the Water Use Management Plan and will abide by all watering restrictions.

Applicant Signature _____ Date _____

Property Owner or Responsible Party _____ Date _____



Exhibit 7

Exemption Placard



TEMPORARY IRRIGATION EXEMPTION

Address/Location: _____

WATERING HOURS	
Residential 8 p.m. - 8 a.m.	Nonresidential 10 p.m. - 5 a.m.

Daily irrigation is allowed for the property and location as described in the exemption application. This placard shall be posted in a location which is clearly visible from the street. Upon expiration of the exemption, please follow all restrictions currently in place. This exemption will not increase the amount of my monthly water budget. Tier 4 Conservation Surcharges will not apply during the exemption period. Water waste is not allowed during the exemption period, and may be subject to a violation.



NOTICE: This exemption is issued pursuant to the provisions of Chapter 13.15 of the Municipal Code of the Town of Castle Rock, and is subject to revocation should conditions require.

Approved: _____ Date: _____
Utilities Department Authorized Staff Signature

Exhibit 8

Special Pressure Related Area Schedule - Founders Village



Representative Sample

(date)

RE: FOUNDERS VILLAGE SPECIAL SCHEDULE AREA

Dear Special Schedule Area Resident:

Recently you received the mandatory watering schedule for the Town of Castle Rock. As many of you long-time Founders area residents know, each year you receive a special watering schedule for your area that assigns your watering day symbol, instead of assigning it by last digit of your address. Enclosed is a list with your assigned symbol.

The addresses in your area end in similar numbers, so normally your assigned watering symbol would be the same for each home. However, with you and your neighbors watering on the same day, low-pressure problems are created. So, as we have done in the past, watering day symbols are assigned to alternate watering days.

Please locate your address on the enclosed list and note the assigned symbol for your watering day. Watering is allowed on the day that corresponds to your specially assigned symbol on the standard schedule. Please remember that the standard hours of irrigation 8 p.m. to 8 a.m. on your assigned day. No daytime watering is allowed between 8 a.m. and 8 p.m.

If you have any questions regarding this special schedule, please contact us at 720-733-6000.

Sincerely,

Utilities Department

Founders Area Water Day Symbols for Water Restriction

Locate your address and note the assigned symbol which denotes your “new” watering day.

Aspen Avenue

5200 = square
5220 = circle
5240 = diamond
5241 = diamond
5260 = square
5261 = circle
5280 = circle
5281 = square
5300 = diamond
5301 = diamond
5320 = square
5321 = circle
5340 = circle
5341 = square
5360 = diamond
5361 = diamond
5380 = square
5400 = circle
5401 = circle

Bristol Street

15 = circle
24 = circle
25 = square
34 = square
35 = diamond
44 = diamond
45 = circle
55 = square
75 = diamond
95 = circle
104 = diamond
105 = square
124 = circle
135 = diamond
144 = square
165 = circle
174 = diamond
194 = circle
195 = square
205 = diamond
214 = square
215 = circle
235 = square
244 = diamond
245 = diamond
255 = circle

Cherry Street

156 = circle
157 = square
176 = diamond
177 = circle
192 = square
197 = diamond
216 = circle
217 = square
236 = diamond
237 = circle
256 = square
257 = diamond
267 = square
276 = circle
277 = circle
296 = diamond
297 = diamond
306 = square
307 = square
326 = circle
327 = circle
346 = diamond
347 = diamond
367 = square

S. Carlton Street

815 = diamond
833 = square

E. Hamilton Ave

5126 = square
5146 = circle
5166 = diamond
5186 = square
5206 = circle
5216 = diamond
5226 = square
5236 = circle
5246 = diamond
5256 = square
5266 = circle
5276 = diamond
5286 = square
5296 = circle
5306 = diamond
5326 = square
5346 = circle
5366 = diamond
5386 = square

Holcomb Street

5250 = square
5251 = square
5270 = diamond
5271 = diamond
5290 = circle
5291 = circle
5300 = square
5301 = diamond
5320 = diamond
5321 = diamond
5340 = circle
5341 = circle
5360 = square
5361 = square

N. Holcomb St.

110 = circle

E. Howe Street

5256 = square
5259 = diamond
5276 = diamond
5279 = circle
5296 = circle
5306 = square
5326 = diamond
5329 = circle
5346 = circle
5349 = square
5366 = square

E. Kensington Ave

5221 = square
5233 = circle
5245 = diamond
5257 = circle
5260 = square
5269 = diamond
5270 = circle
5290 = diamond
5293 = circle
5305 = diamond
5310 = square
5317 = square
5329 = diamond
5330 = circle
5341 = circle
5350 = diamond
5351 = square
5370 = square
5371 = circle
5390 = circle
5391 = diamond

More addresses



Page 1 of 2

**Founders Area Water Day Symbols
for Water Restriction
Page 2 of 2**

E. Manchester Dr

5349 = diamond
5359 = circle
5379 = square
5389 = diamond
5407 = circle

Ponderosa St

154 = diamond
155 = square
174 = square
175 = circle
194 = circle
195 = diamond
214 = diamond
215 = square
234 = square
235 = circle
254 = circle
255 = diamond
274 = diamond
275 = square
285 = circle
295 = diamond

Spruce Avenue

5238 = diamond
5248 = circle
5257 = square
5258 = square
5267 = diamond
5277 = circle
5287 = square
5297 = diamond
5317 = circle
5337 = diamond
5338 = diamond
5357 = square
5358 = circle
5377 = diamond
5397 = square
5441 = diamond
5461 = circle
5462 = diamond
5481 = square
5482 = square
5501 = diamond
5502 = circle
5521 = circle
5532 = diamond
5541 = square
5561 = diamond
5581 = square

Sandpiper Ave.

5242 = circle
5243 = square
5262 = diamond
5263 = diamond
5282 = square
5283 = circle
5302 = circle
5303 = square
5322 = diamond
5323 = diamond
5342 = square
5343 = circle
5362 = circle
5363 = square

E. Weston Ave.

5333 = square
5343 = diamond
5353 = circle
5363 = square
5373 = diamond
5383 = circle
5393 = square
5354 = circle
5374 = square
5394 = circle

Willow Court

5284 = circle
5304 = diamond
5305 = square
5324 = square
5325 = diamond
5344 = circle
5345 = circle
5364 = diamond
5365 = square

Willow Street

34 = square
54 = diamond
74 = circle
94 = square
114 = diamond
134 = circle
174 = square
194 = diamond
214 = circle
234 = square
254 = diamond
274 = circle
294 = square
314 = diamond
334 = circle
344 = square
364 = diamond
374 = circle
394 = square

Exhibit 9

Water Monitor Training Guidelines

Water Monitor Training

Program Background

- Water resource information
- Program history
- Overview of implementation policy contents

General Employee Information

- Personnel guideline distribution
- Employee identification (attire, identification card)
- Care of Town equipment (radios/flash lights/video/photo equipment/etc.)
- Use of Town vehicles
- Interaction with other Town employees

General Duties

- Public education
- Violation logging
- Soil preparation inspections

Safety

- Vehicle operation and driving hazards
- Friendly customer contact
- Hostile customer contact procedures
- Radio contact procedures
- Police contacts

Customer Service/Public Outreach

- Logging customer issues and concerns for management review
- Calendar dissemination
- Xeriscape/water conserving landscaping information
- Automatic sprinkler system operation
- General water conservation and rebate information
- Current newsletters and publications
- Consumer Confidence Reports
- "Frequently asked questions" pamphlets
- Situational customer service role playing training
- Supervisory referrals

Information/Data Management

- Logging all customer contacts
- Logging of violations
- Affidavit completion
- Violation/paperwork processing timing

Irrigation System Training

- Identification of automatic system components
- Use of hoses
- Timer and system checks

Soil Preparation Inspections

- Soil preparation organic material components
- Depth specifications

Types of Irrigation Schedules

- Regular residential and non-residential areas
- Alternative/special schedules
- Exemptions

Exemptions

- How to obtain
- Reasons to obtain (new plant material, disease mitigation, fertilization, hydro-seeding)
- Placard display and information
- Delivery of placards

Special Water Uses

- Low pressure areas (Founders special schedule)
- Master metered properties
- Hand watering
- Water for entertainment
- Pressure washing
- Street washing
- Car washing
- Fountains
- Irrigation system repair
- Water waste criteria

Non-Residential Areas/Special Schedules

- Town managed properties
- HOA/District managed properties
- Individual schedule components
- Responsible parties/maintenance contractors and contacts
- Levels of out-of-compliance irrigation/subsequent violations

Violation Processing

- Warnings
- Surcharges
- Discontinuance of water service criteria
- Appeals proces

Minimum Soil Preparation Requirements

- 4 cubic yards of organic material per 1,000 square foot of turf area
- Tilled to a minimum depth of 6 inches

Additional Recommendation

- Perform soil analysis to determine best organic material composition
- Apply localized fertilizer conducive to plant establishment needs
- Till organic material to a depth of 6-12 inches

Inspection Procedure

- Note date/time of inspection (on exemption application when appropriate)
- Obtain receipts for verification of organic material, type and quantity
- Note square footage
- Note depth of tilling in at least four different areas of the turf and pulling back the sod and inserting screwdriver into the soil until resistance is noted. Note the depth.

Exhibit 10

Violation Affidavit Form



'Be Water Wise'

SAMPLE
Watering Schedule
Violation Affidavit

(actual violation is recorded electronically)

I, _____,

☐ Reside at _____

☐ Town of Castle Rock employee,

swear or affirm that I observed the following apparent violation(s) of the Castle Rock watering restrictions:

ADDRESS: _____

SUBDIVISION: _____

DATE/TIME: _____ Date _____ Time (a.m./p.m.)

NATURE OF VIOLATION: ☐ Day ☐ Time ☐ Waste (explain) _____

LOCATION / SOURCE OF VIOLATION:

☐ Front

☐ Side

☐ Back

☐ Automatic Irrigation System

☐ Hose & sprinkler

☐ Other (explain)

(Office use only)

IDENTITY OF VIOLATOR: _____

Account Number: _____

Owner (as listed in Utility Billing): _____

Address: _____

Comments:

Affiant

Date

Exhibit 11

Sample Warning Letter

Date:

Time:

Account #

Efficient water use is part of living in Castle Rock's semi-arid, high desert climate where every drop of water counts - whether it's pumped fresh from a well or saved through reduced lawn watering.

Wise water use is something we value at the Town. It's the small, everyday decisions that add up to enormous water savings and allow our community to maintain its economic strength and its quality of life.

We observed at your location, the following:

The 2012 watering schedule was distributed by mail at the beginning of the season. For additional copies or tips on how to conserve, please visit CRconserve.com.

Your cooperation is greatly appreciated.

Utilities Department 175 Kellogg Ct., Castle Rock, CO 80109
Questions? Call 720-733-6017



Exhibit 12

Sample Subsequent Enforcement / Violation Notification

Date: _____ Time: _____ Account # _____
Address: _____
Location: _____

Please be advised the above information constitutes a violation of the *Town of Castle Rock Municipal Code Chapter 13.15: Water Restrictions*. The information below indicates the amount your water bill will be surcharged. Subsequent violations will result in additional enforcement actions, including surcharges and potential termination of water service.

Water Violation Number _____
Surcharge Amount \$ _____

Requests for appeal must be received in writing at the address shown below within ten business days of the date of this notice (*per Town of Castle Rock Municipal Code Chapter 13.14.080*).

Utilities Department 175 Kellogg Ct., Castle Rock, CO 80109
Questions? Call 720-733-6017



Exhibit 13

Request for Waiver Processing Form

WATERING RESTRICTION VIOLATION APPEAL PROCESSING FORM

Date Initial Request Received: _____

Name: _____

Address: _____

Violation Waiver Request: Date: _____ 1st/2nd/3rd/4th/Subsequent

Type of Violation: _____ Date _____ Time _____ Waste _____ Other _____

Number of Violations at above address (including current request): _____

WAIVER REQUEST INFORMATION:

	<u>YES</u>	<u>NO</u>	
Request Received within 10 days:	_____	_____	
Type of Request: Power Interruption	_____	_____	
Mechanical malfunction (Controller/valves/other)	_____	_____	
Previous violations waived:	_____	_____	Reason: _____
Other: _____			

STAFF RECOMMENDATION:

Water Conservation Technician:	_____ Approve Request	_____ Disapprove Request
Utilities Program Analyst:	_____ Approve Request	_____ Disapprove Request
Utilities Director:	_____ Approve Request	_____ Disapprove Request

NOTIFICATIONS:

Receipt of Request to Applicant: Yes/No (circle) Date: _____

Approval/Denial (circle one) Decision to Applicant - Date: _____

If Approved:

Approval/Waiver Amount sent to Utility Billing - Date: _____



Representative Sample

(DATE)

(NAME)

(ADDRESS)

(TOWN ADDRESS)

RE: Water Use Management Plan Violation Appeal Request

Dear _____;

The Utilities Department is in receipt of your request to waive the recent water restriction program violation. Your initial request has been received within the necessary 10-day processing period. Review of your request is underway, and you will be notified of the decision regarding your request as soon as possible.

Please be aware that surcharge amounts associated with the violation in question may be applied to your utility billing account. Pending a decision regarding the waiver request, associated surcharges are due at the same time as charges for water/wastewater services. Failure to pay your utility statement in full will result in late charges. Should your request for waiver be granted, only associated surcharge value will be credited to your account within one week of the decision. Incurred late charges would not be credited.

Thank you for your attention to this matter. If you have any questions regarding the processing of your request, please feel free to contact me at 720-733-6000.

Sincerely,

Name

Water Conservation Specialist

Exhibit 14

Landscape Professionals Qualifications Form



Landscape Professionals Registration

Date: _____

Registrant's Name: _____

Choose all types of registrations that apply:

☐ Maintenance ☐ Design ☐ Installation ☐ Irrigation Design

☐ State of Colorado Landscape Architects License Number: _____

(Email copy to waterconservation@crgov.com)

☐ Renewal

As a Town of Castle Rock registered landscape professional, I certify that I am qualified to design, install, and/or maintain commercial and/or large irrigated areas and acknowledge that it is my responsibility to stay current on all policies and procedures identified in the Water Use Management Plan (WUMP) and the Landscape and Irrigation Performance Standards and Criteria Manual.

☐ New

Copies of the Water Use Management Plan (WUMP) and the Landscape and Irrigation Performance Standards and Criteria Manual will be provided to you at your first registration workshop.

Company: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone Number: _____ Cell Phone Number: _____

Email Address: _____

Exhibit 15

Landscape, Soil and Soil Inspection Request



Landscape, Soil and Irrigation Inspection Application

All new landscape installation is required to pass a soil inspection prior to being approved for an irrigation exemption. To schedule an inspection, please complete the form below. An inspection will be performed within three (3) business days of submitting this request. Please do NOT call to check on the results of your inspection. Once the inspection has been completed, results will be placed on the front window of the property. Additionally, inspection results will be entered in CRW TrakIt and made available to registered contractors.

Inspection Address

Landscape Contractor Business Name: _____

Contractor Contact Name: _____

Contractor Registration # _____

Contractor Telephone Number
(best number to reach you at during business hours): _____

Contractor Email: _____

Email Address of Property Owner: _____

Town of Castle Rock
Utilities Department
Stormwater Division
175 Kellogg Ct.
Castle Rock, CO 80109