



Our Vision: We will be a national leader among water utilities, focused on customer satisfaction and delivering outstanding quality and value.

New billing and online portal launched in January

Castle Rock Water introduced a new billing system and online customer portal on January 16, 2023. The new billing system was overdue as many of the processes in the previous fourteen-year-old system were no longer up to modern standards and there were servicing issues. Research for a new system began in 2019 and a contract was awarded to Northstar in early 2021. The transition to the new system started later that year. After a year of cleaning up the data, testing new processes and training on the new system— along with complications and delays—the system went live in January. One of the primary reasons Northstar was chosen is their system is able to manage the personalized and annually adjusted water budget that is unique to Castle Rock Water. The attention to specific needs like this one have proven that Northstar was the right choice.

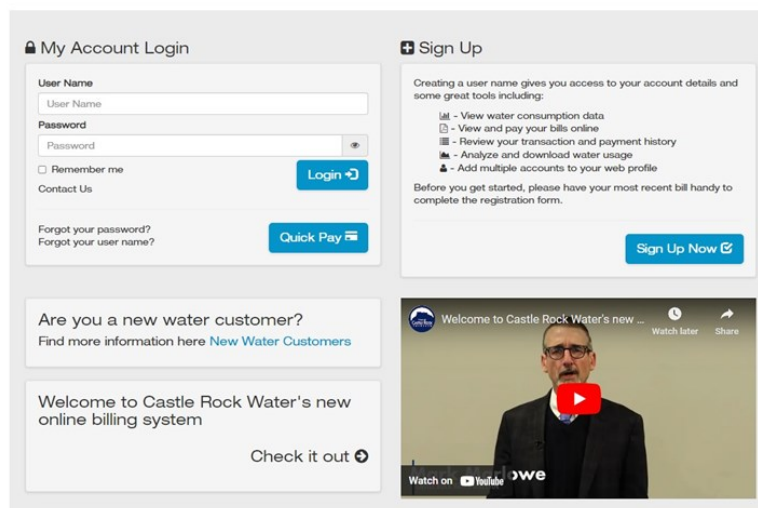
There are several parts to the billing system and Northstar helped coordinate the corresponding companies that manage them. Northstar manages the customer accounts with meter reading, consumption data and account management. InfoSend is the printer (physical and digital) that creates and sends/emails the invoices.

InvoiceCloud receives the payments through online processing. SilverBlaze is the online customer portal that customers can sign up for and have access to their account information with various methods to pay. Needless to say, getting all of the systems in sync takes some time.

The benefits of the new system have been so technologically advanced that the billing staff has been forced to look at internal processes. Transfers of service are now all automated. Meter techs can receive service orders in the field and progress is reported live so customer service reps can update customers immediately. Documents can be created

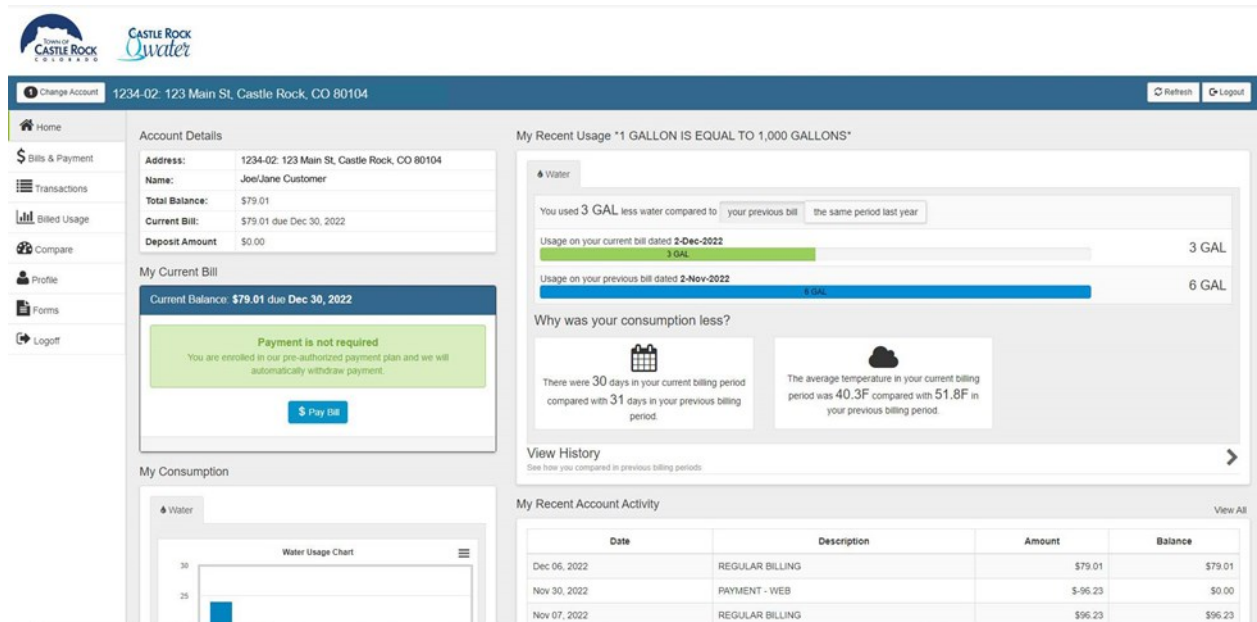
electronically and saved in the account instead of the paper-intensive processes with the previous system. There are more reports that can be run to better manage customer characteristics. There are ways to better identify customers for customer classes, charges and other individualized issues.

Customers will benefit from a new online account portal where they can have access to their account 24/7. Along with consumption data and past transaction history, customers have additional ways



to pay, including by text. Methods for outreach have increased creating efficiencies, and, additionally, the new Your Town Talk that is full color and with the ability for inserts, and messaging that can be placed on the envelope.

The customer service and billing staff worked extra hours, including weekends and holidays, to ensure there were no glitches when the system went live. With more than 26,000 accounts to quality check, an estimated 20,000 customers to assist getting to the online system, more than 300 transfers each month, and hundreds of meter services work orders to configure and process, the team has been in high gear. With all new systems increasing productivity, staff is better able to provide individualized customer service, helping Castle Rock Water remain a leader in the water industry.



The new dashboard shows the amount due, past transaction history and consumption. Visitors can schedule the day they would like payment to be taken out and can also pay via text.



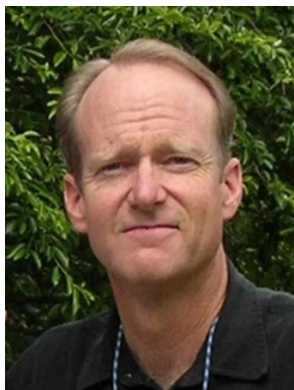
The site offers additional features like consumption patterns compared with weather and the ability to log special conditions like additional visitors, a leak or filling of the hot tub.

Good job!

NEW CERTIFICATIONS



Steven Tamariz
Colorado Distribution 2
Operator



Andy Dieter
Colorado Industrial
Wastewater D
Operator



Dwight Keller
Colorado Water
Treatment D Operator



Chad Francis
Colorado Collections
Operator 1



Cameron Hasenkamp
CDOT CDL License

Water Star Award

The Water Star Award recognizes a coworker within Castle Rock Water for doing an excellent job in fulfilling the Department's Vision and Mission.



Debbi Davenport was chosen as the Water Star this month by Tina. "It's OK." is the comment from Debbie that Tina repeatedly hears and brings her calmly back to normalcy. Debbi is so extremely patient with internal and external customers and is a customer service whisperer with angry customers. She 'simply' does a great job with customer service.

Good job!

New hire!



Tim Dagg
Water Efficiency Technician

Promoted!



'JC' John Chrestensen
Operations Manager



Kaitlin MacPherson
Senior Billing Specialist



K9 Buttercup, the licensed therapy dog for Castle Rock Police, came for a visit to lower the blood pressure of the Billing and Customer Service staff as they launched the new billing system.

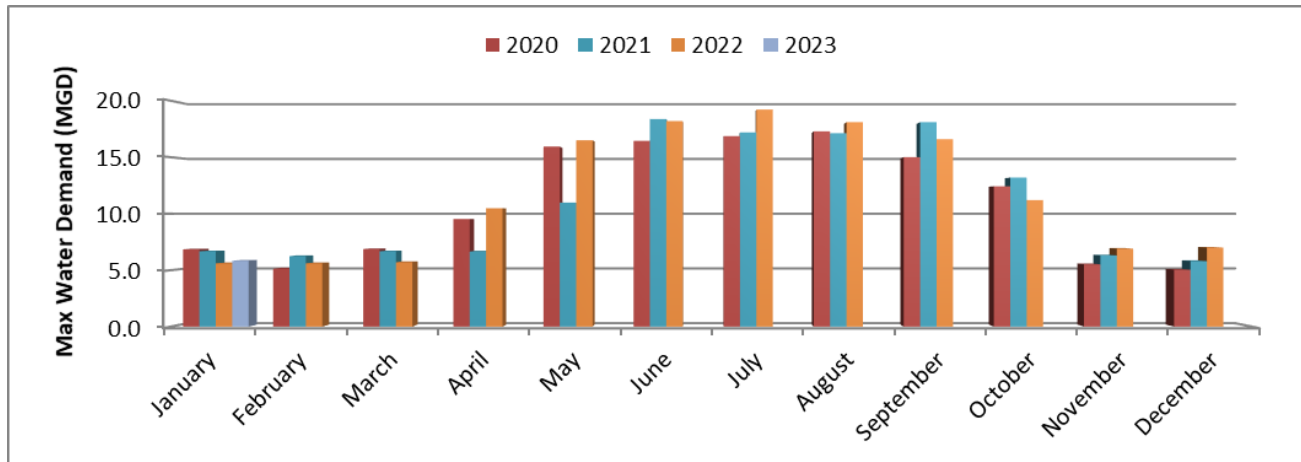


The Stormwater Team posted Do Not Enter signs on an outfall, to help discourage trespassers.

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.



Max Daily Demand:

- 5.8 million gallons/day (MGD)
- 5-year average: 6.0 MGD
- 3% lower than the 5-year average

Water Demand Total:

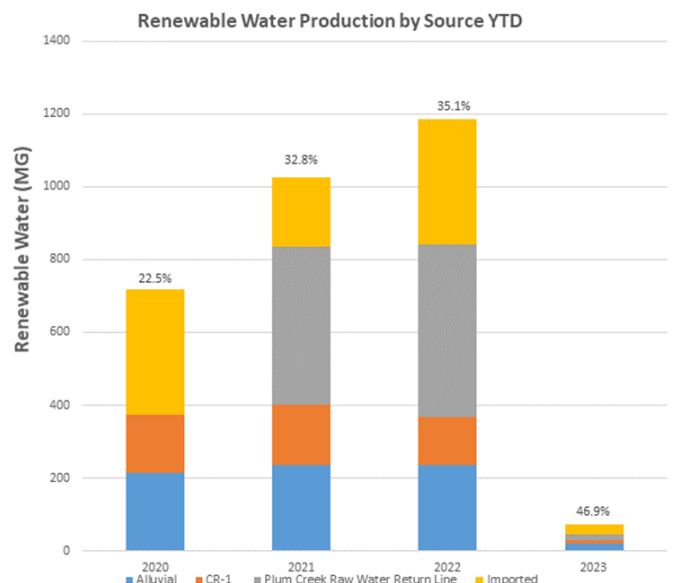
- The water demand total for January was 153.3 million gallons (MG) [470.5 acre-feet (AF)]
- 4% lower from the December 2022 total of 160.4 MG
- 3.1% decrease from the previous year's January 2022 demand of 158.3 MG.

Renewable supplies

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

In total, renewable supplies accounted for 46.9% of the total water supply for the month (72.3 MG of 154.2 MG) and 46.9% of the annual water supply (72.3 MG of 154.2 MG).

- The CR-1 diversion produced an average of 0.26 MGD.
- The PC diversion produced an average of 0.32 MGD.
- The 14 alluvial wells produced an average of 0.67 MGD.
- The renewable water production average was 2.33 MGD.
- The renewable water total production was 72.3 MG (221.9 AF).



Our goal is to reach 75% renewable water by 2050.

Water Demand

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.

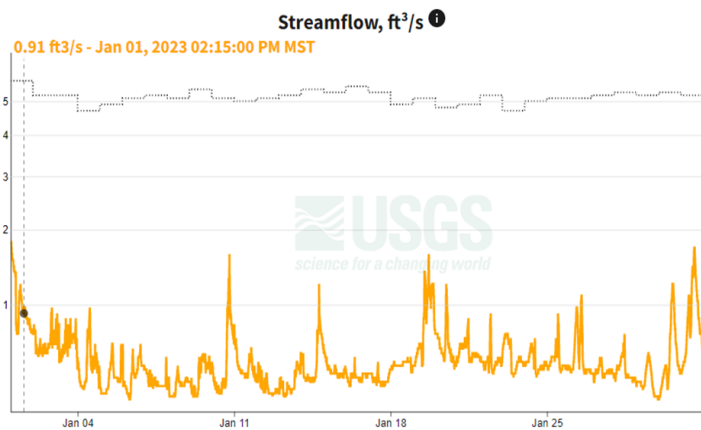
- The average reusable supplies used by Castle Rock for January 2023 is 28.5%.

Storage

Current reservoir storage

- Chatfield Reservoir: 452.8 AF
- Rueter-Hess Reservoir: Approximately 100 AF
- Castle Rock Reservoir No. 1 (CRR1): 135.51 AF

Local Plum Creek supplies



The hydrograph shows the estimated flows in the East Plum Creek basin.

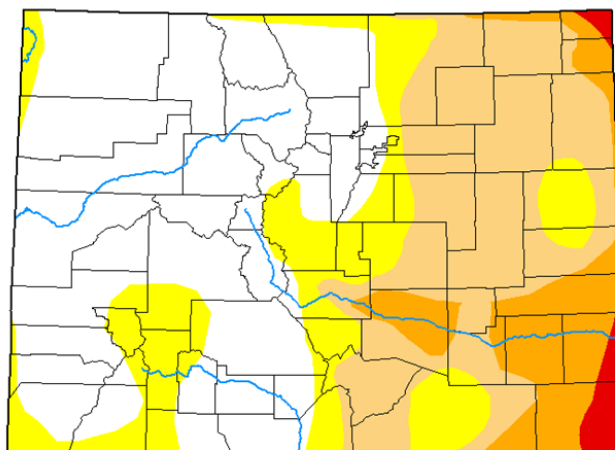
- Flows ranged from 0.2 – 1.81 cubic feet per second (cfs).
- The monthly average streamflow was 0.49 cfs.
- The 22-year median is 4.9 cfs.

Drought

According to the most recent U.S. Drought Monitor maintained by the United States Department of Agriculture (USDA), Douglas County is experiencing no conditions to Abnormally Dry (D0) conditions.

U.S. Drought Monitor Colorado

January 31, 2023
(Released Thursday, Feb. 2, 2023)
Valid 7 a.m. EST



Intensity:

- None
- D0 Abnormally Dry
- D1 Moderate Drought
- D2 Severe Drought
- D3 Extreme Drought
- D4 Exceptional Drought

The Drought Monitor focuses on broad-scale conditions. Local conditions may vary. For more information on the Drought Monitor, go to <https://droughtmonitor.unl.edu/About.aspx>

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Rocky Bilotta
NCEI/NOAA



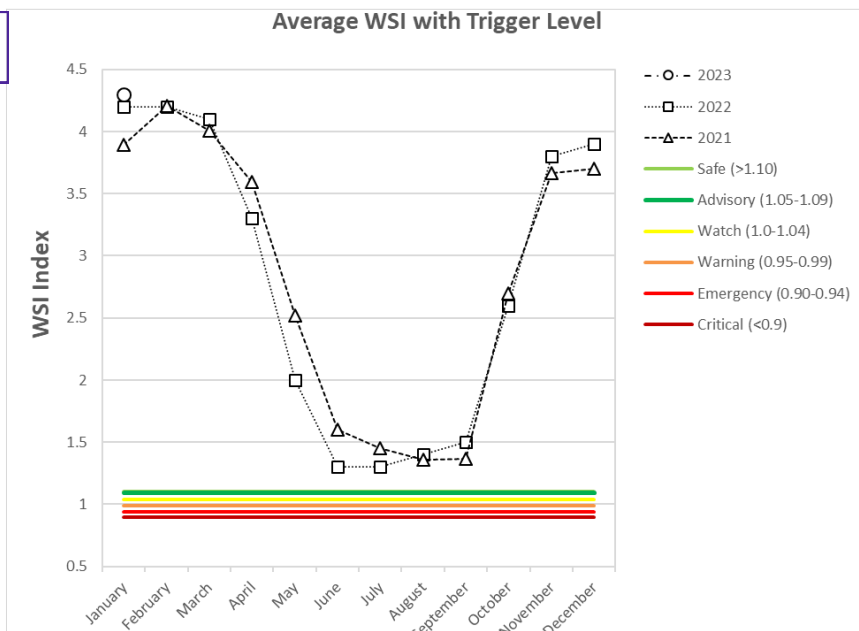
droughtmonitor.unl.edu

Water Demand

Water supply index

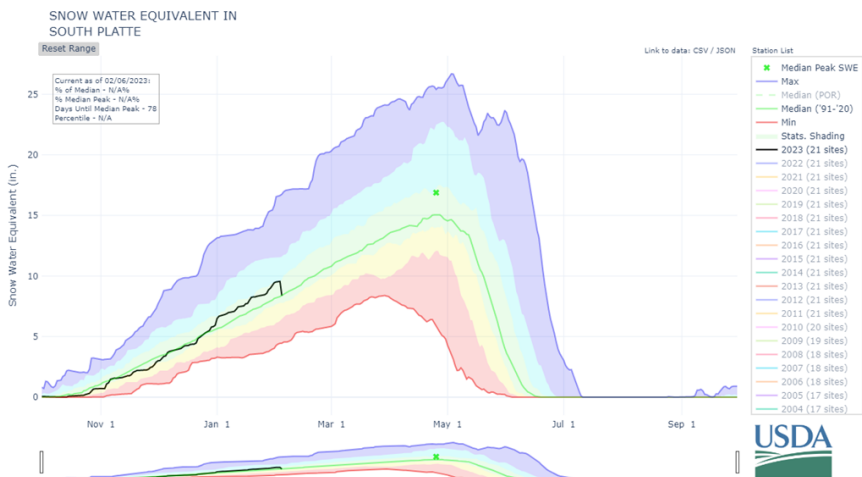
The Town of Castle Rock's Drought Management Plan uses a Water Supply Index (WSI) for the Town that accounts for local conditions relative to the Town's capability to address our water resources and daily water demands. Anything below a 1.1 will trigger a drought stage relative to its severity.

- The average WSI for January was 4.3.



South Platte River Basin Snow Pack

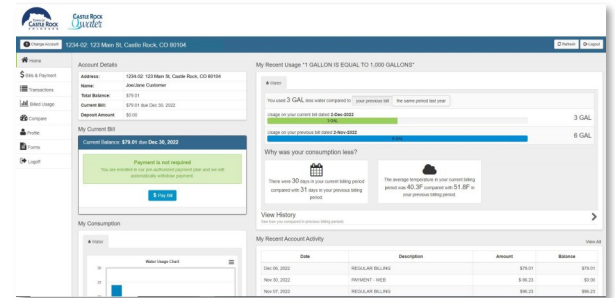
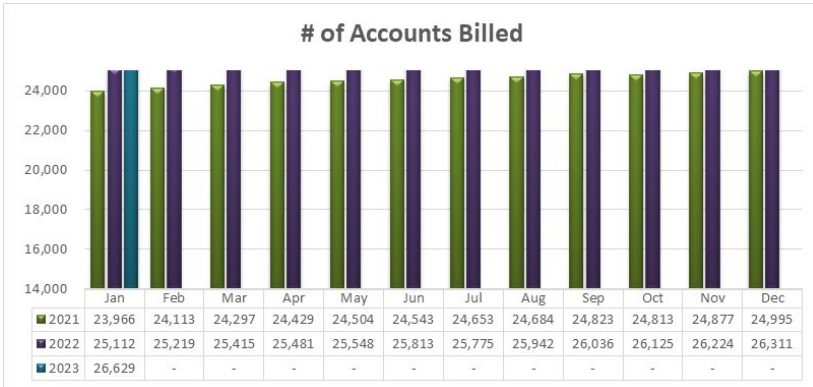
- Year-to-date precipitation at 100% of average.
- Snow Water Equivalent (SWE) at 112% of average.



Business Solutions

Customer Service & Billing

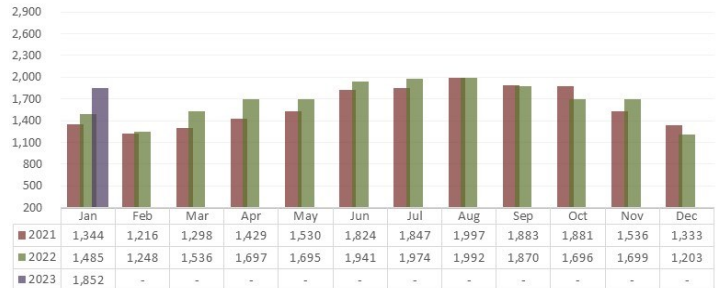
A new billing system and online account portal was launched Jan. 16, 2023.



Walk-In Customers



Customer Phone Calls



Mywaterbill Email Inquiries

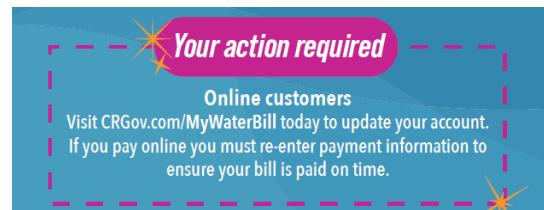


Transfers of Water Service



Customer Outreach

Water Outreach Social Media Stats	REACH
Resolve to Save—Jan. 4	n/a
Home water check up VIDEO—Jan. 11	1,196 people
Insulate pipes—Jan. 18	4,505 people
Conservation reason—Jan. 25	1,497 people
Poop Fairy calendar release—Jan. 27	1,845 people
HOA email: Water Wise seminar	86 opened (46% open rate)



Email: New year, new rates, new online system	12,003 opened (68% open rate)
Email: Billing and Online Portal Notice Regular customers	6,195 opened (72% open rate)
Email: Billing and Online Portal Notice Autopay customers	6,423 opened (72% open rate)

Meters



Meters Read

Meters are read the first two days of every month. The number of meters read continues to increase month to month and is a significant increase over last year.

Skipped Reads

Jan. 23: 0.64 %

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

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

Meter Set Inspections

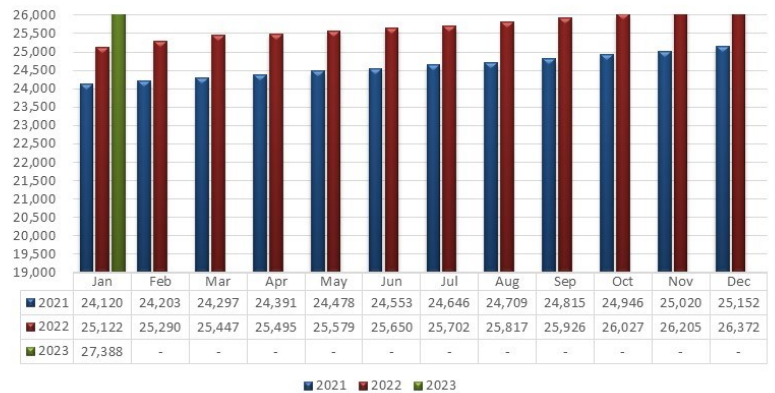
Re-inspections: 31%

Meter set inspections are required on all new meters installed. This ensures that the meters are installed per specifications and according to Town code. At the time of the inspection, the curb stop is tested for operability and the MXU is installed which provides reading capability for our drive by technology. Re-inspections are needed to ensure installation meets code when original inspections are failed.

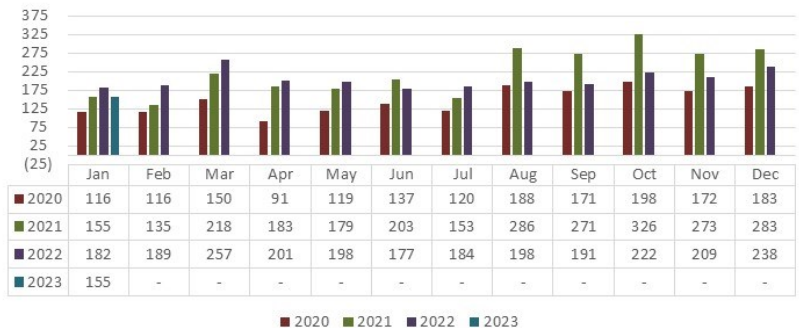
Work Orders

Meter services performs a variety of service work orders every month beyond meter reading. These include curb stop maintenance, meter replacement and repair, final reads for transfers of service, disconnection and reconnections, meter set inspections, and more.

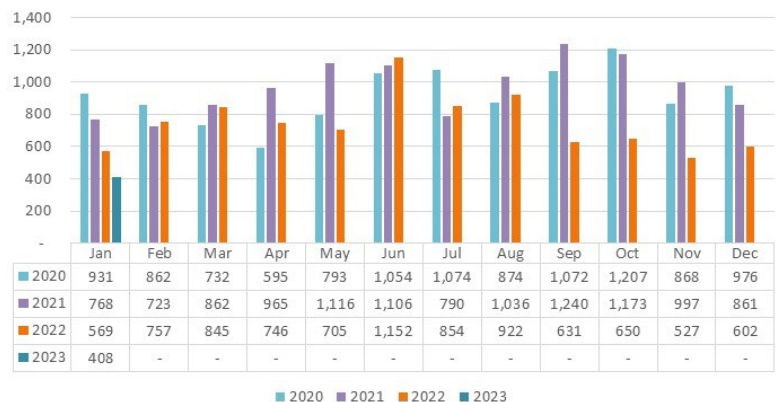
Meters Read



All Meter Set Inspections
(includes all re-inspections)



ALL Service Work Orders



Operations & Maintenance

LEVELS OF SERVICE

January 2023

Drinking Water Compliance

Castle Rock Water will deliver water that meets or surpasses the requirements of both Primary Drinking Water Regulations and Secondary Maximum Contaminant Levels 100% of the time.

One hundred routine samples were completed and no issues discovered.

Pressure Adequacy

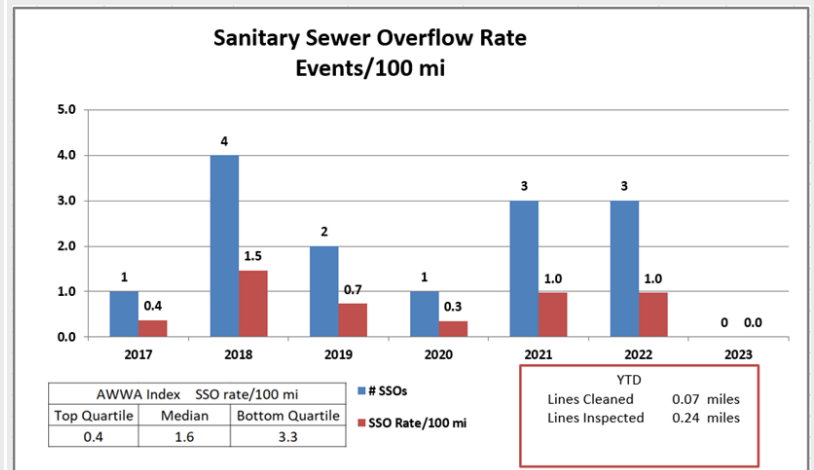
< 1% of our customers will experience less than 43 pounds per square inch (psi) of pressure at the meter during normal operations.

There were no water pressure issues in January.

Sewer System Effectiveness

<1% of our customers will experience a sewer backup caused by the utility's sewer system per year.

There were no sanitary sewer issues in January.



Water Quality Complaints

Castle Rock Water remains in the Top Quartile for water quality complaints based on the AWWA benchmarking.

There were no water quality complaints for January. We conducted 1 educational visit.

Utility locates



Water locates conducted

- January tickets: 1,407

Locating public water, wastewater and stormwater lines



Operations & Maintenance

LEVELS OF SERVICE

Drinking Water Supply Outages

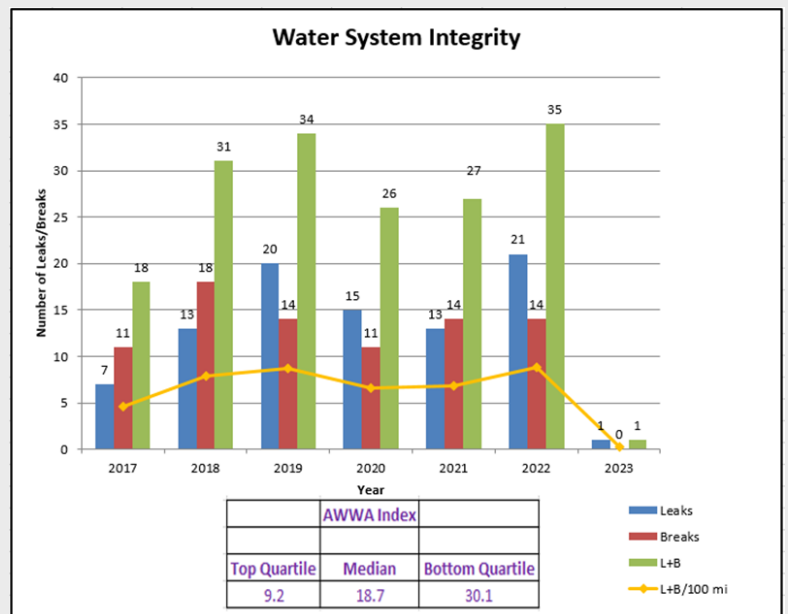
<5% of our customers will experience water outages for one or more events totaling more than 30 hours/year.

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

January 2023

There was one water system integrity issues in January.

- There was a curb stop leak in the Macanta neighborhood in Canyon's South. It appeared that the curb stop was not blocked properly and was crushed after being run over by a contractor. Sixteen homes were out of water for less than 25 minutes during the repair.



Operations & Maintenance



The Plant Maintenance Team completed the Diamond Ridge Pump Station variable frequency drive (VFD) installation project, which will increase pumping efficiency and reduce power consumption.



Ryan Livingston took the lead on creating the pressure regulating valve (PRV) monitoring program. He worked with Mueller to obtain the i2O monitoring device and software. Ryan reached out to IT and SCADA, to utilize a laptop with the monitor, which will allow him to collect data and create reports on PRV operation. This brand new monitoring technology has been installed on the Founders Green to Founders Red PRV. It is hoped that this technology will enable early identification of problems and reduce system pressure issues.



The Stormwater and Plant Maintenance team worked together to rebuild the Skid Steer and Excavator buckets during the bitter cold weather in December. The buckets had become worn out and thin and needed to be reinforced. They chose to use on hand 3/8 steel plate which was bent to match the contour of the Excavator bucket. First the worn out skin/ layer was removed and then a new layer was attached. Cross pieces were also installed to bear most of the wear and tear and reinforce the bucket. Once the outside of the bucket was completed, hard facing with welding wire was done to reinforce the interior, as shown as the checker board welds near the teeth.

The Skid bucket was a smaller project. The damaged steel was straightened and the worn through spots were patched over with new metal. Hard facing was also done as reinforcement on the Skid Steer bucket. Over 100 lbs. of welding wire and rod were used on both projects

