



## **STAFF REPORT**

**To:** Honorable Mayor and Members of Town Council

**Through:** David L. Corliss, Town Manager

**From:** Mark Marlowe, P.E., Director of Castle Rock Water  
Lauren Moore, Water Resources Manager  
Rick Schultz, Water Efficiency Supervisor

**Title:** **Resolution Approving and Adopting the Town of Castle Rock 2026 Water Use Management Plan (WUMP)** [*Castle Rock Service Area*]

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### **Executive Summary**

The purpose of this memorandum is to request Town Council approval of a Resolution (**Attachment A**) adopting the 2026 Water Use Management Plan (WUMP). The WUMP (**Exhibit 1**) is a demand management tool providing regulations and watering schedules as a method to encourage water conservation during peak irrigation demand, and throughout the year. The WUMP identifies a fee structure in the areas of surcharges and water violations as a way to deter non-compliance with these measures. Practices outlined in the WUMP help to minimize the effects of changing drought conditions. The WUMP supports sustainable habits for a growing community to preserve the water supply of Castle Rock's semi-arid environment. The WUMP is one of the methods Castle Rock Water (CRW) utilizes to assist the community in reaching the 100-gallon per capita per day water usage goal and still maintain a high standard of living for residents. The WUMP is referenced in Municipal Code Chapters 13.15.040 and 13.15.050.

CRW staff is proposing the following modifications to the WUMP:

- Beginning in 2027, eliminate bulk mail distribution and include watering schedules with existing billing statements. This will streamline the distribution process, reduce paper usage, and reduce printing and mailing costs.
- Increase the grace period between violation issuance from 5 days to 7 days. This addresses customers' concerns regarding adequate time to correct violations.
- Add a paperless option to email watering violations to all customers who are set up with a valid email address. This option will improve delivery times to customers and reduce printing and postage costs.

## **Notification and Outreach Efforts**

As defined in the current WUMP, all customers will receive the 2026 water schedule via US Mail within thirty (30) days prior to the commencement of the outdoor watering schedule months of May through September. Additionally, this information will be available on the Town's websites (CRgov.com and CRconserve.com). The full 2026 WUMP will be made available following council adoption at the March 3, 2026 meeting and can be found at CRgov.com/waterplans.

## **History of Past Town Council, Boards & Commissions, or Other Discussions**

The WUMP was last updated and adopted by Council on March 4, 2025 by Resolution.

Castle Rock Water staff presented this item to the Castle Rock Water Commission at their meeting held on February 25, 2026, and the Castle Rock Water Commission voted unanimously, 5 to 0 to recommend Town Council approval of the Resolution as presented.

## **Discussion**

One of the primary components of the WUMP is public education. The goal is to create a community culture that embraces water conservation and an appreciation for the natural environment. The WUMP provides an outline of practices during peak water use demand. It also focuses on individual water use impacts along with the necessity and purpose of demand management of our water resources. Demand management utilizes watering schedules enforced through the issuance of violation notices and surcharges when appropriate.

Multiple workshops offered throughout the year are the primary form of in-person outreach. These are offered at no cost to the customer and include Water Wiser workshops and ColoradoScape design workshops.

Water Wiser is an interactive workshop that covers the awareness of water waste centered around outdoor and indoor water demands. It provides education to Town residents on practices that help achieve less water use and save on monthly utility bills. The course also covers the rebates offered through CRW that can help reduce total costs to residents to perform upgrades and become more water efficient. The workshops encourage individuals to ask questions and participate in discussion. Once residents have attended a Water Wiser Workshop and learn about water conservation practices, they are then given a Water Wiser designation in the billing system. This designation allows for an exemption from the every-third day watering schedule. However, participating in a Water Wiser Workshop does not exclude participants from receiving a violation due to water-waste or watering during off hours.

Those residents choosing to continue their Water Wiser status can attend another in-person workshop or request a link to an online renewal class to keep the designation. In 2025, 238 individuals opted to take the online renewal course and retained Water Wiser status.

The table below shows the total number of active Water Wiser accounts/participants over the last five (5) years.

<u>Water Wiser Participants</u>	
2021	3,497
2022	3,507
2023	2,884
2024	2,926
2025	2,709

The Town of Castle Rock has used mandatory water demand management for landscape irrigation since 1985. The residential watering schedule places each house on an every third-day cycle based on the last digit of the home address. This digit correlates to a circle, diamond, or square. These shapes/symbols correspond with dates on the calendar from May 1<sup>st</sup> through September 30<sup>th</sup> to assist residents in managing their watering program during the irrigation season (**Attachment B**).

This watering schedule is designed to prevent multiple houses on the same street or area from drawing too much water from the Town’s system at one time and creating a low-pressure event. This also helps CRW’s system to be in a stronger state for any firefighting needs that may arise in any particular area of Town. There are some exceptions to this schedule located in Founders Village where multiple addresses on the same street end in the same digit. For these individual homes, there is a special schedule mailed directly to these residences. To prevent water waste and maximize irrigation efficiency, all residences are restricted from watering during the day between the hours of 8 a.m. and 8 p.m., other than hand watering.

Non-residential irrigation creates the highest water demand because of the size of the irrigable area. Due to this high-water demand, non-residential accounts have fewer watering hours per day and are divided into two groups. These groups are determined by proximity of the east and west sides of interstate 25 (I-25). Non-residential watering hours are from 12 a.m. to 8 a.m. Non-residential accounts east of I-25 are designated Tuesday, Thursday, and Saturday. Non-residential accounts west of I-25 are designated Monday, Wednesday, and Friday. **Attachment C** is the non-residential watering schedule. To accommodate park use and programmed events, watering hours for Town-owned and managed parks are generally overnight from 9 p.m. to 5 a.m. the following morning. Watering days will vary to accommodate programmed activities within each specific park.

In addition to the watering schedule, the WUMP covers alternative schedules for special circumstances including customers with hardships and exemptions for residents installing new sod, seed, or other plant material. Enforcement of regulations and restrictions outlined in the WUMP is largely dependent on CRW Water Monitors. A Water Monitor is a seasonal employee who works during the irrigation months to monitor compliance with the watering schedules. CRW typically hires 6 seasonal employees to be Water Monitors. It is the Water Monitor’s task to identify violations and process them accordingly. The Water Monitor’s first directive, when reasonable to do so, is to make contact with the customer in violation, explain the situation and help provide a solution. Water Monitors are responsible for issuing an official violation. For both residential and non-residential accounts, the first violation is a warning.

There is no proposed change to the surcharges associated with each violation. See below:

<u>Residential</u>	<u>Non-residential</u>
1 <sup>st</sup> – Warning, no surcharge	1 <sup>st</sup> – Warning, no surcharge
2 <sup>nd</sup> - \$25 surcharge	2 <sup>nd</sup> - \$100 surcharge
3 <sup>rd</sup> - \$75 surcharge	3 <sup>rd</sup> - \$200 surcharge*
4 <sup>th</sup> - \$150 surcharge*	4 <sup>th</sup> - \$400 surcharge*
5 <sup>th</sup> - \$300 surcharge*	5 <sup>th</sup> - \$800 surcharge*
Subsequent - \$300 surcharge*	Subsequent - \$800 surcharge*
*Subject to service disruption	*Subject to service disruption

Watering violations are also issued in CRW’s extraterritorial service areas. Surcharges for violations in these areas include a 10% markup consistent with the 10% added costs associated with extraterritorial service agreements. The total number of violations vary from year to year. It is believed that the more education efforts successfully received by residents, the fewer the violations. Additional factors influencing the number of violations include number of water monitors in the field, amount of rainfall received during the irrigation season and temperatures. Part of our educational outreach is an emphasis on providing irrigation water to outdoor landscapes only when needed. Educating residents to have a better understanding of irrigation practices while converting landscapes to a ColoradoScape design, encourages a water conservation culture.

As the Town’s population and the CRW service area continue to grow with extraterritorial customers such as Macanta, Bell Mountain Ranch and development in the Crowfoot Valley Road corridor, so does the need for seasonal water monitors. CRW relies heavily on its monitors to be the eyes in the field. Their presence serves as enforcement to the watering restrictions and ensures that responsible management of the Town’s water resources is an active practice.

**Budget Impact**

The 2026 seasonal water conservation staff budget is \$63,921 and is covered under account number 211-4330-443.10-30. The revenue budget estimate for watering violation surcharges is \$55,000 and can be supplemented by Tier 4 Conservation Surcharges as needed. Seasonal water conservation salaries are not expected to exceed the budget amount based on six seasonal water monitoring staff.

**Staff Recommendation**

Staff recommends approval of the 2026 WUMP as presented.

**Proposed Motion**

*“I move to approve the Ordinance as introduced by title.”*

**Alternative Motions**

*“I move to approve the resolution as introduced by title, with the following conditions: (list conditions).”*

*“I move to continue this item to the Town Council meeting on \_\_\_\_\_ date to allow additional time to (list information needed).”*

**Attachments**

- Attachment A: Resolution
- Exhibit 1: 2026 WUMP Redlines
- Attachment B: 2026 Residential Watering Schedule
- Attachment C: 2026 Non-Residential Watering Schedule
- Attachment D: 2026 WUMP Summary of Proposed Changes