



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

CRR1 & CRR2 Project Update

Construction continued throughout 2024 on the Castle Rock Reservoir 1 and 2 (CRR1&2) Project. The multi-year project is being constructed in two phases to expand the Town's existing 240-acre-foot single reservoir (CRR1) to a 1,340-acre-foot dual reservoir system at the Plum Creek Diversion near Sedalia. The phased approach is being utilized to keep existing CRR1 in service throughout construction.

The first phase of CRR2 construction was completed in 2024. This phase included excavation of the new reservoir and construction of the initial dam embankment to an interim height of 26 feet. A new polyethelene liner system and reservoir control structures have been installed. The State Engineer's Office Division of Dam Safety issued approval for the Town to begin filling CRR2 in early 2025.

The CRW Operations Team has been working throughout January and February to empty stored water from existing CRR1 reservoir. When draining operations began mid-January there was 131 acre-

feet (43 million gallons) in CRR1. Roughly half of this water was pumped back to Town for treatment and consumption and half of this water was transferred to CRR2 through gravity and pumped flow. Transferring water between the reservoirs has required daily manual valve turns and pump startups and shutdowns by the Operations Team.

There is currently less than 9 acre-feet remaining in CRR1 and the water level is too low to easily transfer to CRR2. The remaining water will be drained and dewatered by the team and the initial phase of CRR2 will be placed into service providing the Town with 375 acre-feet of storage for 2025. The contractor is beginning to work on demolishing existing CRR1 fencing, reservoir liner, and structures and will restart major earthwork operations in March to excavate the CRR1 expansion and increase the CRR2 dam embankment to its final 46-foot height. Substantial completion of the project is anticipated in Spring 2026.



CRR2 Phase 1 Filling



CRR1 Draining

Good job!



WELCOME

New Hires

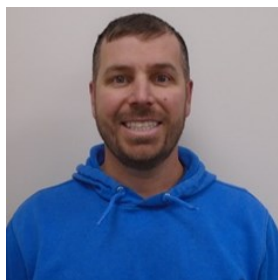


Jacob Tolley
Distribution Operator 1



Malorie Gamble
Customer Service Rep

Certifications & Promotions



Jacob Tolley
Distributor 1 Operator

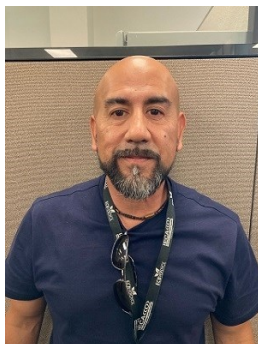


Joshua Martinez
Distributor 1 Operator



Brian Laschanzky
Sr. Stormwater Inspector

Adan Rivas
Sr. Stormwater Inspector



High Five!

Nathan Hannick	Helped GIS download easement docs from DC Website
Debbi Davenport	Positive feedback in 2024 customer survey, named specifically
Jill Skelton	
Erin Sweeney	
Caroline Luckiw	
Susan Salvatori	
Tim Dagg	Alert to customer coming through Gate C behind them and stopped to engage and redirect.
Will Brown	

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.

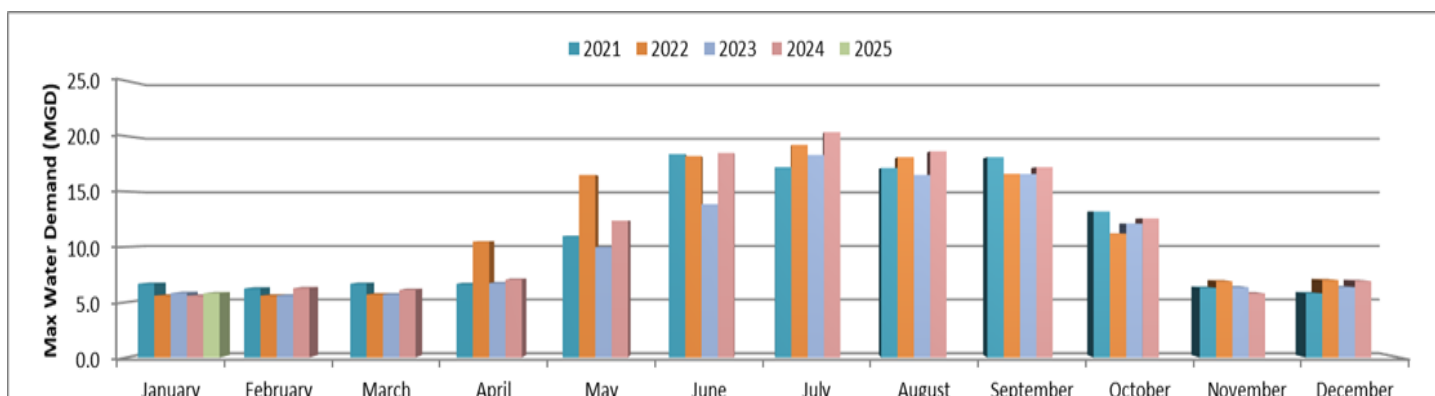


Steven Tamariz, Water Distribution Operator II, received the Water Star award from Josh in gratitude for being extremely helpful with the Four Corners project. Meters was a difficult time reaching the meter pit at the project site. Steven volunteered to get down into the pit, saving the team from having to dig to it. This saved staff 4 or 5 hours of time! Josh has worked with Steven on-call and has found him 'super helpful' and deserving of this award.

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: 5.9 MGD
- 2% lower than the 5-year average

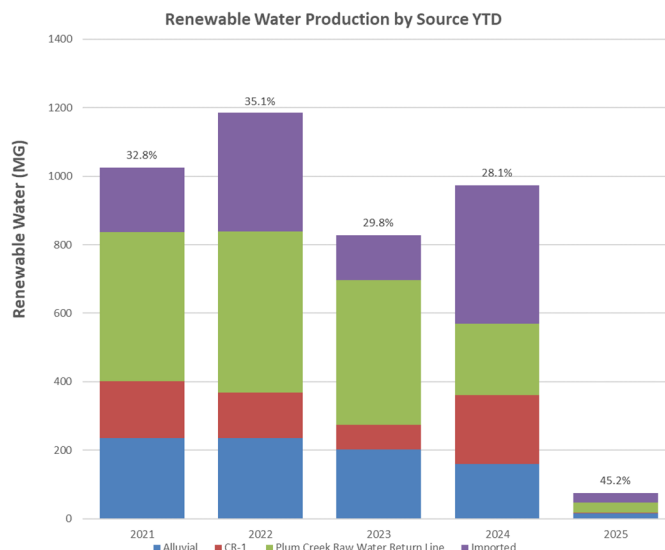
Water Demand Total:

- The water demand total for January was 164.6 million gallons (MG) [505.1 acre-feet (AF)]
- 2.8% higher than the December 2024 total of 155.2 MG
- 6% increase from the previous year's January 2024 demand of 160.2 MG

Renewable supplies

In total, renewable supplies accounted for 45.2% of the total water supply for the month (75 MG of 165 MG) and 45.2% of the annual water supply (75 MG of 165 MG)

- The CR-1 diversion produced an average of 0.06 MGD
- The PC diversion produced an average of 0.09 MGD
- The 14 alluvial wells produced an average of 0.5 MGD
- The renewable water production average was 2.42 MGD



Our goal is to reach 75% renewable water by 2050 and 100% by 2065.

Water Resources

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. This number changes every month.

- The average reusable supplies used by Castle Rock for January 2025 was 28%

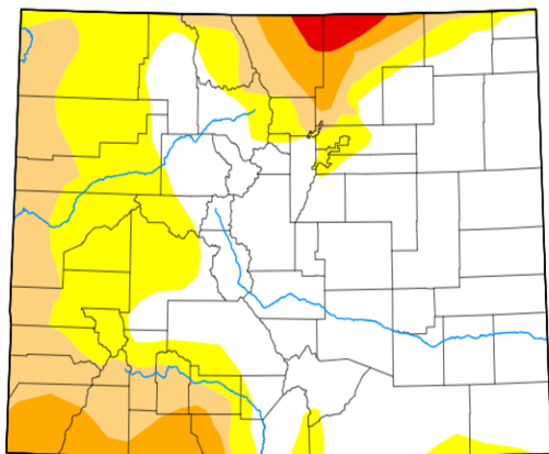
Storage

Current reservoir storage

- Chatfield Reservoir: 1,640 AF
- Rueter-Hess Reservoir: 497.89 AF
- Castle Rock Reservoir No. 1 (CRR1): 7.6 AF
- Castle rock Reservoir No. 2 (CRR2): 64 AF

Drought

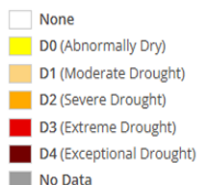
Colorado



Map released: Thurs. February 6, 2025

Data valid: February 4, 2025 at 7 a.m. EST

Intensity



Authors

United States and Puerto Rico Author(s):

[Lindsay Johnson](#), National Drought Mitigation Center

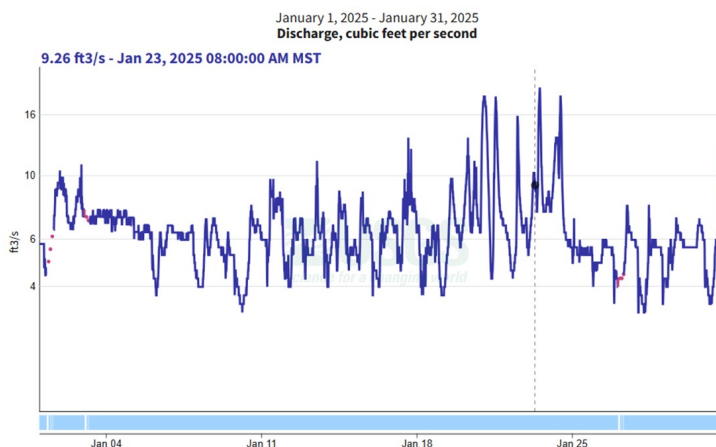
Pacific Islands and Virgin Islands Author(s):

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

Local Plum Creek supplies

East Plum CR Abv Haskins Gulch NR Castle Rock, CO - 06708800

[Subscribe to WaterAlert](#)



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

- Flows ranged from 3.14 to 19.6 cubic feet per second (cfs)
- The monthly average streamflow was 6.5 cfs
- The 25-year mean is 6.7 cfs

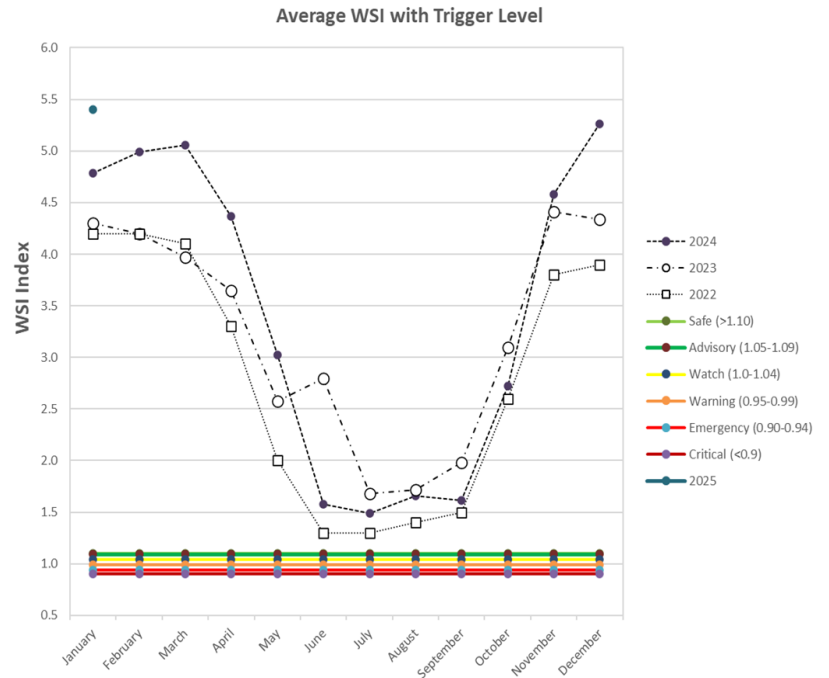
According to the most recent U.S. Drought Monitor maintained by the United States Department of Agriculture (USDA), Douglas County is not experiencing any drought conditions.

Water Resources

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.

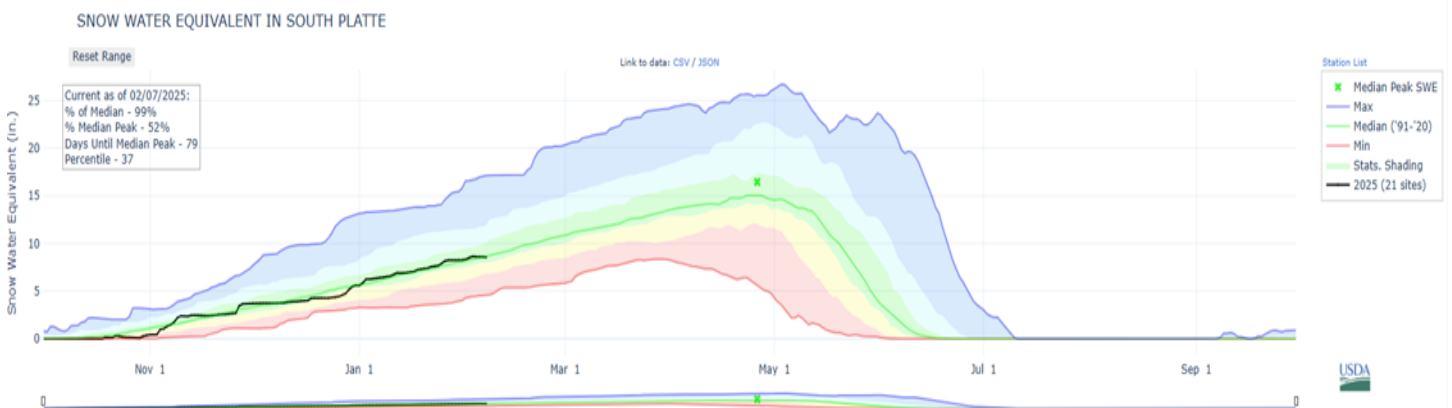
The average WSI for January 2025 was 5.4.



Snow Pack

South Platte River Basin Snow Pack

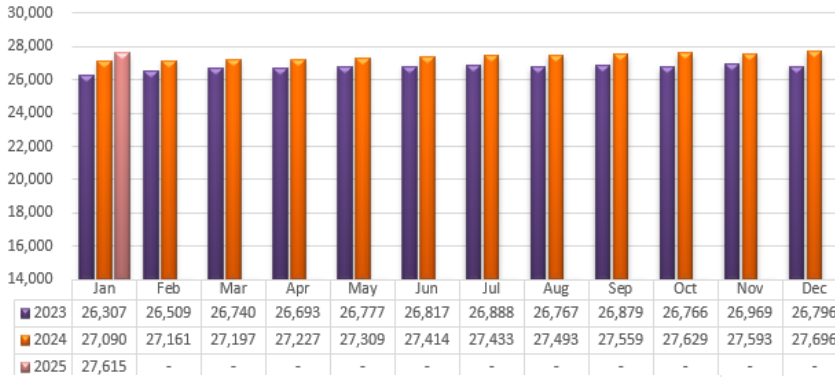
- Year-to-date precipitation at 97% of median.
- Snow Water Equivalent (SWE) at 99% of median.



Business Solutions

Customer Service & Billing

of Accounts Billed



CRgov.com/MyWaterBill

Having an online account benefits customers with 24/7 access to account information, historical statements and multiple ways to pay.

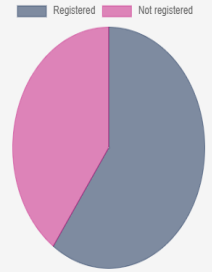
Customer Registrations

Total Customers
33076

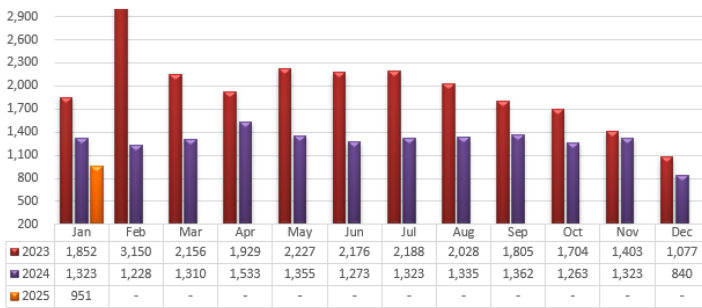
Percent Registered
59.80%

Total Registered
19779

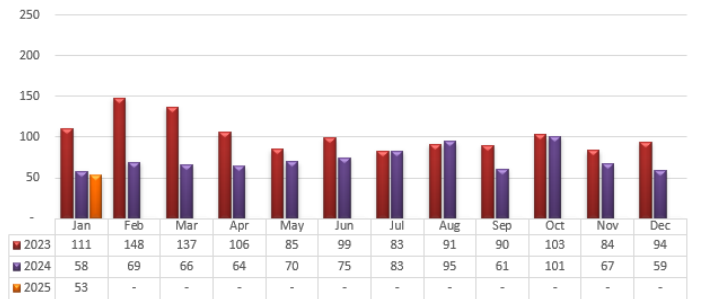
Percent Unregistered
40.20%



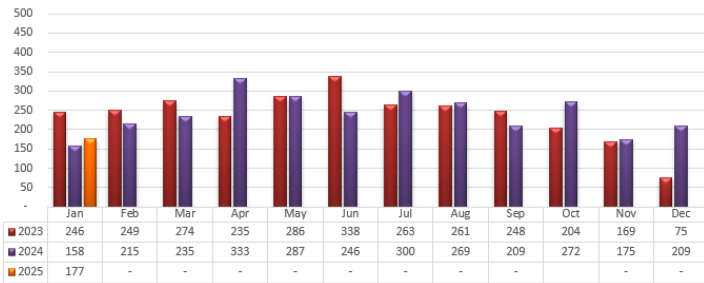
Customer Phone Calls



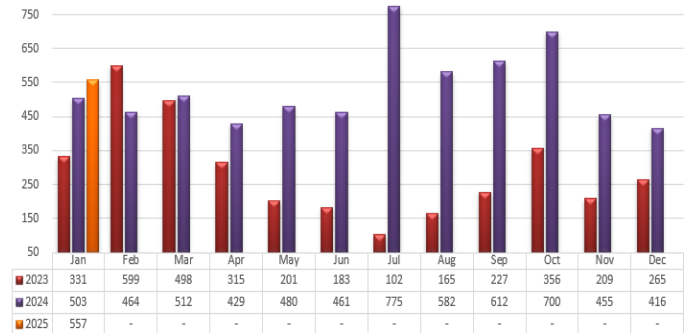
Walk-In Customers



Transfers of Water Service



Mywaterbill Email Inquiries



Facebook – 65posts / 101.3K reach / 225 engagement / 67 shares

Instagram – 1 post / 1.9K reach / 45 engagements / 26 shares

LinkedIn – 1 post / 1.2K impressions / 84 clicks

Customer
Outreach &
Education

In the news!

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.

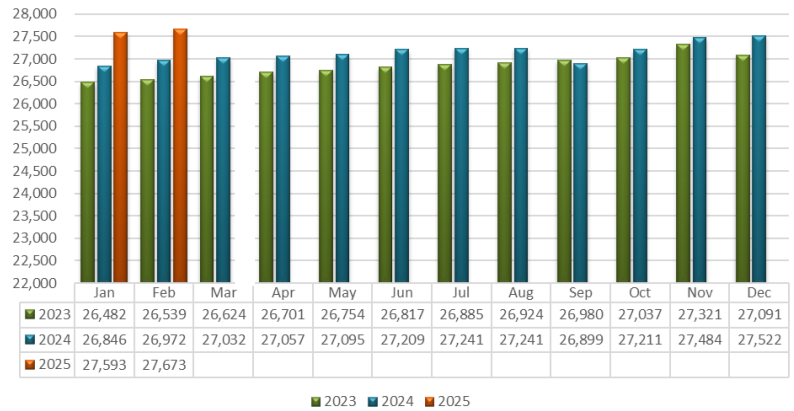
Skipped Reads

Jan.: 94

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.

Meters Read

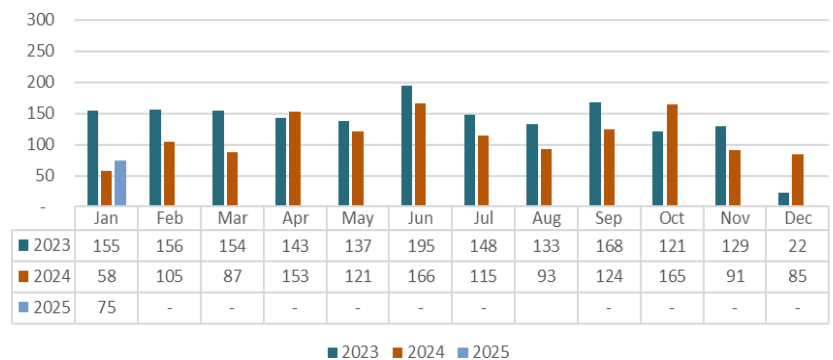


Meter Set Inspections

Re-inspections: 37

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.

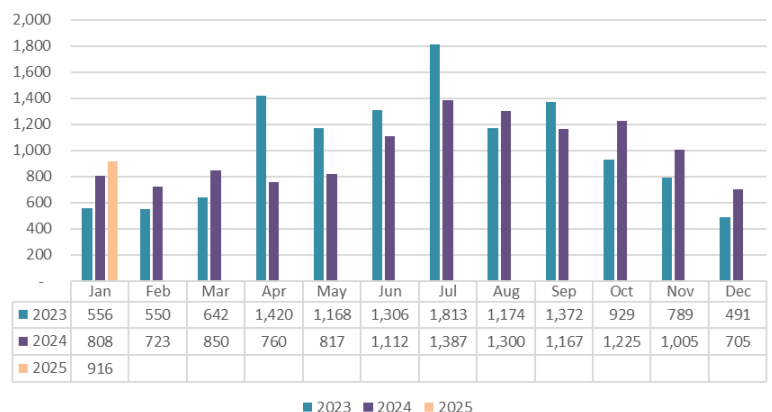
All Meter Set Inspections
(includes all re-inspections)



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.

ALL Service Work Orders



Operations & Maintenance

LEVELS OF SERVICE

January 2025

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

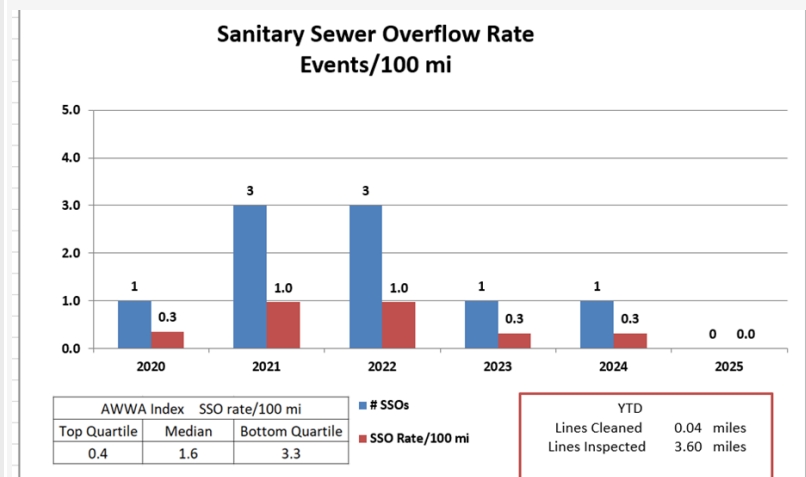
< 1% of our customers will experience less than 43 pounds per square inch (psi) of pressure at the meter during normal operations.

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 3 educational visits.

Utility locates



Water locates conducted

January: 1,226 locate tickets

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 2025

There was one water system integrity issues in January.

There was a beam break on a 6" CIP main at Sixth St. 4 homes were without water for 3 hours. (See pictures below)



Water System Integrity

