CASTLE ROCK WATER

JULY 2026 MONTHLY REPORT

540.8 MG	29.4%	1.5
WATER DEMAND TOTAL	RENEWABLE WATER SUPPLIES	WATER SUPPLY INDEX

SYSTEM INTEGRITY	2 leaks/breaks
WATER QUALITY SAMPLING	0 issues
CUSTOMER ACCOUNTS	28,401

Additional features available online

View report online

East Plum Creek Reach 5 Phase II Stabilization Project

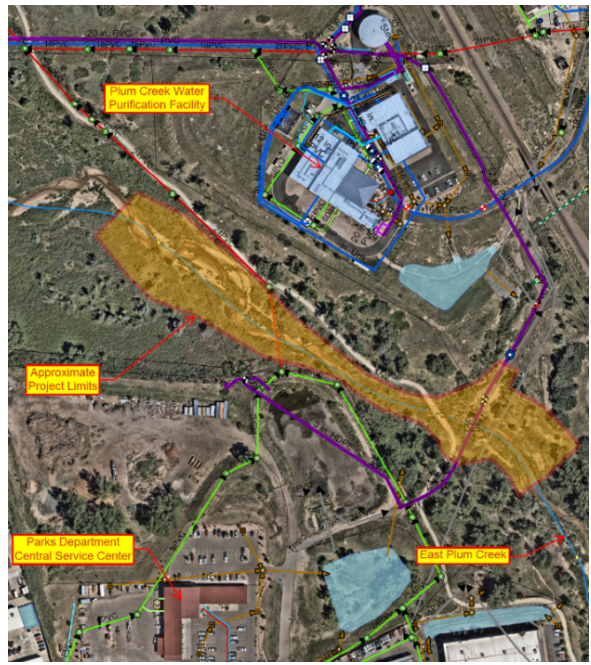
Another important investment in Castle Rock's infrastructure is officially complete! The East Plum Creek Reach 5 Phase II Stabilization Project reached final completion on July 17, 2026—on schedule and under budget.

Located near the Plum Creek Water Purification Facility and the Town's Central Service Center, the project strengthened approximately 1,300 feet of East Plum Creek. The improvements will help protect important community infrastructure, including the East Plum Creek Trail, sanitary sewer system, water infrastructure and surrounding public property.

The project also included improvements to the stream channel, new drop structures and diversion improvements, along with revegetation and tree planting to restore the surrounding area.

Designed by Olsson, Inc. and constructed by 53 Corporation, LLC, the project had an approved budget of approximately $2.76 million. With only one change order totaling $11,400, the work was successfully completed under budget.

With construction wrapped up and the contractor demobilized, the project has now entered its warranty period. The completed improvements represent a long-term investment in protecting Town infrastructure while strengthening the resiliency of East Plum Creek for years to come.



Project Highlights

The East Plum Creek Reach 5 Phase II Stabilization Project successfully accomplished several long-term infrastructure and environmental objectives, including:

Stabilizing approximately 1,300 linear feet of East Plum Creek.

Protecting the Town's CR-1 Diversion Structure and major sanitary sewer infrastructure from future channel erosion.

Reducing stream velocities and improve channel stability

by constructing two sculped concrete drop structures and installing extensive rip rap protection.

Improving the CR-1 diversion facilities through construction of a new infiltration gallery and

sediment basin, providing additional reliability for the Town's water rights operations during varying stream flow conditions.

Preserving and restoring the surrounding riparian corridor through extensive revegetation and environmental restoration measures.

Summary

The project was completed safely, on schedule, and below the authorized construction budget, representing a significant investment in the long-term protection of Castle Rock Water's critical infrastructure while enhancing the environmental health and resiliency of the East Plum Creek corridor.

The Project Team (well, part of them.)

Matthew Hayes, Technical Engineering Manager

Johnny Cornwell, Senior Construction Inspector

Frank Main, Stormwater Project Mgr.
Erin Evans, Project Manager - CIP

STAFF RECOGNITION

CERTIFICATIONS

Colin Champine
Distribution 2

Amber Shefsick
Water Treatment D

Mark Ball
Collection 2

Josh Martinez
Water Treatment A

Mark Morgan
Water Treatment A

Patrick Paranto
Distribution Operator 4

Joe Faraone
Distribution Operator 3

PROMOTED

Peter Gaudioso
Treatment B
Distribution III
PROMOTED
to Water Plant Operator III

Chris Lawrence
I&C Engineer III

STAFF RECOGNITION

WATER STAR AWARD

Thomas Vogt
Preventive Maintenance Technician

In the short time that I have worked directly with Thomas Vogt it is clear to me that it is a travesty that he has not received this award sooner. He exemplifies multiple, if not all, of the department's vision and town values. I would like to, however, highlight his exceptional service and respect for others. I feel spoiled after receiving the exceptional service that he provides. He is constantly thinking of how he can improve the work space to be more comfortable and efficient for others. He also takes the time to explain everything, why it is that way, and possible ways to improve it if we need to. Thomas is also incredibly respectful. He always shows up on time and prepared to help out however he can. he provides kind, positive feedback and encouragement, and gives full credit to everyone that has had a hand in the projects he has been working on. I will always look forward to working with Thomas Vogt.

STAFF RECOGNITION

High Five

Julia Wells
Dawn Tiffany

One of my job duties is to provide customer service coverage for the stormwater hotline. Whenever I am planning to be out of the office I ask Julia and/or Dawn if they will cover the stormwater hotline for me (which often involves setting up new issues in TRAKiT and coordinating with staff and/or the customer). I was out of the office this past April and May and now I am working a part-time schedule, so I have been relying on them a lot. Julia and Dawn are always supportive teammates when I need to be out of the office and they do a great job providing outstanding customer service. They deserve high fives!

Melinda Pastore

We'd like to recognize Melinda for going above and beyond in supporting the Employee Appreciation Team (EAT) with this year's employee gift program. Melinda not only helped order more than 100 employee gifts through Amazon, but she also took the initiative to track shipments, collect the countless boxes delivered to the Administration Building, and organize everything so each employee receives exactly what they ordered. Her attention to detail, organization, and willingness to jump in wherever needed made a huge difference and took a tremendous amount of work off the EAT team. Her behind-the-scenes efforts ensures the process will run smoothly from start to finish. We truly appreciate her dedication, positive attitude, and all the extra time and effort she invested to make this year's employee gifts a success. Thank you, Melinda!

David Choi

David Choi did a great job in working on submitting the CWCB grant for the PCRHR pipeline project. He coordinated closely with CWCB staff to understand the grant requirements. He kept track of deadlines , provided drafts of the application, and ensured it was complete and submitted on time.

Frank Main

Frank has done a great job working with the Dads of Castle Rock on their sponsorship of the fishing docks for Paintbrush Park. Frank presented to members of their board and inspired a lot of excitement from the board members in getting involved in this project. He followed up with phone calls to answer questions. He worked quickly with legal to develop a sponsorship agreement and it has been well received by the board and will be signed shortly. This is a great boost for CRW involvement in the community and our reputation with our customers. Thanks Frank!

Ed Sheets

On Wednesday, July 29, while the Plant Maintenance team was installing a new mag meter at PCD, the crew was using a large crane when weather moved in, and lightning was present. Ed recognized the safety concern and immediately applied the 30-30 rule. He took initiative, exercised work stop authority, and quickly moved two team members from the vault into the pump station to get them out of harm's way. He also safely brought the crane to a secure state without delay. Ed demonstrated strong leadership, safety awareness, and genuine concern for his team's well-being. This is an excellent example of safety and leadership, and I would like to recognize him for his quick thinking and commitment to protecting others.

WATER RESOURCES

WATER DEMAND

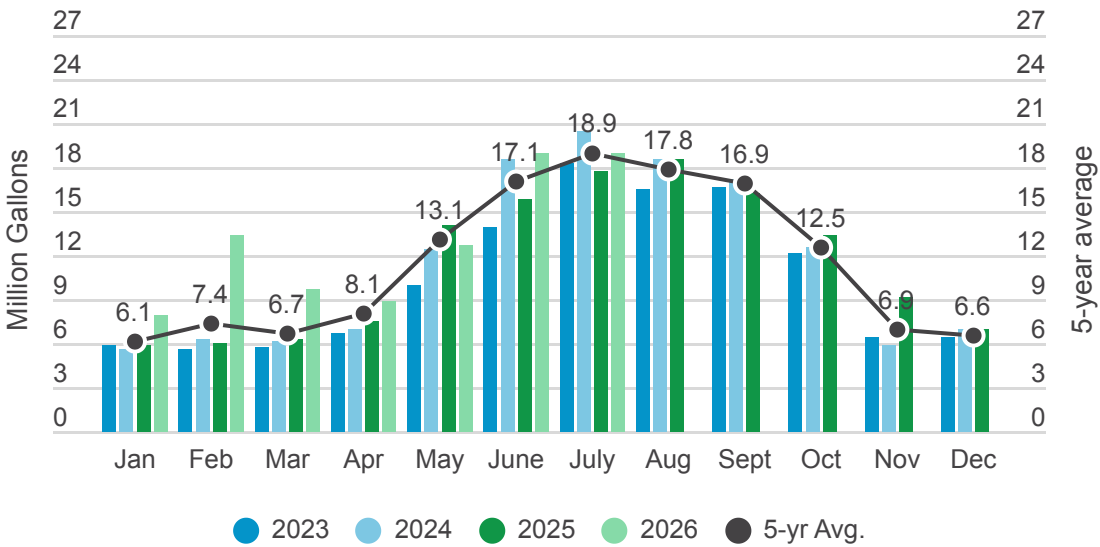
Maximum demands inform us of the size of the infrastructure necessary to provide water service over short periods of time and help us to plan future water resources needs.

DAILY MAXIMUM DEMAND

- 18.9 million gallons/day (MGD)
- 5-year average: 18.9 MGD
- 0% higher than the 5-year average

MONTHLY DEMAND

- The water demand total for July was 540.8 million gallons (MG) [1,659.7 acre-feet (AF)]
- 36% higher than the June 2026 total of 398.1 MG
- 16.4% increase from the previous year's July 2025 demand of 464.7 MG



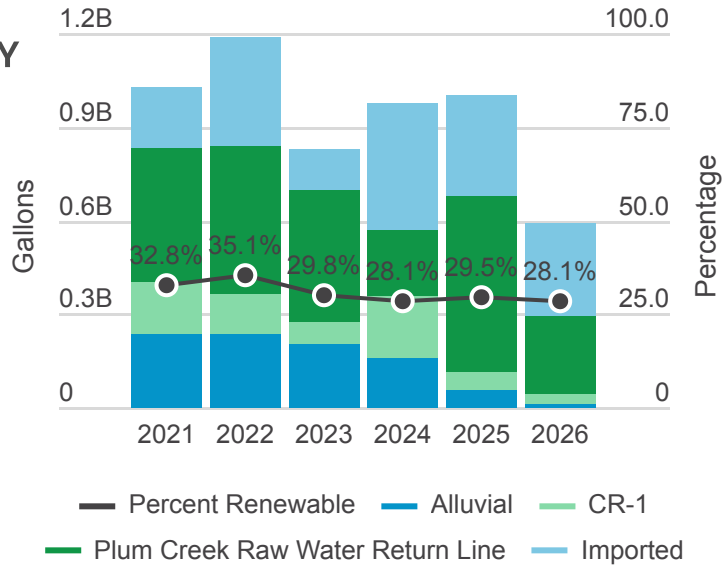
WATER RESOURCES

RENEWABLE SUPPLY

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

28.1% YTD

2065 goal: 100%



In total, renewable supplies accounted for 29.4% of the total water supply for the month (150.3 MG of 510.5 MG) and 28.1% of the annual water supply (592.4 MG of 2,110 MG)

The renewable water production average was 4.85 MGD

- The CR-1 diversion produced an average of 0.8 MGD.
- The Plum Creek Raw Water Return Line produced an average of 2.6 MGD
- The 14 alluvial wells produced an average of 0.2 MGD
- Average imported water received was 1.2 MGD

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.

78.9% JULY

STORAGE	AF	% Full
CRR1 & CRR2	824	60%
Walker Reservoir	29	19%
Chatfield Reservoir	1,326	66%
Rueter-Hess Reservoir	593	7%

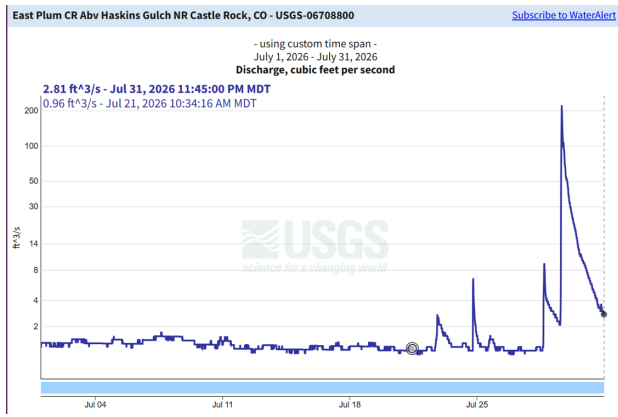
Estimated using best available data.

WATER RESOURCES

EAST PLUM CREEK FLOWS

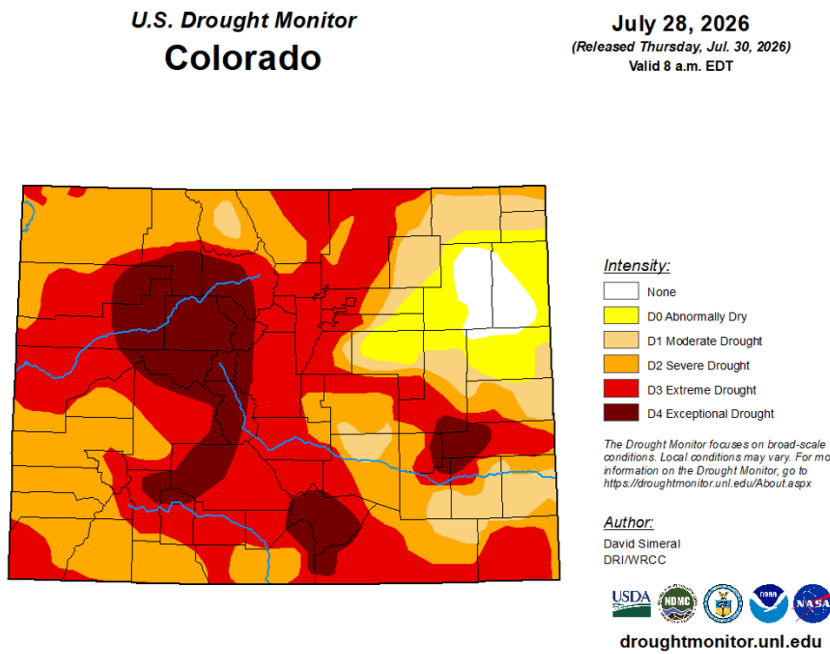
The hydrograph indicates the estimated flow in East Plum Creek basin.

- Flows ranged from 0.75 to 223 cubic feet per second (cfs)
- The monthly average streamflow was 2.95 cfs
- The 25-year mean is 9.38 cfs



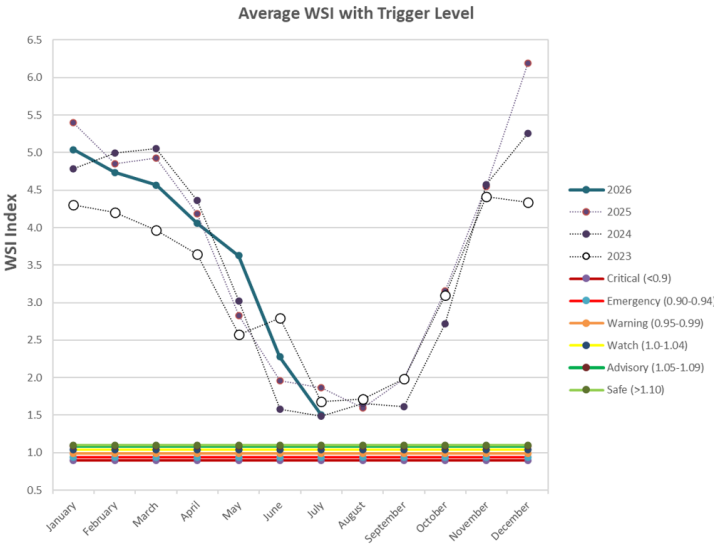
DROUGHT

According to the most recent U.S. Drought Monitor maintained by the United States Department of Agriculture (USDA), Douglas County is experiencing Moderate and Severe drought conditions.



WATER RESOURCES

WATER SUPPLY INDEX



1.5
WSI

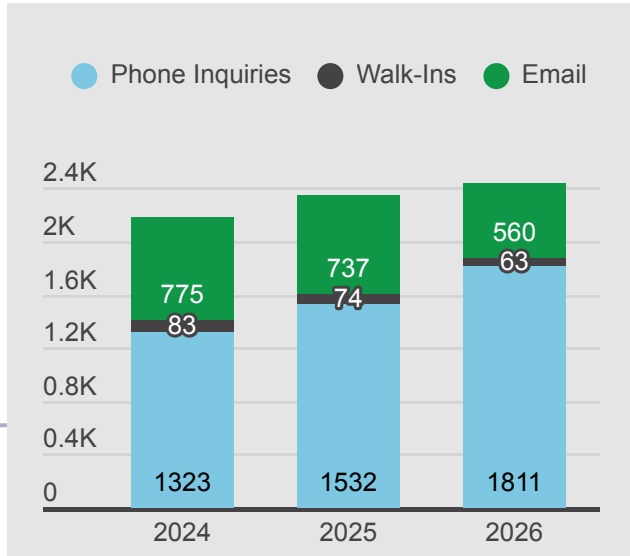
The Town of Castle Rock's Drought Management Plan uses a Water Supply Index (WSI) for the Town that accounts for local conditions relative to the Town's capability to address our water resources and daily water demands. This indicator, along with other criteria will determine a drought stage. A WSI below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

BUSINESS SOLUTIONS

CUSTOMER SERVICE

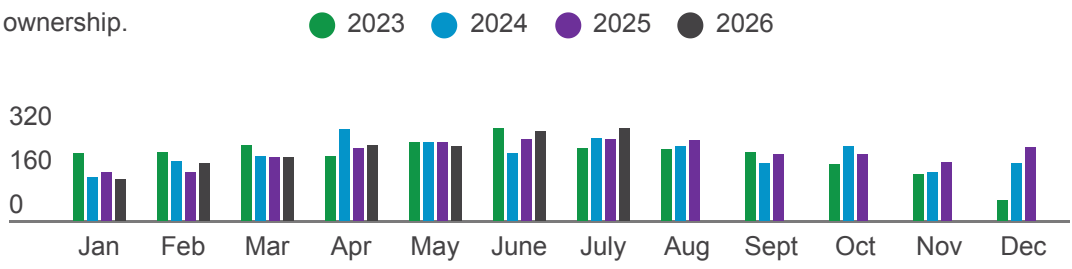
CUSTOMER ACCOUNTS
28,401

56% with an ONLINE ACCOUNT



TRANSFER OF SERVICE

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



CUSTOMER OUTREACH

TOPICS
Drought Stage 1
Smart Irrigation
Hiring!

OUTLET	POST	REACH	
NextDoor	4 posts		
Facebook	5 posts	110,600	288 engagements
Instagram	2 posts		
LinkedIn	1 posts		
Customer email		17,128	72% open rate
HOA email		155	67% open rate

METER SERVICES

Skipped reads

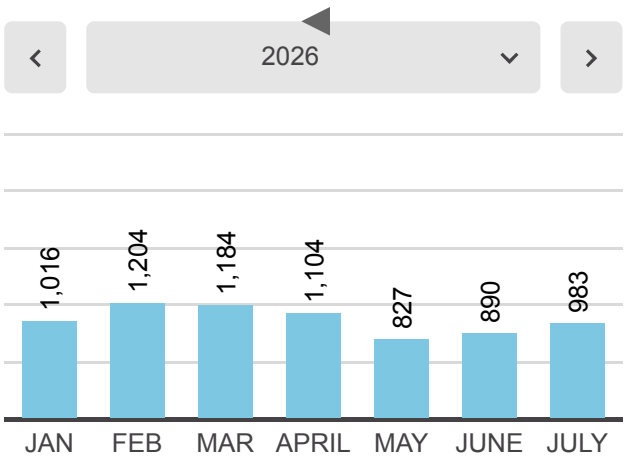
0.05%

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

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

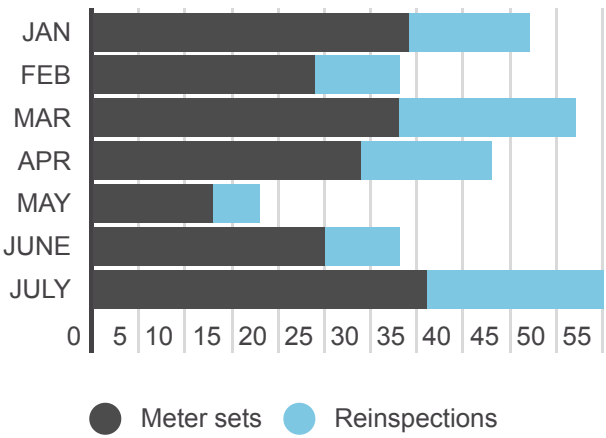
ALL SERVICE WORK ORDERS

Standard work orders include meter replacement and AMI upgrade, bulk hydrant move-outs, curb stop maintenance, MXU installation, flow detection and pressure checks.



METER SET INSPECTIONS

Meter set inspections, to ensure code compliance, are required on all new meters installed. At the time of the inspection, the curb stop is tested for operability and the MXU is installed which provides reading capability for our drive by technology.



OPERATIONS

0 OUTAGES

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

0 PRESSURE

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

0 OVERFLOWS

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

SANITARY SEWER OVERFLOWS

AWWA Index: SSO rate/100 mi

- Castle Rock Water: 0
- Top quartile: 0.4
- Median: 1.6
- Bottom quartile: 3.3

2 LINE BREAKS

GOAL: Remain in the top quartile for AWWA benchmarking for leaks and breaks through regular maintenance and rehabilitation.

WATER SYSTEM INTEGRITY

AWWA Index: Leaks and breaks/100 mi

- Castle Rock Water: 4.3
- Top quartile: 9.2
- Median: 18.7
- Bottom quartile: 30.1

916
UTILITY LOCATES

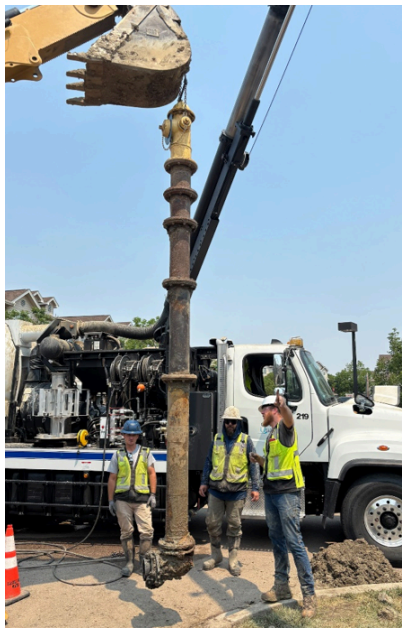
SEWER

19.41 mi
LINES INSPECTED

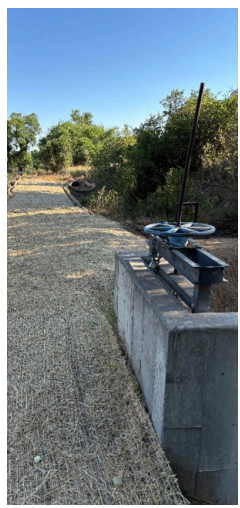
LINES CLEANED
10.63 mi

OPERATIONS UPDATES

The Distribution team repaired an out-of-service hydrant in the Black Feather Apartment complex that had four extension couplings, which made it inoperable. The team had never installed a vertical show fire hydrant before, so this made the repair a fun challenge, especially given the work needed to be done at a depth of approx. 14 feet. The key advantage of a vertical show fire hydrant is that it brings a deep-buried hydrant up to grade without extension couplings, while maintaining a six-foot bury depth, making the hydrant more accessible for service.



The Stormwater and Raw Water teams successfully completed the Meadows Ditch project by installing a weir plate and cutting out concrete panels in support of the Water Resources team. This collaborative effort enhanced the site's infrastructure and provided the necessary improvements to support ongoing water resources operations.



OPERATIONS SYSTEM INTEGRITY ISSUES

There was a leak on a 16” water main that runs under I-25 near Front Street and Sam Walton Dr. The valve was isolated, and repairs were made by a contractor.

There was a water main break on Moore Drive. The break was caused by a corrosion hole on top of the pipe. A 12-inch repair clamp was used for the repair. There were 18 homes with lower-than-normal pressure for 3.5 hours.