



CASTLE ROCK WATER

JAN 2026 MONTHLY REPORT

202 ^{MG}

WATER
DEMAND
TOTAL

18.4 %

RENEWABLE
WATER
SUPPLIES

5.0

WATER
SUPPLY
INDEX

SYSTEM INTEGRITY

4 leaks

WATER QUALITY SAMPLING

0 issues

CUSTOMER ACCOUNTS

28,205

Additional features
available online

[View report online](#)

WHAT WE ARE UP TO

2025: A Year of Momentum, Grit, and Quiet Wins

At the start of 2025, Castle Rock Water didn't set out to chase headlines. The goal was simpler—and harder: do the work well, protect the community, and build systems that would last long after the year ended.

And that's exactly what happened.

A Culture That Starts With Safety

The year opened with a clear message: with a mission to **protect public health**, people (and employees) come first. Safety wasn't a box to check—it was embedded into daily operations. By April, all Colorado Intergovernmental Risk Sharing Agency (CIRSA) training was completed. By year's end, the team logged 36 additional safety trainings, expanded near-miss reporting, rolled out QR-based incident reporting tools in vehicles, engaged a thorough arc flash training program, and completed an occupational hearing study with real, visible improvements.

Emergency response wasn't theoretical either. Fire evacuations, active-killer drills, and activation of our Emergency Response Committee ensured staff were prepared for emergencies—not just compliant with the law.

The numbers told the story too: strong Occupational Safety and Health Administration (OSHA) and DART rates, and a 100% CIRSA audit score. But more importantly, people went home safe.

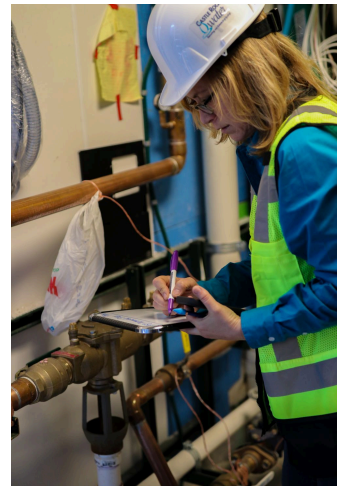
Protecting Water, Meeting the Moment

On the regulatory front, Castle Rock Water stayed ahead of change instead of reacting to it. Water quality teams implemented our nitrification plan, completed a sanitary survey, updated risk and resilience assessments, and managed compliance for over 3,000 backflow assemblies—with perfect survey compliance. New bromide monitoring equipment added another layer of protection.

On the regulatory front, Castle Rock Water stayed ahead of change instead of reacting to it. Water quality teams implemented our nitrification plan, completed a sanitary survey, updated risk and resilience assessments, and managed compliance for over 3,000 backflow assemblies—with perfect survey compliance. New bromide monitoring equipment added another layer of protection.

Stormwater regulation quietly transformed as well. Inspections became smarter. Enforcement became clearer. New tools—like sump inlet certification and Chase Drain policies—replaced friction with efficiency. Council approval of a dedicated stormwater infrastructure inspector capped off a year of meaningful progress.

And then there was perfluoro alkyl substances (PFAS). After extensive sampling and coordination, settlement funds began to arrive to the tune of \$1.34M dollars—real dollars that will directly support long-term system maintenance and compliance with the new PFAS regulations.



Innovation on the Big Stage

While much of the work happened behind the scenes, 2025 also put Castle Rock Water in the spotlight. Castle Rock Water became the first water provider in Colorado to implement an artificial intelligence (AI) leak monitoring system. Likewise, our organization also became the first water provider to require ultra-high efficiency toilets for all new residential development, saving 37% in water for every flush over previous alternatives.



Staff presented nationally on potable reuse, SCADA innovation, AI-driven water loss, underground storage, and water-smart community growth. Industry publications took notice—multiple features highlighted everything from AI leak detection to reinforced reservoir liners. Castle Rock Water didn't just participate in industry conversations; it helped lead them.

Serving Customers—One Call at a Time

Inside Customer Service, the pace never slowed. Over 14,000 calls answered. More than 20,000 customers engaged online. Paperless billing became the norm, not the exception.

Advanced Metering Infrastructure (AMI) deployment changed the game. Monthly meter reads shifted to the network well ahead of schedule, cutting down manual work and improving accuracy. Billing processes were streamlined, validation times dropped by days, and multiple system enhancements rolled into production.

And sometimes, the work was deeply personal: When a customer unknowingly faced a nearly \$8,000 water bill, the Customer Service team didn't wait for a complaint. They reached out first, worked through the issue, and helped resolve a bill for a major leak before it became a crisis. That moment captured the spirit of the year: proactive, human, and relentless about doing right by the customer.

From the Field to the Treatment Plant

In operations, 2025 was a year of steady execution. Crews repaired leaks and breaks, addressed sewer backups, cleaned tanks,



managed nitrification challenges, and maintained water quality without interruption. A new Raw Water Operations Team came online, allowing for the Plum Creek Water Purification Facility (PCWPF) to operate 100% off of renewable water supplies for the first time. Sediment was removed by our storm-water team in many locations with a key project at Castle Oaks Crossing. Granular activated carbon was replaced to maintain PFAS compliance. Membranes were rehabilitated and replaced to ensure top filtration performance for our drinking water at PCWPF.

The operations team completed maintenance and inspection of every fire hydrant and valve in our drinking water system, one of the most critical annual tasks we perform as an organization. We want those hydrants operating seamlessly in the case of a fire.

SCADA crossed a milestone too: Ignition went live—a new daily reporting and monitoring dashboard, cybersecurity roles were filled, major upgrades were completed at the Miller Water Treatment Plant, and fiber reached critical facilities. The backbone of the system grew stronger.

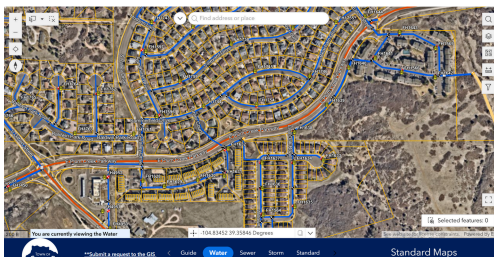
Oh—and the new reservoir known as Castle Rock Reservoir 2 filled to 680 acre-feet, just short of full pool while a new boat was outfitted and christened for use in monitoring water quality at the new reservoir as well as Castle Rock Reservoir 1. Reservoir Dog, named by the staff in an internal contest, officially joined the fleet.



Planning Forward, Building Smart New Developments

The 2024–2028 Strategic Plan moved from paper to practice. Nineteen tactics were completed in 2025, with dozens more underway. Key Performance Indicators showed excellent performance in a number of key areas, from training to safety and even renewable water usage, despite months-long facility shutdowns of PCWPF as construction on the doubling of capacity in the plant continued on-schedule and on-budget.

In the Geographic Information System and locates teams handled more than 14,500 locate tickets, put in place modernized mapping systems using the cloud, launched a helpdesk and kicked off the LiDAR work that will shape future conservation and planning.



Development moved too: Pine Canyon officially completed annexation, Dawson Trails advanced with major water infrastructure put in place, and long-range planning for new development stayed aligned with water realities exhibiting the continued success of Castle Rock Water's ColoradoScape ordinance.

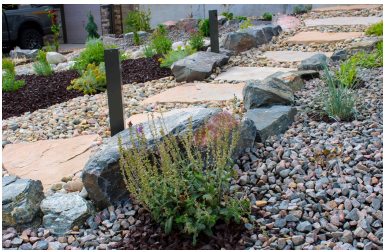


Reaching the Community—and the Next Generation

Outreach in 2025 was hands-on and high-energy. The H2Go Wagon rolled into events, ensuring people had access to clean, cost-effective, and tasty tap water negating the need for expensive, unsustainable and gross bottled water at these events now and in the future. A new water festival launched with its founding year hosted at the PS Miller Park here in Castle Rock, attracting thousands of residents. Conservation videos—featuring Castle Rock Water staff—made watering rules relatable and clear. Workforce development reached high school students through internships, career fairs, and hands-on exposure to water careers.



Conservation programs delivered measurable impact: rebates paid out for ultra-high efficiency toilets, another 263,000 square feet of high-water using turf removed, landscapes improved and beautified with ColoradoScape, and nearly 900 inspections completed on new development ColoradoScapes. Education translated into action as with Water Wise workshops, ColoradoScape Workshops and Qualified Water Efficient Landscaper training.



Securing the Water Future

Water resources closed the year with record renewable storage across multiple facilities (Walker, Chatfield, Rueter Hess and Castle Rock Reservoir 2). PCWPF operated purely on renewable water supplies for most of the late spring, summer and into the fall, and despite being shut-down for many months for construction, helped Castle Rock hit 30% renewable water for the year.

Major milestones were hit: WISE Pump Station neared commissioning, Aquifer Storage and Recovery work to use our underground aquifers for storage continued and gained U.S. Environmental Protection Agency attention with high-ranking staff visiting Castle Rock to see what we were doing, water court cases were successfully resolved pulling back \$130,000, and water leasing commitments reached record revenue levels.

Long-term investments—from the PCWPF expansion to public-private partnerships like the Box Elder Tallgrass project—moved from concept to construction, reinforcing Castle Rock's ability to adapt in a changing water future.

Completing, Continuing, Starting and Designing Key Capital Projects

Several critical capital projects were completed—key non-renewable groundwater wells rehabilitated on-schedule and on-budget, tank 17 chloramine booster station completed, the 5th Street Sewer Project was finished within budget and in time to allow road upgrades to proceed for 5th Street. Many projects continued to move forward including PCWPF expansion, reservoir construction for Castle Rock Reservoirs 1 and 2, Tank 18 final punch items, Lost Creek well collection system, McMurdo Gulch stream stabilization, and East Plum Creek Reach 5 Phase 2 (including the upgrades to Castle Rock Diversion 1). Work started on the Ray Waterman Liquid Ammonium Sulfate conversion, Sedalia Lift Station and Force Main. Design of critical next step capital investments progressed with odor control upgrades for the Escavera sewer system, pipeline upsizing from the central wellfield to PCWPF, Front St. to Downtown potable transmission connection, chlorine monitors at our drinking water system tanks, Chatfield pipeline and pump station, East Plum Creek to Rueter Hess Reservoir pump station and pipeline, stabilization of East Plum Creek at Sellars Gulch, and Castlewood Ranch Lift Station 1 rehabilitation.

Ending the Year Strong

By December, the numbers added up. New staff positions were approved in 2025, positions from 2024 approvals were filled, and additional investments in staffing were made. Facilities were upgraded including the front lobby in the Administration Building. Major program initiatives (from water quality to safety to conservation, etc.) and capital projects advanced. Small wins like the odor complaints in the Escavera Subdivision dropped with verified decreases in hydrogen sulfide gas. Infrastructure was repaired with deep groundwater wells rehabilitated improving their efficiency and production.



A \$55M bond issuance was approved for the shelf to allow for Castle Rock Water to seek funding when the market is attractive. Rates and fees were successfully set rising moderately to ensure adequate finances for operations and capital investments. And yes—there was still time for chili cookoffs, cornhole tournaments, and celebrating the people who made it all happen.



STAFF RECOGNITION

CERTIFICATI ONS



Patrick Paranto
Distribution 3



Joseph Faraone
Collections 4
Distribution 2



Jake Austin
Collections 2



Brandon Luke
Collections 1



Joshua Vauhn
Water Treatment C

High Five

Susan Salvatori
Kristin Harrison
Greg Swaney

While reviewing monthly consumption for billing, Susan noticed a significant discrepancy in usage for a multi-family property, with consumption dropping dramatically over a single month. She promptly shared the information with Kristin and Greg to have it reviewed. Greg went out the following day and discovered that a bypass had been opened. He closed and locked the bypass to prevent the issue from recurring, then followed up with Susan to communicate the findings and resolution. I would like to commend Susan, Kristin, and Greg for their diligence in reviewing customer records and for their quick, effective response when something appeared out of the ordinary. This is a great example of teamwork and proactive customer service. Great job to all three.

STAFF RECOGNITION

PROMOTIONS!



Joshua Vaughn
Treatment Operator II



Dwight Keller
Plant Maintenance
Supervisor



Erin Sweeney
Cross Connection
Administrator



David Madsen
Treatment Operator III

High Five

Kaitlin MacPherson
Tyler Ray
Jill Skelton
Debbi Davenport
Malorie Gamble
Jen Pomplun

I broke my ankle in early December, and my entire work group has been amazing to pitch in and help me out. They have taken mail to the mailbox for me, carried the cash drawer, opened and held countless heavy doors, and even helped me get out of the building and load my belongings into the car at the end of the day. They have also had to pick up my work when I was out a few days for surgery and for the various doctor appointments before and after. And I want to point out that I have not had to ask anyone for help - they have been amazing to see what I need and jump in when necessary. I just want to acknowledge and thank my team for everything they've done to make my life easier while I've been struggling to manage with my current situation.

STAFF RECOGNITION

N E W H I R E S



Ben Vallejo
Collections Operator I



Zachary Gregg
SCADA I&C Engineer IV



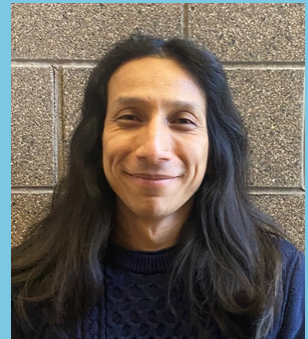
Nathan Fulks
Treatment Operator I



Javier Huerta
Stormwater Supervisor



Marcus Lewsader
Distribution Operator I



Joewey Quetzal
SCADA OT Systems
Administrator



Noah Lelepali
Distribution Operator I

High Five

Aracelis Paul

I greatly appreciate Aracelis' insight, analysis, and assistance in the ColoradoScape Demonstration Garden bid review preparation including the tabulation of the 100+ items for the 5 submitted bids. The level of detail in reviewing the bids was astounding especially given the level of discrepancies.

Jeff Lehman

On Friday, Jeff took it upon himself to flush a fire hydrant in order to improve the water quality at Tank 14, while the rest of the staff was busy working on a line break. Through his efforts, Jeff helped maintain the water quality in the tank over the weekend.

STAFF RECOGNITION



WATER STAR AWARD

Michelle Strang, Raw Water Operator II



Michelle Strang was awarded the Water Star from Matt A., due to her astounding numbers in Cartegraph representing more than 4,000 hours of work. Though this is only a part of what she does in Operations keeping the whole water system up and running, he really appreciates how she is out in the field, despite the extremely hot or cold weather. Michele was at or near the top of the Cartegraph statistics with 1300 valve inspections, 330 hydrant inspections, and 1900 other tasks. Additionally, as her supervisor put it, she is “great” and “does a lot of stuff.”

High Five

**Malorie Gamble
Debbi Davenport
Jill Skelton
Kristin Harrison
Andrew Walkup
Jennifer Pomplun
Greg Swaney**

I just spoke with Bob McCaslin, a resident who has been trying to determine the cause of unusually high-water consumption at his property. He contacted me specifically to share how impressed he was with our staff, stating that this is “one of the best run operations” he has ever encountered. Over the past month, Mr. McCaslin worked with Malorie, Debbi, Jill, Kristin, Andrew, Jennifer and Greg to investigate the issue. After extensive leak detection and troubleshooting by Andrew and Greg failed to identify a cause, Greg removed and replaced the meter and sent it out for testing. The test revealed that the meter had an incorrect register installed by the manufacturer prior to being sent to us, causing it to over register consumption by more than double. Greg then worked with Jennifer to calculate and apply the appropriate credit for the overbilled water, and the customer service team worked with Mr. McCaslin to clearly explain what happened and how the credit was calculated. Monitoring in AMI has confirmed that the new meter is registering water consumption back to normal for Mr. McCaslin. Thank you all for providing exceptional customer service.

STAFF RECOGNITION



High Five

Rate Our Service

4.9

For 2025 survey responses, customers provided a 4.9 out of 5 rating for customer service received in billing, cross connection, landscape inspection and meter assistance.

**Diane Maki
Rick Schultz**

Diane and Rick's customer service has been exceptional in 2025, and she received specific mentions in the customer service survey responses.

- *I really appreciate the communication that both Diane Maki and Rick Schultz provided me during our landscape design review.*

- *Diane has been really great to work with. The review process has been changing somewhat and Diane has been helpful.*

**Debbi Davenport
Malorie Gamble**

Debbi and Malorie have provided exceptional customer service in 2025 and received several specific mentions in the customer service survey.

- *Malorie and Debbi could not have been more helpful. You have two great customer service representatives.*

Jill Skelton

Jill has had exceptional customer service in 2025 and received several specific mentions in the customer service survey.

- *Jill was fantastic and so helpful. She did an amazing job explaining what was happening and likely saved me hundreds of dollars hiring a plumber. Excellent service. Thank you.*

- *Jill replied and cleared up confusion within an hour. It was helpful and efficient.*

Erin Sweeney

Erin has had exceptional customer service in 2025 and received several mentions in the customer service survey.

- *"Erin with the backflow program was extremely helpful and made sure everything I needed was answered super fast. This was the best experience I have had with a water district regarding backflows."*

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.

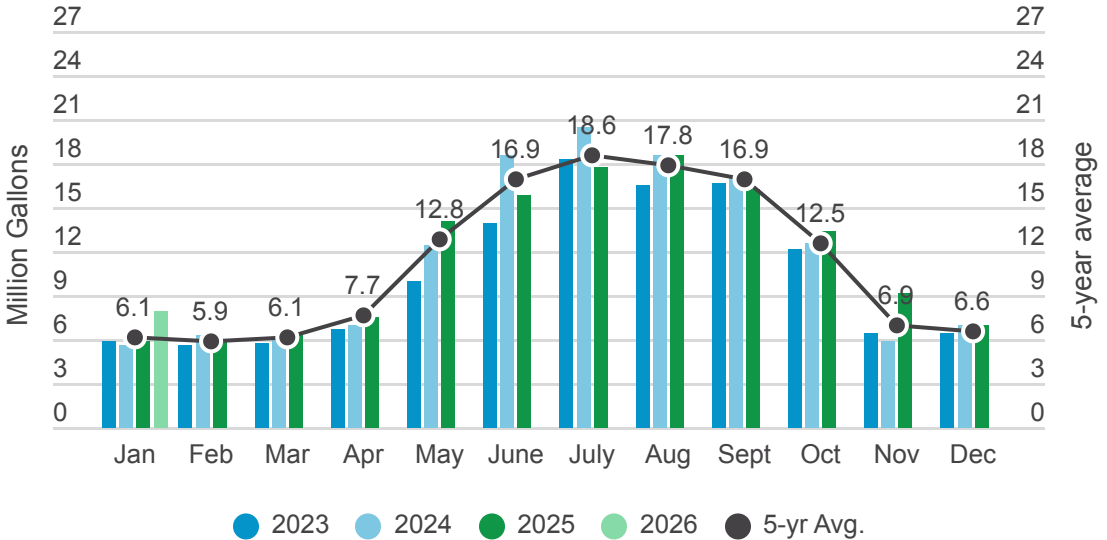
DAILY MAXIMUM DEMAND¹

- 7.9 million gallons/day (MGD)
- 5-year average: 6.1 MGD
- 29% higher than the 5-year average

MONTHLY DEMAND ¹

- The water demand total for January was 201.8 million gallons (MG) [619.2 acre-feet (AF)]
- 5% higher than the December 2025 total of 192 MG
- 22.6% increase from the previous year's January 2025 demand of 164.6 MG.

[1] Demand and production data is best available estimate while SCADA is down.



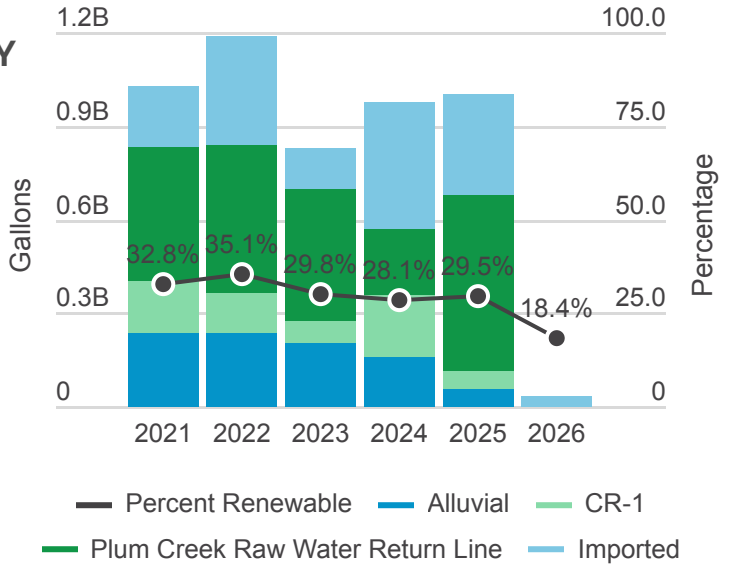
WATER RESOURCES

RENEWABLE SUPPLY

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

18.4%
JAN.

2065 goal: 100%



In total, renewable supplies accounted for 18.4% of the total water supply for the month (30.5 MG of 165.9 MG) and 18.4% of the annual water supply (30.5 MG of 165.9 MG)

- The CR-1 diversion produced an average of 0.0 MGD²
- The PC diversion produced an average of 1.2 MGD
- The 14 alluvial wells produced an average of 0.0 MGD²
- The renewable water production average was 0.98 MGD

[2] PCWPF is offline for the expansion project November 2025 through April 2026.

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.

0.6%
JAN

STORAGE

- Chatfield Reservoir: 1,456 AF
- Rueter-Hess Reservoir: 536 AF¹
- Castle Rock Reservoir No. 1 (CRR1): 0 AF
- Castle Rock Reservoir No. 2 (CRR2): 729 AF
- Walker Reservoir: 57 AF

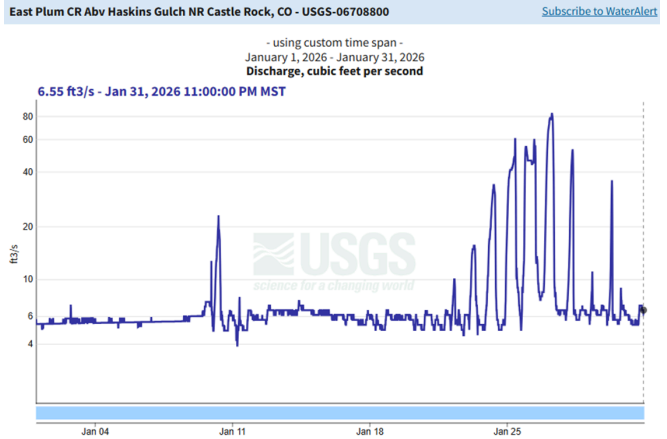
[1] Latest data from November 2025

WATER RESOURCES

EAST PLUM CREEK FLOWS

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

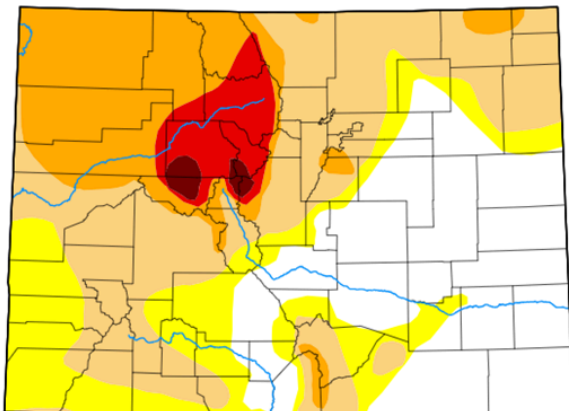
- Flows ranged from 3.8 to 82.3 cubic feet per second (cfs)
- The monthly average streamflow was 8.7 cfs
- The 25-year mean is 6.1 cfs



DROUGHT

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

Colorado



Map released: Thurs. January 29, 2026

Data valid: January 27, 2026 at 7 a.m. EST

Intensity

- None
- D0 (Abnormally Dry)
- D1 (Moderate Drought)
- D2 (Severe Drought)
- D3 (Extreme Drought)
- D4 (Exceptional Drought)
- No Data

Authors

United States and Puerto Rico Author(s):

[Richard Tinker](#), NOAA/NWS/NCEP/CPC

Pacific Islands and Virgin Islands Author(s):

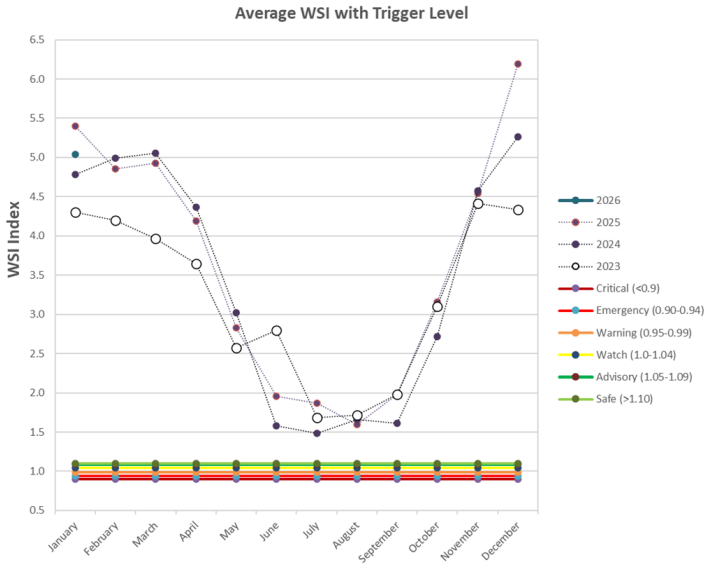
[Daniel Whitesel](#), National Drought Mitigation Center

WATER RESOURCES

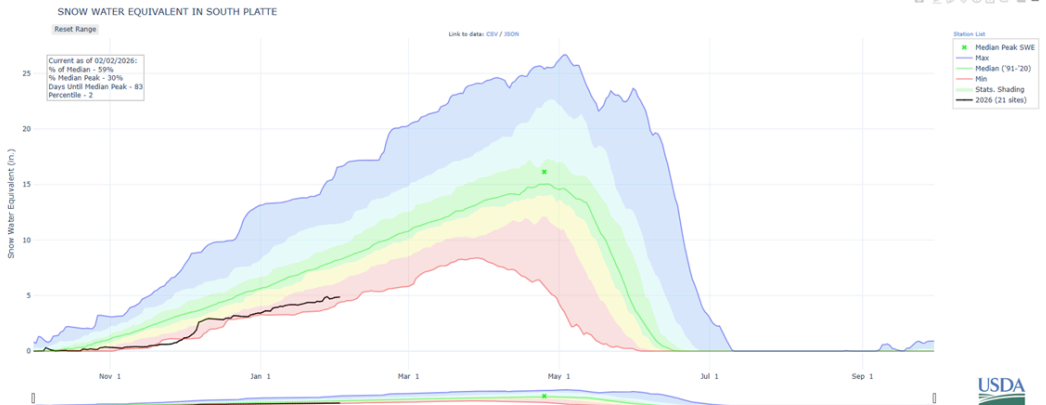
WATER SUPPLY INDEX

5.0
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. Anything below 1.1 will trigger a drought stage relative to its severity.



SOUTH PLATTE RIVER BASIN SNOW PACK



- Year-to-date precipitation at 71% of median
- Snow Water Equivalent (SWE) at 59% of median

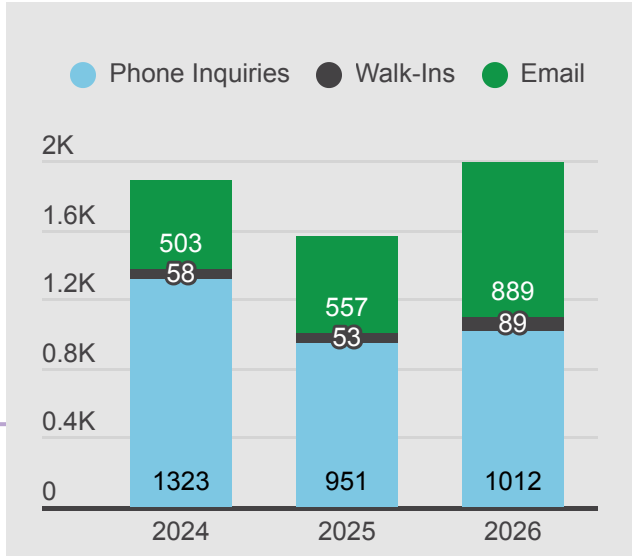


BUSINESS SOLUTIONS

CUSTOMER SERVICE

CUSTOMER ACCOUNTS
28,205

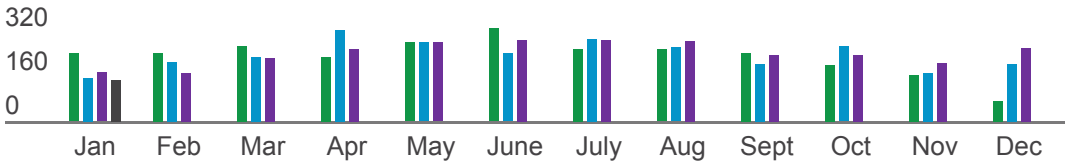
57% with an ONLINE ACCOUNT



TRANSFER OF SERVICE

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

● 2023 ● 2024 ● 2025 ● 2026



CUSTOMER OUTREACH

OUTLET	POST	REACH		
Facebook	4 posts	21.9 k reach	85 engagements	14 shares
Instagram	1 post	764 impressions	4 engagements	5 shares
NextDoor	3 posts			
Customer email		14,939	66% open rate	
HOA email		126		
Maintenance email		15,784	70% open rate	

TOPICS
Chlorine Conversion
Water Maintenance

METER SERVICES

Skipped reads

0.11%

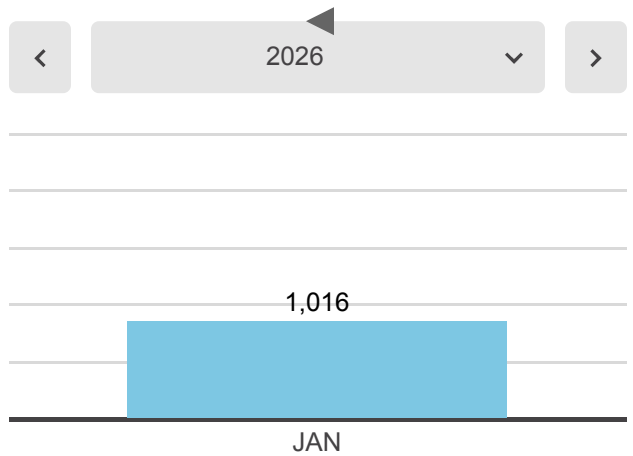
The AWWA standard is 2%, so we still continue to stay well below the industry average.

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

ALL SERVICE

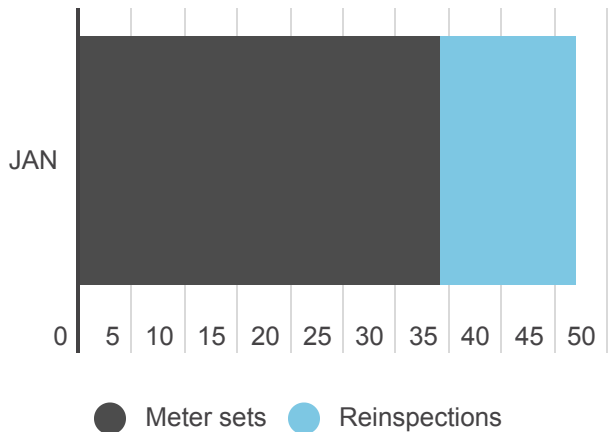
WORK ORDERS

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



4 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



2,009
UTILITY LOCATES

SEWER
1.35 mi LINES CLEANED
LINES INSPECTED **.57 mi**



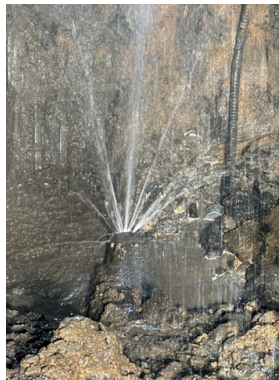
OPERATIONS



There was a leak on a fire suppression line on Ridge Trail Lane. Staff worked alongside our contractor to complete the repair. Eleven homes experienced less than normal pressure for three hours.



There was a beam break on Moore Dr. on the 6" CIP water main. The on-call team completed the repair using a repair clamp, and no homeowners were affected.



The on-call team repaired a beam break on the 6" CIP water main on South St. A repair clamp was used to make the repair. There were 10 homes that had reduced pressure for approximately 1.5 hours.