

## **TIER 3 - IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER**

### **Monitoring Requirement Not Met for Castle Rock Water**

Our water system missed a drinking water monitoring requirement. Although this situation is not an emergency, as our customers you have a right to know what happened, what you should do, and what we are doing to correct this situation.

We are required to continuously monitor our drinking water at the entry point of the distribution system for residual disinfectant concentration at the Plum Creek Water Purification Facility. While Castle Rock Water has multiple ways to monitor the disinfectant concentration, an entry point monitoring instrument officially designated by the State records results on four-hour intervals to ensure that this concentration is never less than the regulatory requirement. The results of this regular monitoring are used to report to the State that our drinking water meets regulatory standards. However, for roughly a 13-hour period, beginning on the evening of May 23, 2025, and continuing through the morning of May 24, 2025, it was discovered that the entry point instrument was not monitoring. Although there was no loss of power to the instrument, it ceased to function and continued to hold and report the most recent concentration that it recorded, which was an acceptable value, causing no alarm. The entry point monitoring instrument officially designated by the State did not record real-time disinfection results for two consecutive intervals. The failure to monitor at this one location is a violation of our regulatory monitoring requirements. Upon the discovery of the non-functioning instrument, the Operations staff immediately restarted the instrument and checked the results of an upstream instrument, which also monitors residual disinfectant concentration. Employees verified by this instrument that at no time during the 13-hour period was the residual disinfectant concentration below regulatory limits at that sampling location. Additionally, two bench laboratory samples were analyzed from the entry point to the distribution system. These results were also not below the regulatory limit. Castle Rock Water experienced the failure of this instrument twice within the span of one week, of which this failure was the first. Although the instrument was successfully restarted on May 24, the faulty instrument was not replaced until June 1.

#### **What does this mean?**

- We are required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not our drinking water meets health standards. During May 23 – 24, 2025, we did not monitor for residual disinfectant concentration at the entry point of the distribution system at the Plum Creek Water Purification Facility, and therefore cannot be sure of the quality of the drinking water during that time.

#### **What is being done?**

- The malfunctioning entry point monitoring instrument was replaced on June 1, and a second, redundant monitoring instrument that will be recognized by the State was added. Also, special controls were added to the entry point instrument to monitor the variation in residual concentrations and will sound an alarm when variations are not normal. Additionally, the Operations staff performs system checks and walk throughs twice per

shift. These actions will prevent this kind of monitoring error from happening in the future.

The problem was resolved on June 1, 2025. For more information, please contact Hannah Branning at [hbranning@crgov.com](mailto:hbranning@crgov.com), or 720.733.6041, or 175 Kellogg Ct., Castle Rock CO.

*\*Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.\**

This notice is being sent to you by: Castle Rock Water – PWSID # CO0118010

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