



CASTLE ROCK WATER

JUNE 2025 MONTHLY REPORT

382.5 ^{MG}

WATER DEMAND
TOTAL

43.65%

RENEWABLE
WATER SUPPLIES

1.96

WATER SUPPLY
INDEX

SYSTEM INTEGRITY

3 leaks

WATER QUALITY SAMPLING

0 issues

CUSTOMER ACCOUNTS

28,026



[View report online](#)

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WHAT WE ARE UP TO

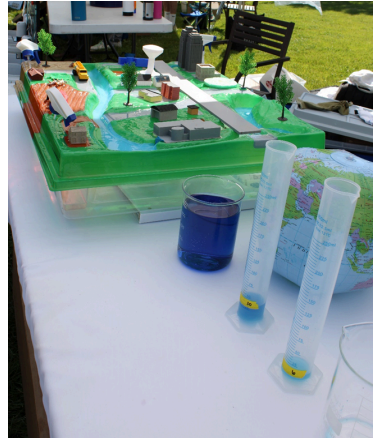
South Metro Water Festival

South Metro Water Supply Authority and its 14 members, including Castle Rock Water, recently launched a regional water festival to raise awareness about the water industry in a fun, interactive way. The inaugural event was held June 18 at Philip S. Miller Park & Amphitheater in Castle Rock, with plans to rotate the festival to different member communities in future years.

Designed for the whole family—not just kids—the festival featured hands-on exhibits, science demos, and engaging presentations on everything from fixing a toilet flapper to understanding your water meter. More than 1,600 attendees explored where their water comes from, learn about watershed protection, and got tips on ColoradoScaping their yards. The foam party, Mad Scientist presentations and animals from Nature's Educators were big hits.

To cap off the day, Castle Rock Water hosted the "Come for the Water, Stay for the Beer" After-Party from 6 to 8 p.m., featuring live music and samples of Dos Veces Mexican Lager—brewed using Castle Rock's high-quality reuse water.





IN THE COMMUNITY

Are you a dirty duck or a diva duck when it comes to stormwater pollution prevention?

Castle Rock Water attended the Castle Rock Rotary Ducky Derby on Sunday, June 22 at Festival Park. With the message of protecting our waterways, the children's Ducky Decoration Station provided educational fun for kids of all ages to decorate a rubber duck or a pet rock. More than 300 children participated.



STAFF RECOGNITION

CERTIFICATIONS



Mark Morgan
Distribution Operator II



Patrick Paranto
Distribution Operator I



David Madsen
Distribution Operator II



Alexandra Daws
Distribution Operator II



Carson Croom
Distribution 1 Operator



NEW HIRES



Christian Rahm
Treatment Water
Operator I



Christopher Lawrence
I&C Engineer II



Travis Crittenden
Raw Water Operator II



Aracelis Paul
Senior Office Assistant
Conservation, Water
Resources and Stormwater

PROMOTIONS



Jack Berry
Plant Mechanic II



Jon Lutterman
Plant Mechanic III



Ed Sheets
Plant Mechanic III



Patrick Paranto
Treatment Operator Supervisor



Reese Anderson
Plant Mechanic III



Lyle Cable
Water Plant Operator II



John Grahn
Senior Stormwater Inspector



Jeff Lehman
Water Quality Coordinator



High Five

Rick Schultz

We received the below appreciation email from a resident for Rick Schultz customer service, and we want to recognize him for it.

Hello! We want to express our sincere appreciation of the assistance Rick Schultz provided to us with our water usage concerns. He explained everything about our water meter, how to read it and how it measures our usage. He is very knowledgeable and is able to explain things that a layman understands. Castle Rock Water is lucky to have Rick as an employee and do are we. Thank you, Bob and Donna Sands

Malorie Gamble Jon Lutterman Mike Murphree

Thank you for bravely stepping up to take on the fun—and meaningful—challenge of acting in our Lawn Dads series. You all did an incredible job bringing the humor and heart to life!

Mark Marlowe Mark Henderson Maryjo Reese Nichol Bussey Rick Schultz Mike Murphree Tim Dagg Hannah Branning Melinda Pastore Matt Hayes

I'm incredibly thankful for the collaboration and dedication of our staff—especially the team that volunteered to represent Castle Rock Water at the South Metro Water Festival. True to form, one booth wasn't enough for us—we hosted four, each highlighting different messages. Our team delivered those messages with clarity and enthusiasm, engaging with hundreds of attendees and truly embodying the values of our organization.

WATER STAR AWARD Reese Anderson, Plant Mechanic II



STORMWATER COMPLIANCE

Q2 2025

The Stormwater Division manages stormwater runoff to minimize flooding hazards and to protect water quality in our watersheds. Services include:

- Construction site inspections
- Pond maintenance oversight
- Spill reporting, enforcement and response
- Floodplain management
- Public education and outreach
- Design and construction of SW CIP projects

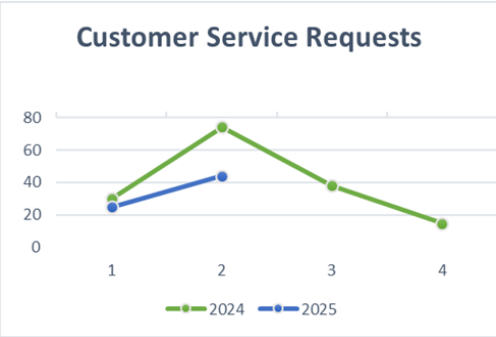
New Chase Drain Policy

Chase drains are intended to address nuisance or excess water during dry weather. Since 2008, Castle Rock Water (CRW) has installed them at no cost, following at least one year of site monitoring. This approach created staffing burdens and unrealistic homeowner expectations. Under the new policy, CRW has removed the monitoring requirement and now charges \$1,500 per installation. Water usage, leak detection, and areas of influence will still be assessed to identify the water source. Approved drains will be installed by Public Works as part of the Town’s pavement management program, typically in late fall. Chase drains require specific site conditions and are not approved for icing complaints, as they can freeze and overflow, worsening sidewalk ice issues.



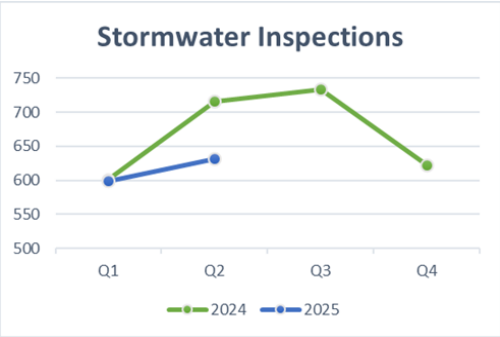
CUSTOMER SERVICE REQUESTS

The Stormwater Division receives various customer concerns from nuisance groundwater and illicit discharges, to dust, and infrastructure maintenance. Complaints often rise and fall with weather patterns. Customer service requests fell 41% from Q2 of 2024 which included 44 CSRs following the June 9, 2025 storm.



STORMWATER INSPECTIONS

The inspection team regulates permitted residential and commercial properties. Total inspections are down 12% from Q2 of 2024 but just 7% year over year. Residential tract home permits are down 17% this year which accounts for the drop in inspections.



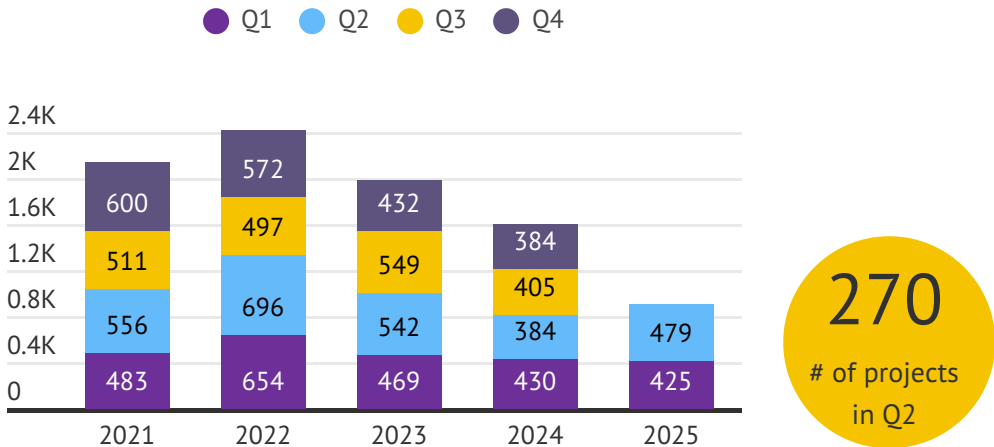
PLAN REVIEW

Q2 2025

Castle Rock Water Plan Review team reviews planned development plans, site plans, construction drawings, water efficiency plans and technical reports for each project to ensure the public infrastructure built by the developer is following the criteria set by the Town, with respect to:

- Water
 - Sanitary sewer
 - Stormwater drainage
- Flood control
 - Landscape and irrigation
 - Temporary Erosion and Sedimentary Control

PLAN REVIEWS



PERMITS

PERIOD	Single Family	Com-mercial	Misc	Multi-family	TOTAL
1st Quarter	261	42	9	8	320
2nd Quarter	347	37	8	4	396

The plan review team reviews building permits to verify proposed water demand to size meters and assess system development fees.

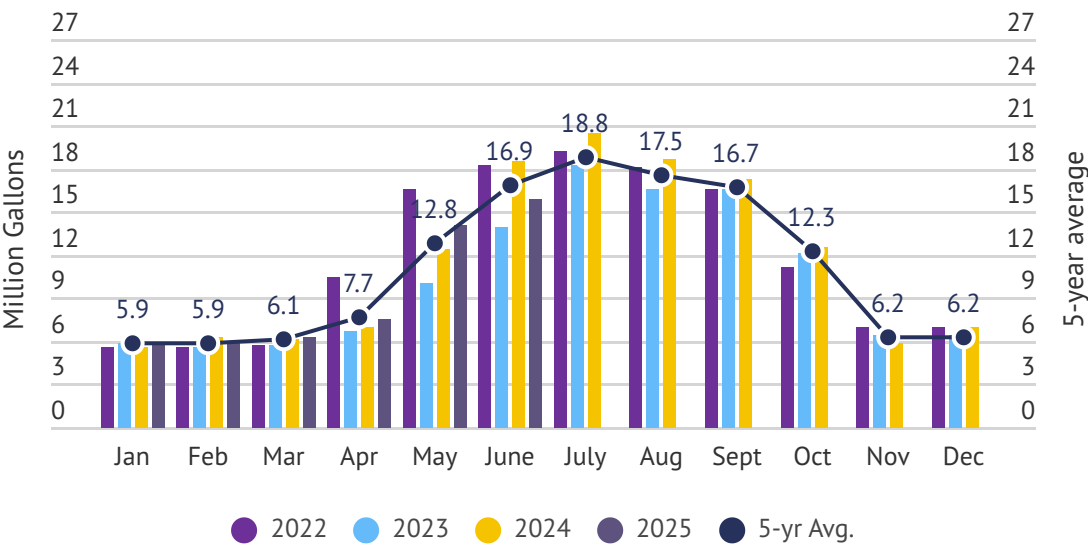
WATER RESOURCES

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 DEMAND

- 15.8 million gallons/day (MGD)
- 5-year average: 16.9 MGD
- 7% lower than the 5-year average



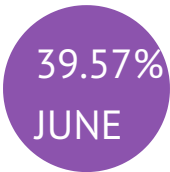
MONTHLY DEMAND

- The water demand total for June was 382.5 million gallons (MG) [1,173.8 acre-feet (AF)]
- 32% higher than the May 2025 total of 290.4 MG
- 18.8% decrease from the previous year's June 2024 demand of 471.3 MG

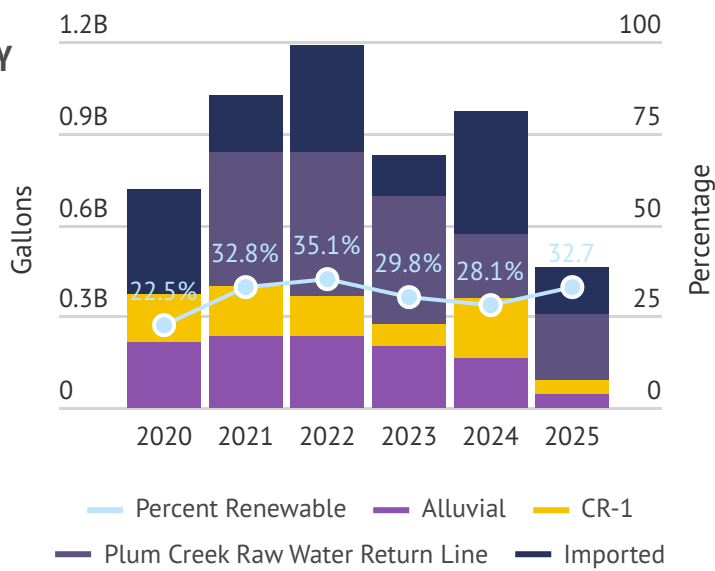
WATER RESOURCES

RENEWABLE WATER SUPPLY

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



2065 goal: 100%



In total, renewable supplies accounted for 43.65% of the total water supply for the month (179 MG of 410 MG) and 32.65% of the annual water supply (460.23 MG of 1,409.4 MG)

- The CR-1 diversion produced an average of 0.33 MGD
- The PC diversion produced an average of 3.61 MGD
- The 14 alluvial wells produced an average of 0.15 MGD
- The renewable water production average was 5.97 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.



STORAGE

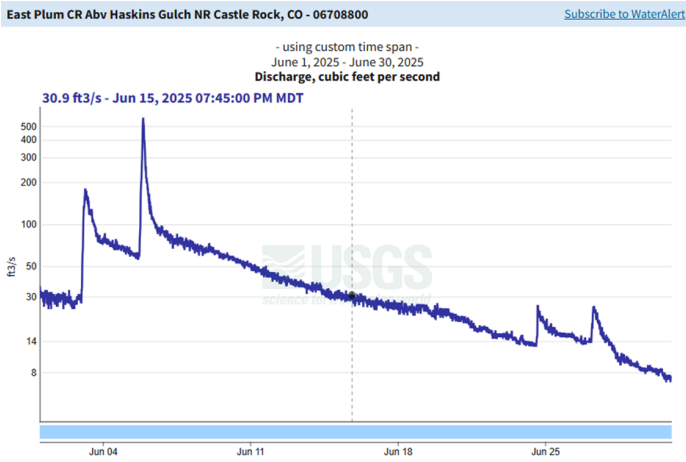
- Chatfield Reservoir: 1,972 AF
- Rueter-Hess Reservoir: 588.43 AF
- Castle Rock Reservoir No. 1 (CRR1): 0 AF
- Castle Rock Reservoir No. 2 (CRR2): 306.5 AF
- Walker Reservoir: 20.76 AF

WATER RESOURCES

EAST PLUM CREEK FLOWS

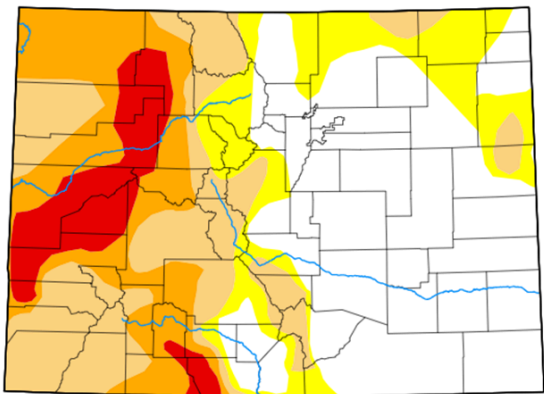
The hydrograph indicates the estimated flow in East Plum Creek basin.

- Flows ranged from 6.67 to 577 cubic feet per second (cfs)
- The monthly average streamflow was 33.2 cfs
- The 26-year mean is 4.5 cfs



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

Colorado



Map released: Thurs. July 3, 2025
Data valid: July 1, 2025 at 8 a.m. EDT

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):

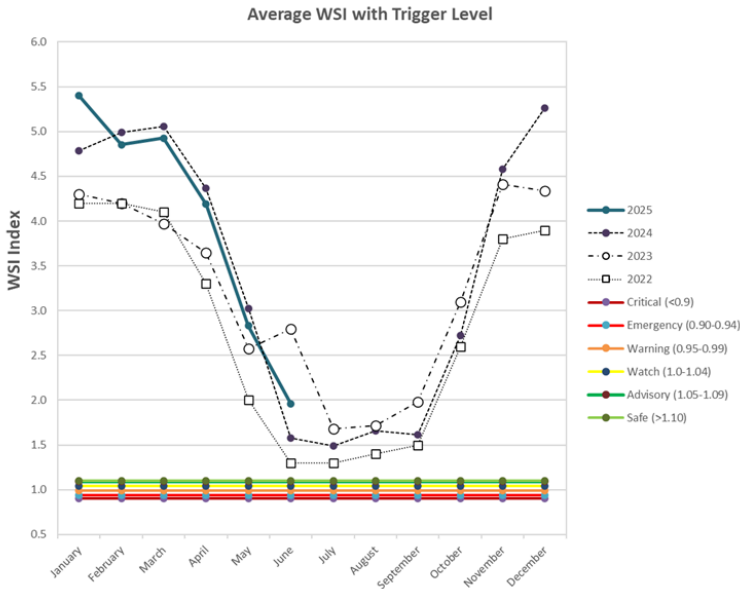
[Curtis Riganti](#), National Drought Mitigation Center

Pacific Islands and Virgin Islands Author(s):

[Tsegaye Tadesse](#), National Drought Mitigation Center

WATER SUPPLY INDEX

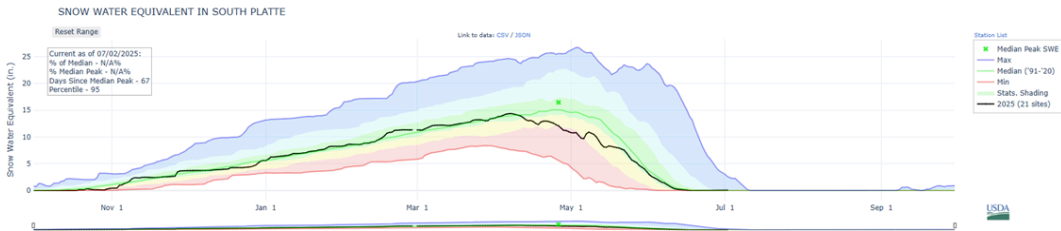
1.96
WSI



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 91% of median.

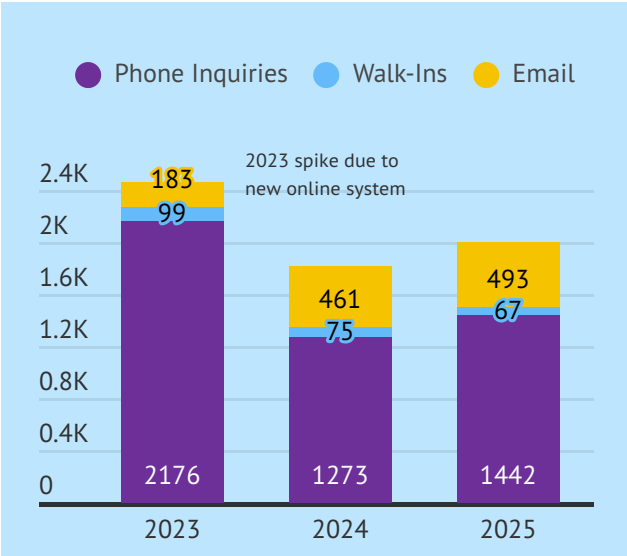


BUSINESS SOLUTIONS

CUSTOMER SERVICE



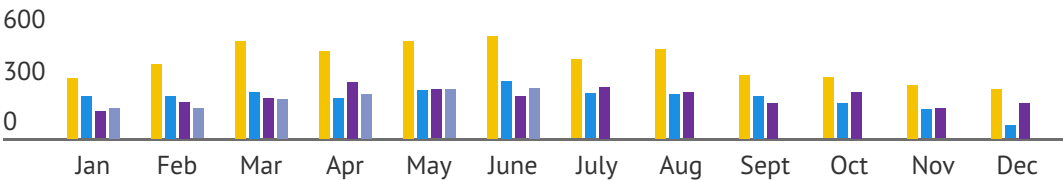
Customers with an online account:
59%



TRANSFER OF SERVICE

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

2022 2023 2024 2025



CUSTOMER OUTREACH

OUTLET	POST	REACH		
Facebook	7 posts	42.8k reach	1.2k engagement	47 shares
Instagram	5 posts	5.2k reach	102 engagement	70 shares
LinkedIn	1 post	149 reach	2 engagment	1 clicks
Email	14,743	67% open rate		
HOA mail	142	67% open rate		



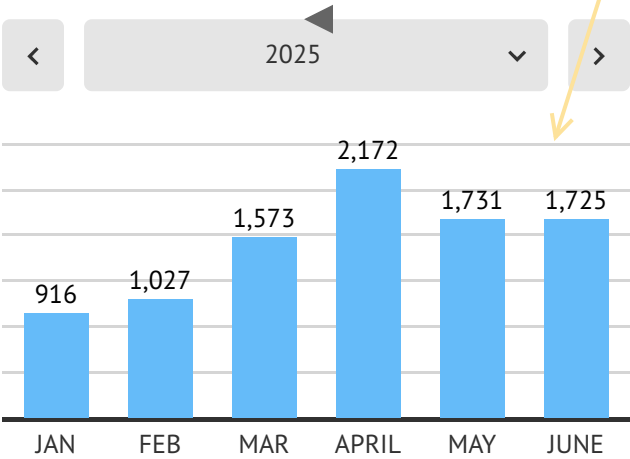
METER SERVICES

AMI Technology

On June 1, Castle Rock Water completed its first customer meter read using Automated Metering Infrastructure (AMI), a system that remotely collects water usage data. This eliminates the need for manual meter reading, which once took up to three days with multiple teams, and can now be done in a day—mostly from the office. AMI also provides real-time data, enabling alerts for leaks, excessive use, and unusual consumption patterns. CRW is exploring customer data portals to share this information. About 20% of customer meters still require upgrades.

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.



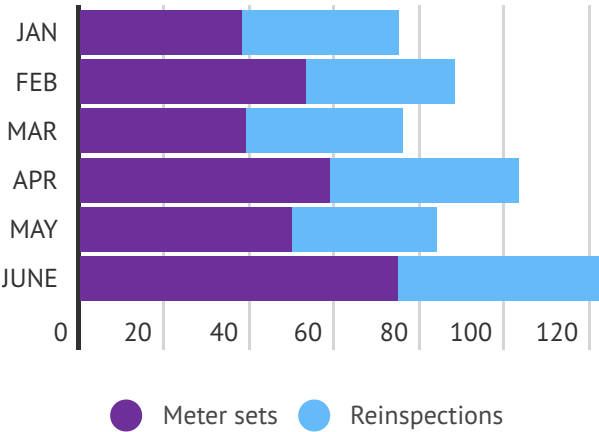
AMI installation is a primary reason for the high number of work orders.



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

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.

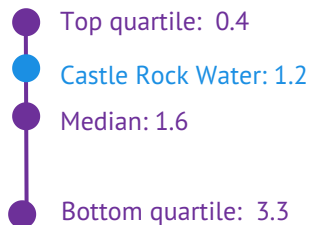
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OVERFLOWS

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

SANITARY SEWER OVERFLOWS

AWWA Index: SSO rate/100 mi



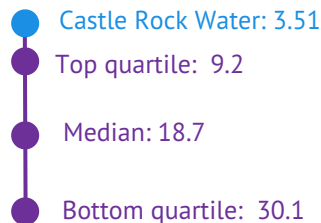
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LINE BREAKS

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



1341

UTILITY LOCATES

41.34 mi

LINES INSPECTED

LINES CLEANED

6.46 mi

OPERATIONS



There was a water main break on 8" DIP at the intersection of Castle Rock Parkway and Castle Gate Drive North. Three apartment buildings had reduced water pressure for 5 hours.



The Distribution team, led by Michelle Strang, repaired a valve packing leak at Meadowlark and Bobolink Dr. During the repair, 25 homes were without water for two and a half hours.

The Distribution team repaired a service line on Kendrick Court. Eight homes were without water for 45 minutes.

