

CASTLE ROCK WATER

WATER QUALITY MAINTENANCE PLANNING

TOWN COUNCIL UPDATE

NOVEMBER 18, 2025



WATER QUALITY MAINTENANCE PLANNING

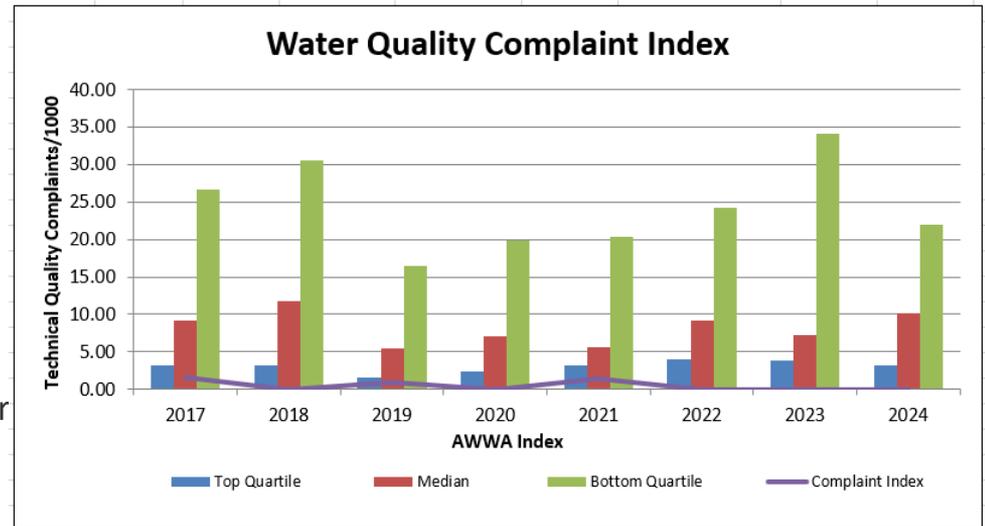
BACKGROUND

- Monitor and review water quality continuously through sampling, analysis, & reporting.
 - ✓ Castle Rock Water meets or exceeds all state and federal requirements of drinking water standards. Consumer Confidence Report (CCR) completed annually and available at <https://www.crgov.com/2803/Water-Quality-Report>
 - ✓ Collect over 3,000 samples each year in addition to continuous water quality monitoring
- Critical component of maintaining water quality is disinfection.
- Castle Rock Water (CRW) disinfects using chloramines.
 - ✓ Maintains a longer-lasting disinfect residual
 - ✓ Results in less odor/taste
 - ✓ Forms less regulated byproducts
- Maintain disinfectant residual in distribution system continuously.
 - ✓ Federal and State requirement
 - ✓ Protects water from plant to house
 - ✓ Target 1.5 to 2 milligrams per liter

WATER QUALITY MAINTENANCE PLANNING

BACKGROUND

- Prior to 2013 disinfection was accomplished by free chlorine.
- CRW has utilized chloramines for disinfection since 2013.
- Free chlorine very effective, powerful disinfectant.
 - ✓ Dissipates more rapidly
 - ✓ Results in more regulated by-products especially with surface water
 - ✓ Creates more tastes and odors especially with surface water
- CRW switched to chloramines for two main reasons.
 - ✓ Plum Creek Water Purification Facility (PCWPF) came online as treats surface water
 - ✓ WISE water is disinfected with chloramines
- Zero complaints when we switched to chloramines.



Water Quality Key Performance Indicator

WATER QUALITY MAINTENANCE PLANNING

BACKGROUND

- CRW monitors seasonal water quality variations.
- Chloramines less powerful disinfectant.
- Over time water quality can degrade somewhat with chloramines as disinfectant.
 - ✓ Water age
 - ✓ Storage tank cycling
 - ✓ Temperature
 - ✓ Harmless biofilm can form
- Response is a “temporary free chlorine conversion”.
 - ✓ Parker Water did it this summer
 - ✓ Other utilities such as Denver Water also do this in certain areas of the water system
 - ✓ Common technique among water utilities that use chloramines especially in warm climates

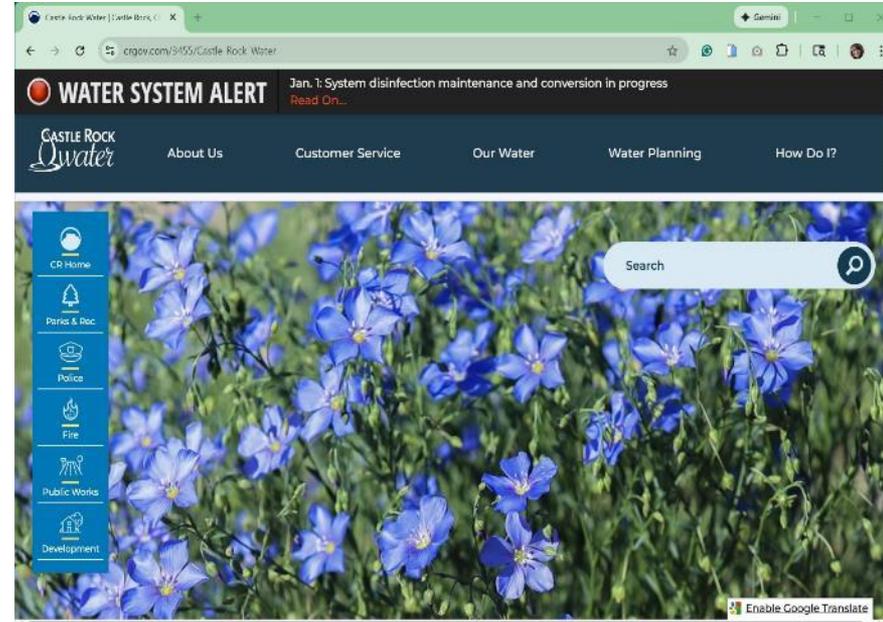
WATER QUALITY MAINTENANCE PLANNING

WINTER 2025-2026 PLAN & TIMELINE

- Now thru end of year
 - ✓ Finalize overall plan including flushing, sampling plan, and overall operations
 - ✓ Submit plan to CDPHE for approval
 - ✓ Provide comprehensive public outreach and expectations
 - ✓ **THERE MAY BE ODOR AND COLOR COMPLAINTS BUT WATER WILL BE SAFE**
- Anticipated Implementation Schedule:
 - January 2026 **Phase 1** : Flush chloramine water & start free chlorine addition
 - January through March/April 2026 **Phase 2**: Maintain free chlorine & monitor water quality
 - March/April 2026 **Phase 3**: Flush free chlorine water & convert back to chloramines
 - End of Phase 3 2026 and going forward return to normal operations.

WATER QUALITY MAINTENANCE PLANNING COMMUNICATIONS AND OUTREACH PLAN

- Prior to start of free chlorine conversion
 - ✓ Alert on webpage with links to description of plan, FAQ, and number to call.
 - ✓ Notice on water bill and online bill portal.
 - ✓ News release and email newsletter to customers.
 - ✓ Letter and phone call to medical facilities, dialysis centers, and pet stores.
 - ✓ Social media posts.
 - ✓ Notifications to development community, bulk water station, and some businesses such as breweries and coffee shops.
 - ✓ Fact sheets for Council and customer service
- During Phase 1 & 2 (flushing, conversion, & maint.)
 - ✓ Updating status to webpage
 - ✓ Social media updates
- Phase 3 (flushing and conversion back to chloramines)
 - ✓ Same process as prior to start of free chlorine conversion



Example alert on webpage with link to details and FAQ



QUESTIONS?