



CASTLE ROCK WATER

JULY 2025 MONTHLY REPORT

464.7_{MG}

WATER DEMAND
TOTAL

35.07%

RENEWABLE
WATER SUPPLIES

1.9

WATER SUPPLY
INDEX

SYSTEM INTEGRITY

4 leaks

WATER QUALITY SAMPLING

0 issues

CUSTOMER ACCOUNTS

28,081



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WHAT WE ARE UP TO

EPA visits Castle Rock Water

When the United States Environmental Protection Agency (USEPA) requested examples of exceptional water providers, Region 8 responded by organizing a tour of Castle Rock Water. Peggy Browne, Acting Assistant Administrator for the Office of Water (March 2025–present), who reports directly to USEPA Administrator Lee Zeldin, visited the area along with one member of her staff and six members of the Region 8. They toured some of the innovative infrastructure developed by Castle

Rock Water, including the advanced reuse water treatment capabilities at Plum Creek Water Purification Facility, the aquifer storage and recovery wells with integrated energy generation, and the diversion system and reservoirs in Sedalia that support our community's renewable water goals. One particularly memorable comment came from Ms. Browne's handler, who remarked, "That was one of the cleanest and nicest water plants I have ever visited."



Tour of ASR by Douglas County Water Commission Members

Other officials who took a tour of Castle Rock Water's aquifer storage and recovery (ASR) wells were the Douglas County Water Commission. The Commission is working on the Douglas County Water Plan and is very interested in seeing aquifer storage and recovery on a much more comprehensive basis across Douglas County.

STAFF RECOGNITION

CERTIFICATIONS



Jake Austin
Distribution 1 Operator



Joshua Vaughn
Distribution 1 Operator



Dwight Keller
Collections 4 Operator



Jacob Tolley
Distribution 4 Operator



Adrian McAllister
Collection 1 Operator



Josh Burd
Distribution 1 Operator

WATER STAR AWARD



Frank Main, a dedicated project manager, is a standout team member known for his integrity, attention to detail, and the positive energy he brings to every task. Whether he's managing complex timelines or jumping in to support a colleague, Frank approaches everything with thoroughness and professionalism. His enthusiasm is infectious — he brings a can-do attitude to the workplace that lifts the team and drives projects forward. And while his project management skills are top-tier, we'd be remiss not to mention his legendary enthusiasm during office cornhole games. If his gameplay matched his workplace spirit, Frank would easily be a 10 out of 10 on both fronts!

WATER RESOURCES

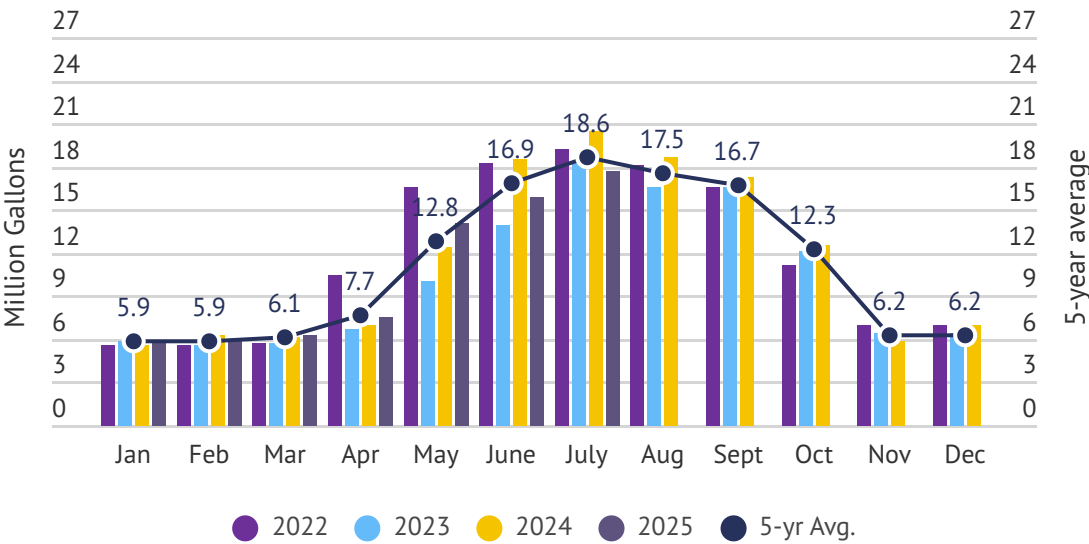


WATER DEMAND

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

- 17.7 million gallons/day (MGD)
- 5-year average: 18.6 MGD
- 5% lower than the 5-year average



MONTHLY DEMAND

- The water demand total for July was 464.7 million gallons (MG) [1,426.1 acre-feet (AF)]
- 21% higher than the June 2025 total of 382.5 MG
- 9% decrease from the previous year's July 2024 demand of 510.8 MG

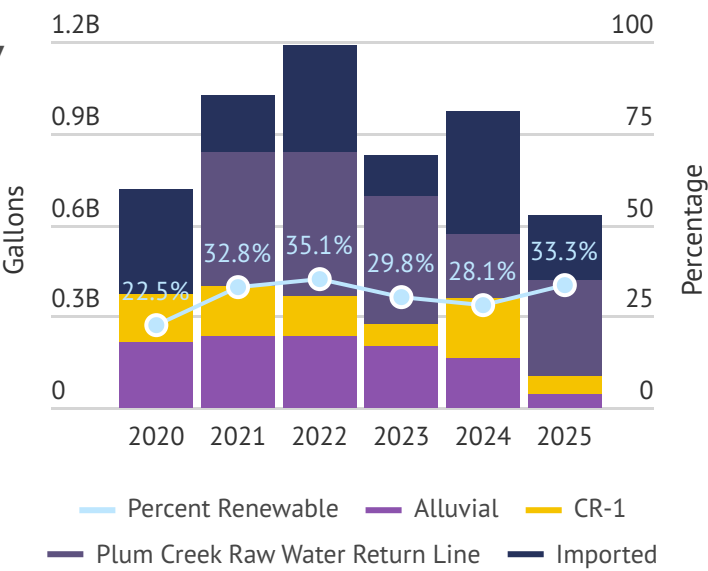
WATER RESOURCES

RENEWABLE WATER SUPPLY

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



2065 goal: 100%



In total, renewable supplies accounted for 35.07% of the total water supply for the month (170 MG of 484 MG) and 33.27% of the annual water supply(630 MG of 1,894 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

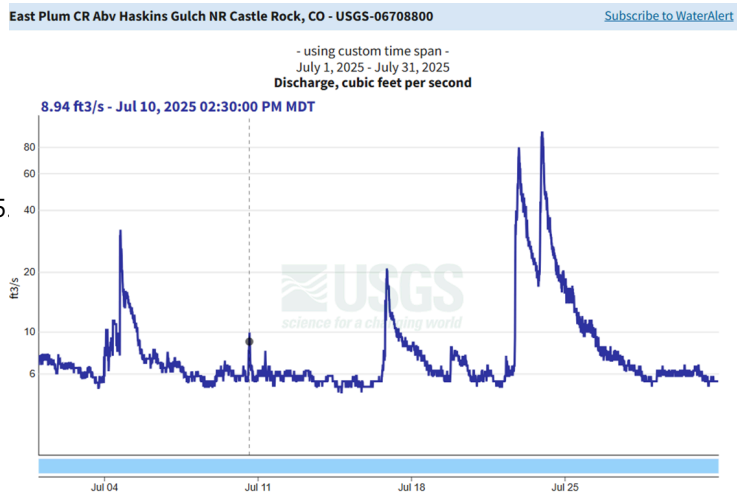
- Chatfield Reservoir: 1,970 AF
- Rueter-Hess Reservoir: 588.43 AF
- Castle Rock Reservoir No. 1 (CRR1): 0 AF
- Castle Rock Reservoir No. 2 (CRR2): 266.56 AF
- Walker Reservoir: 20.76 AF

WATER RESOURCES

EAST PLUM CREEK FLOWS

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

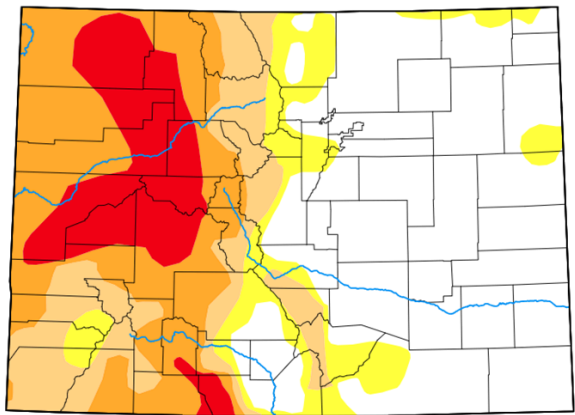
- Flows ranged from 5.10 to 95 cubic feet per second (cfs)
- The monthly average streamflow was 9.05 cfs
- The 26-year mean is 11.9 cfs



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 conditions.

Colorado



Map released: Thurs. July 31, 2025

Data valid: July 29, 2025 at 8 a.m. EDT

Intensity

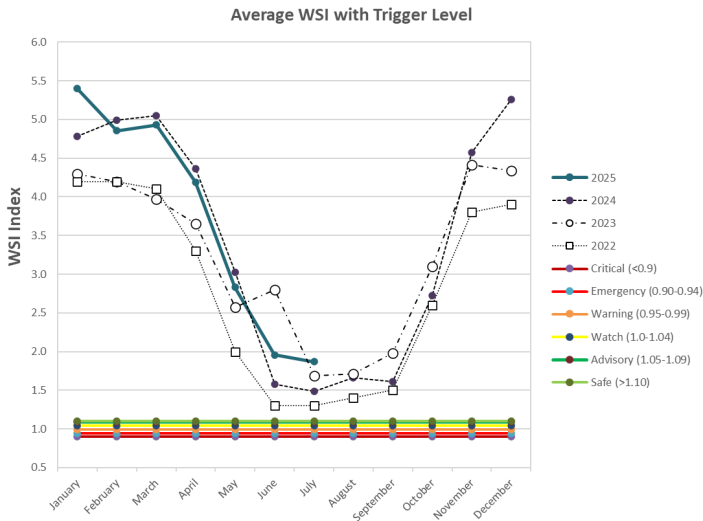
- None
- D0 (Abnormally Dry)
- D1 (Moderate Drought)
- D2 (Severe Drought)
- D3 (Extreme Drought)
- D4 (Exceptional Drought)
- No Data

Authors

United States and Puerto Rico Author(s):
[David Simeral](#), Western Regional Climate

Pacific Islands and Virgin Islands Author(s):
[Rocky Bilotta](#), NOAA/NCEI

WATER SUPPLY INDEX



1.9
WSI

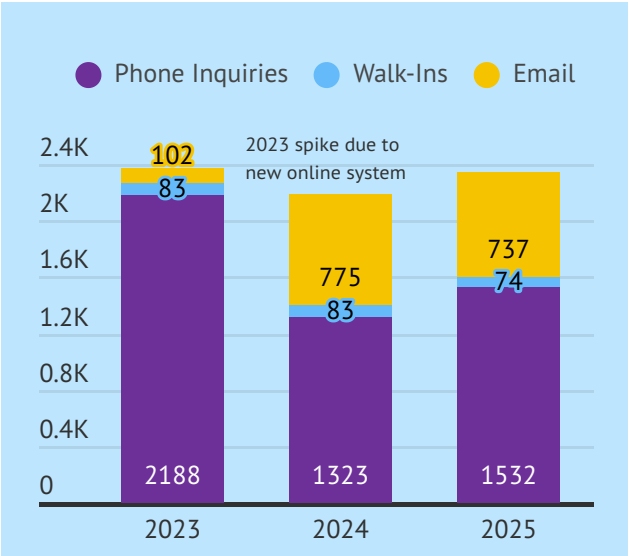
The Town of Castle Rock’s Drought Management Plan uses a Water Supply Index (WSI) for the Town that accounts for local conditions relative to the Town’s capability to address our water resources and daily water demands. Anything below 1.1 will trigger a drought stage relative to its severity.

BUSINESS SOLUTIONS

CUSTOMER SERVICE

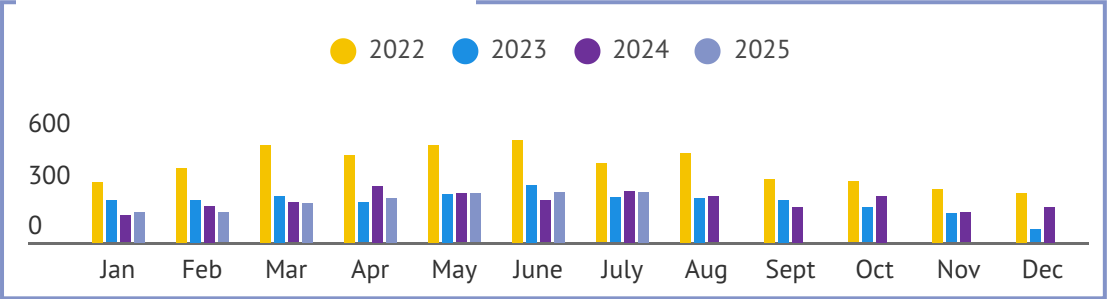


Customers with an online account:
59%



TRANSFER OF SERVICE

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



CUSTOMER OUTREACH

OUTLET	POST	REACH		
Facebook	7 posts	68.5k reach	541 engagement	75 shares
Instagram	5 posts	8.6k reach	105 engagement	36 shares
LinkedIn	4 posts	2.3k reach	43 engagement	1 clicks
Email	12,669	58% open rate		
HOA mail	128	60% open rate		

X
Top Town-wide performer:
July 16 post featuring a firefighting helicopter picking up water at Castle Rock Reservoir No. 2 with 301 impressions and 22 engagements.

METER SERVICES

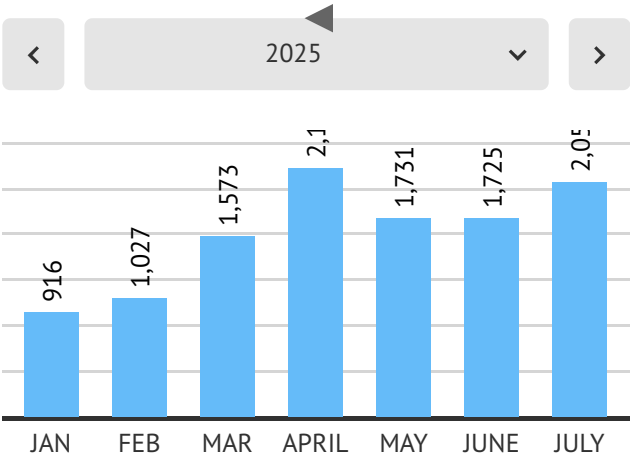


About 80% of the 28,000 customer connections have been upgraded to AMI technology.

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

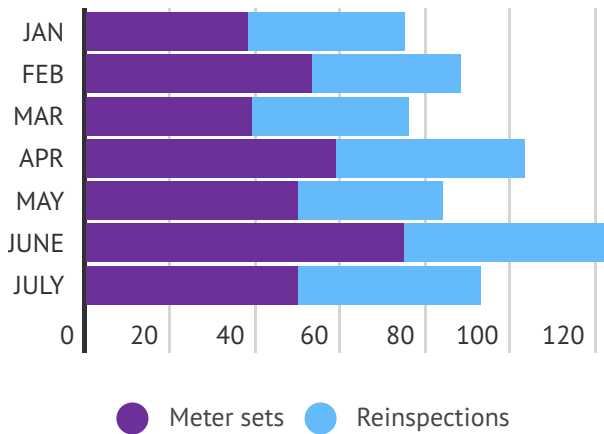
ALL SERVICE WORK ORDERS

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



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



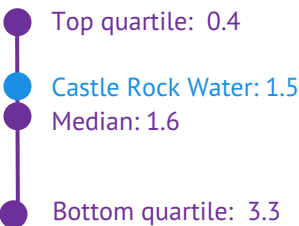
GOAL: 1% of our customers will experience less than 43 pounds per square inch (psi) of pressure at the meter during normal operations.



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

SANITARY SEWER OVERFLOWS

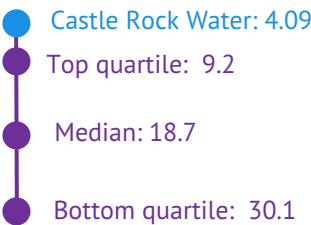
AWWA Index: SSO rate/100 mi



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



OPERATIONS



This leak was coming from our 16" Ravenna Pipeline that feeds the Ravenna Golf Course.



The Distribution team repaired a leaking valve on Tabor Dr. where the stem of the 8" valve came out of the body. There were 31 homes without water for three hours.



The on-call team repaired a main break on Park St, which was split at the bottom of the 6-inch cast iron. The crew successfully applied a 6" x 15" repair clamp to stop the leak.



The Collections team responded to an SSO on Park Street. Wastewater surfaced from a private sanitary sewer cleanout and into a business. The team cleaned and inspected the sewer main and located the source of the blockage.