



# CASTLE ROCK WATER

## MAY 2026 MONTHLY REPORT

260.1<sub>MG</sub>

WATER  
DEMAND  
TOTAL

35.2%

RENEWABLE  
WATER  
SUPPLIES

3.6

WATER  
SUPPLY  
INDEX

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SYSTEM INTEGRITY

2 leaks

WATER QUALITY SAMPLING

0 issues

CUSTOMER ACCOUNTS

28,112



Additional features  
available online

[View report online](#)

# WHAT WE ARE UP TO

## Castle Rock Completes Transition Back to Monochloramines

In May, Castle Rock Water (CRW) successfully completed the final phase of its planned water quality maintenance effort by transitioning the entire drinking water system back to monochloramines following the temporary free chlorine conversion completed earlier this year.



### Why This Transition Was Important

CRW has used monochloramines since 2013 as its primary disinfectant because it provides longer-lasting protection throughout the distribution system, improves taste and odor, and helps reduce regulated disinfection byproducts.

In February 2026, CRW temporarily converted to free chlorine to perform a system-wide cleaning of the water distribution system. Over time, all water systems naturally develop harmless biofilm inside pipes and storage tanks that can reduce disinfectant effectiveness if not periodically addressed. The free chlorine conversion successfully cleaned the system and maintained stable disinfectant levels throughout the process.



The transition back to monochloramines began on May 11, 2026, with all water treatment plants returning to monochloramine disinfection. Increased customer and commercial irrigation demand significantly increased water movement throughout the system, accelerating the transition more quickly than originally anticipated. The full system conversion and flushing activities were completed by May 15, 2026.

### **By the Numbers**

This final transition effort was carefully coordinated across all treatment plants and pressure zones.

- 291 fire hydrants flushed between May 11–15, 2026
- 15.63 million gallons of water used through hydrant flushing and tank draining
- 210 water quality samples collected
- 2 customer inquiries received
- 0 customer complaints received

Flushing activities were limited and focused only where needed to maintain optimal water quality. The conversion strategy was also coordinated with irrigation season to minimize unnecessary water use. Tank levels were lowered through customer demand whenever possible to further reduce flushing needs.

### **Ongoing Commitment to Water Quality**

Protecting public health and maintaining high water quality standards remain CRW's top priorities. Water quality staff continue to monitor disinfectant residuals and overall system performance throughout the distribution system to ensure a smooth return to normal operations.

Castle Rock Water appreciates the coordination and dedication of staff across Operations, Water Quality, Engineering, Customer Service, and Customer Relations who helped successfully complete both phases of the 2026 water quality maintenance program.



# STAFF RECOGNITION

## CERTIFICATIONS

**Colin Champine**  
Collection 3



**Cameron Hasenkamp**  
Collection 3



**Josh Burd**  
Collections 2



## PROMOTED

Stormwater Operator II

Collections Operator III

Distribution Operator II



## WATER STAR AWARD

**Thomas Craig**  
Regulatory & Water  
Quality Comp Analyst

Thomas Craig was awarded the Water Star as he has truly proven he can handle the great responsibility of representing this award. Thomas looks behind the scenes, ensuring our community's water remains safe, clean and dependable every day. He represents the Town's values every day through his commitment to service, teamwork, stewardship and integrity. He's the kind of person who shows up ready to help, supports his team without hesitation and approaches every challenge with professionalism and a great attitude. And honestly, you know you're dedicated to your craft when words like "turbidity" and "cross-connection" become causal lunch conversation. What makes him stand out is not just the technical expertise, but the consistency and care he brings to the job. He helps keep everything flowing smoothly, never lets issues rise to the surface, and always stays calm under pressure. His hard work creates a ripple effect throughout the Town, even if most residents never realize how much effort goes into every glass of water they drink. And really, that's the sign of someone doing the job exceptionally well.



The Nitrification Sniffer

The Residual Maintainer

The Bac-T

The PH Balancer

The new Skipper of the mighty CRR1 and CRR2 seas

# STAFF RECOGNITION

High Five

**Julia Wells**  
**Kyle Buntin**  
**Adrian McAllister**  
**Jake Austin**  
**Jon Lutterman**

In anticipation of the meeting room conversion, this team worked together to relocate the breakroom vending machines. This was not an easy or "light" task! Julia found the perfect new location for the soda machine and cleaned out the laundry and break room areas. Jon Lutterman helped to relocate the first aid kit and mount it to the wall. Kyle did a great job of supervising the heavy lifting. Jake and Adrian did most of the heavy lifting (let's be fair!) for the soda and snack machines, and no one was crushed or injured!

**Phil Jolly**  
**Dwight Keller**  
**Cameron**  
**Hasenkamp**

These three individuals volunteered to adjust their regular work schedules to accommodate the CRW team's needs. A mag meter needed to be replaced at the Mitchell Creek Lift Station, and, to minimize disruption to the collection system/lift station, it was best completed at night. The three individuals worked alongside a contractor and successfully isolated the force main/pumps/utilized the overflow basin, and ensured that no issues arose. They did a great job, maintained a positive outlook, and had contingency plans if needed.

**Marcus Watkins**

Marcus has provided outstanding support and responsiveness related to the Bell Mountain Ranch Wells that CRW operates on behalf of the Town of Lochbuie. Marcus stepped in on a very short timeline to help resolve several reporting issues that were critical to ongoing water operations and coordination efforts. Despite the urgency and complexity of the situation, he worked through the challenges quickly and thoroughly, ultimately developing an automated reporting solution for Lochbuie's consultants. This automated report became an essential tool in helping consultants coordinate daily flows with multiple stream entities along Plum Creek and the South Platte River system all the way to United Diversion No. 3. His efforts improved communication, streamlined operations, and ensured accurate and timely data sharing during a highly coordinated process. Marcus's attention to detail, technical expertise, and willingness to jump in and help under pressure made a significant impact. His professionalism and commitment to supporting both CRW operations and our partner communities truly exemplify teamwork and customer service.

**Jonathan**  
**Cornwell**

I nominate Jonny for his outstanding work and professionalism during the inspection of the Lost Creek gathering system recently completed by Tallgrass. The inspection schedule shifted multiple times, and ultimately a last-minute inspection opportunity came together while Tallgrass was completing hydrostatic testing. Despite the changing timeline, Jonny communicated clearly about his availability and arrived fully prepared to perform the inspection. Once onsite, Jonny immediately got to work, inspecting 18 manholes as part of the gathering system review. He worked efficiently and thoroughly, communicating effectively with the contractor throughout the process and identifying numerous items that required correction or additional attention. His ability to clearly explain issues and work collaboratively with the contractor helped keep the process productive and focused. Jonny's professionalism, technical knowledge, and attention to detail provided tremendous value to the Town's infrastructure and helped ensure the quality and integrity of the system. His dedication and readiness to step up on short notice are greatly appreciated and truly deserving of recognition.

**Mark Marlowe**

Mark makes an effort to speak to all of the Operations staff over the course of a year, which includes the management staff. He carefully listens to each of the team members and in department, we appreciate the genuine thought and consideration.

# WATER RESOURCES

## WATER DEMAND

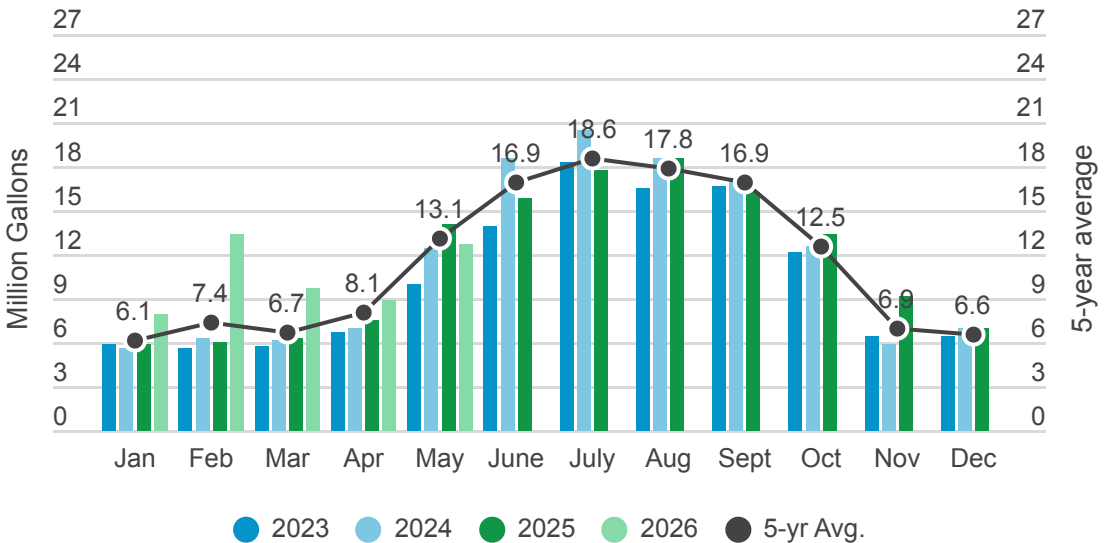
Maximum demands inform us of the size of the infrastructure necessary to provide water service over short periods of time and help us to plan future water resources needs.

### DAILY MAXIMUM DEMAND

- 12.7 million gallons/day (MGD)
- 5-year average: 13.1 MGD
- 3% lower than the 5-year average

### MONTHLY DEMAND

- The water demand total for May was 260.1 million gallons (MG) [798.1 acre-feet (AF)]
- 25% higher than the April 2026 total of 208.3 MG
- 10.4% decrease from the previous year's May 2025 demand of 290.4 MG



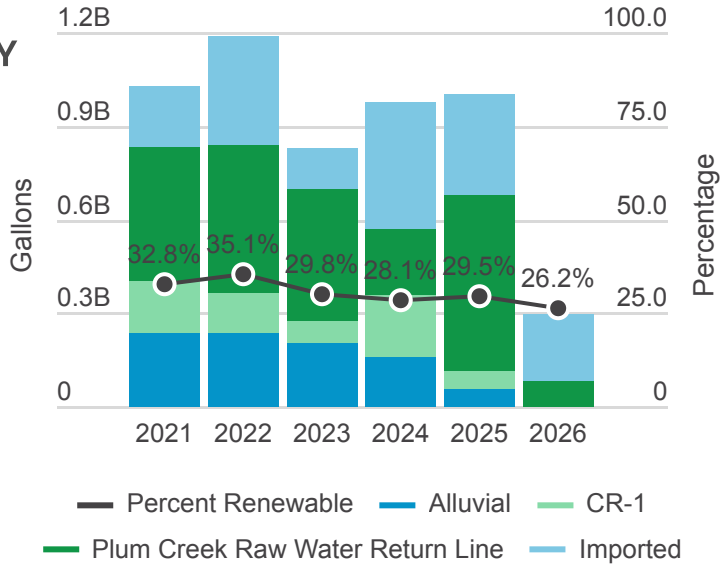
# WATER RESOURCES

## RENEWABLE SUPPLY

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

35.2%  
MAY

2065 goal: 100%



In total, renewable supplies accounted for 35.2% of the total water supply for the month (121.2 MG of 344 MG) and 26.2% of the annual water supply (295.3 MG of 1,129 MG)

- The CR-1 diversion produced an average of 0.0 MGD
- The PC diversion produced an average of 2.4 MGD
- The 14 alluvial wells produced an average of 0.0 MGD
- The renewable water production average was 3.9 MGD
- Average imported (WISE) water received was 1.9 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.

36.7%  
MAY

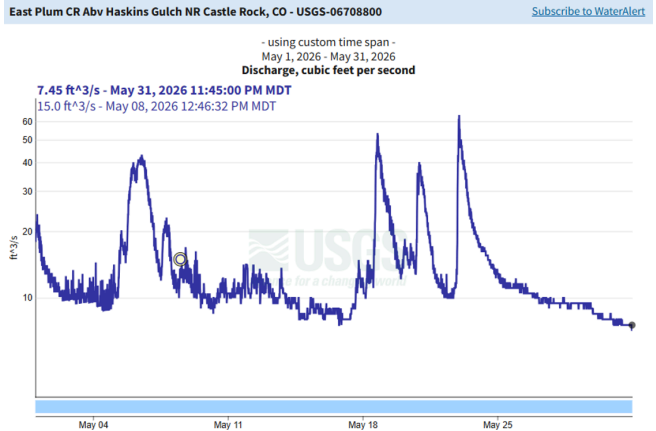
STORAGE	AF	Capacity
CRR1 & CRR2	1,181	1,370
Walker Reservoir	15	150
Chatfield Reservoir	1,785	2,000
Rueter-Hess Reservoir	601	8,000

# WATER RESOURCES

## EAST PLUM CREEK FLOWS

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

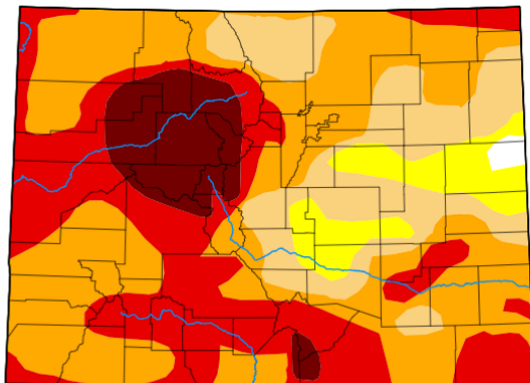
- Flows ranged from 7 to 63.9 cubic feet per second (cfs)
- The monthly average streamflow was 13.9 cfs
- The 25-year mean is 27.1 cfs



## DROUGHT

According to the most recent U.S. Drought Monitor maintained by the United States Department of Agriculture (USDA), Douglas County is experiencing Moderate to Severe drought conditions.

### Colorado



Map released: Thurs. June 4, 2026

Data valid: June 2, 2026 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):

[Adam Allgood](#), NOAA/NWS/NCEP/CPC

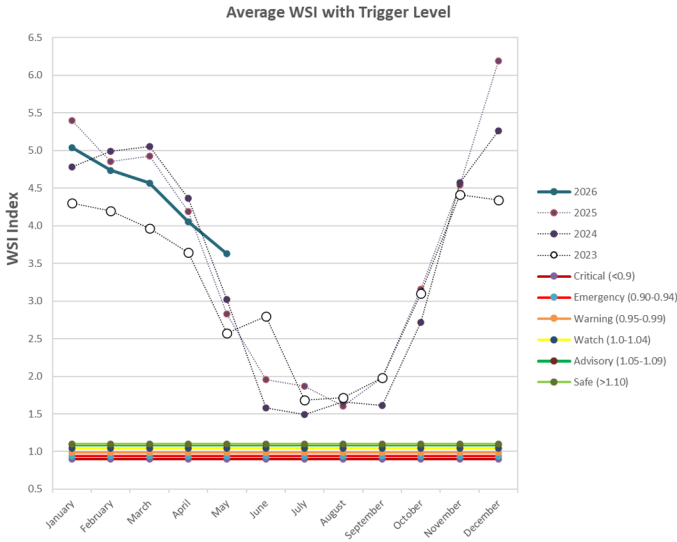
Pacific Islands and Virgin Islands Author(s):

[Lindsay Johnson](#), National Drought Mitigation Center

# WATER RESOURCES

## WATER SUPPLY INDEX

**3.6**  
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. This indicator, along with other criteria will determine a drought stage. A WSI below 1.1 will trigger a drought stage relative to its severity.

The Town of Castle Rock declared Drought Stage 1: Advisory on May 19 with the restriction of voluntary water use reduction by 10%.

**STAGE 1**  
ADVISORY

STAGE 1 ADVISORY    STAGE 2 WATCH    STAGE 3 WARNING    STAGE 4 EMERGENCY    STAGE 5 CRISIS

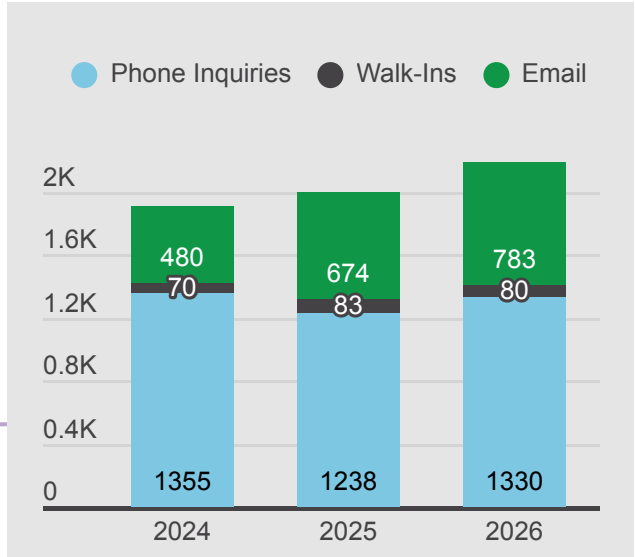
CASTLE ROCK  
water

# BUSINESS SOLUTIONS

## CUSTOMER SERVICE

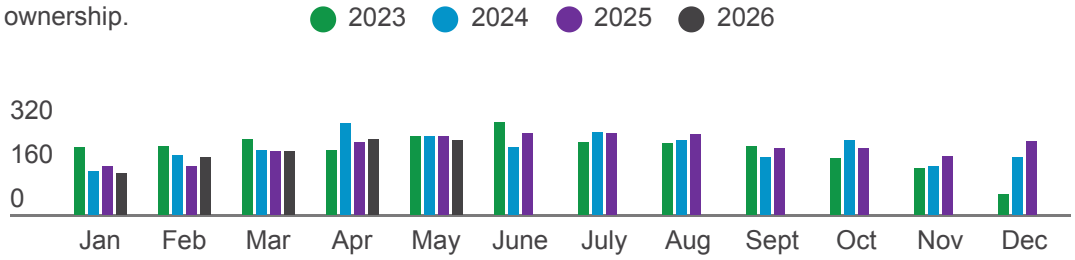
CUSTOMER ACCOUNTS  
28,112

57% with an ONLINE ACCOUNT



## TRANSFER OF SERVICE

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



## CUSTOMER OUTREACH

OUTLET	POST	REACH	
NextDoor	5 posts		
Facebook	5 posts	210.9k reach	397 engagements
X post	1 post		
LinkedIn	1 post		
Customer email		16,763	72% open rate
HOA email		151	69% open rate

TOPICS  
Chloramine  
Transition  
Drought

# METER SERVICES

Skipped reads

**0.09%**

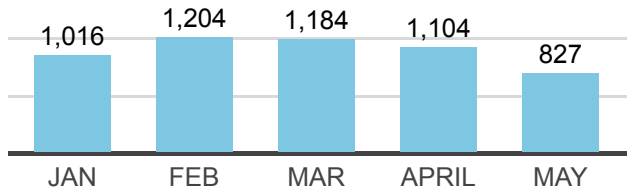
The AWWA standard is 2%, so we still continue to stay well below the industry average.

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

## ALL SERVICE

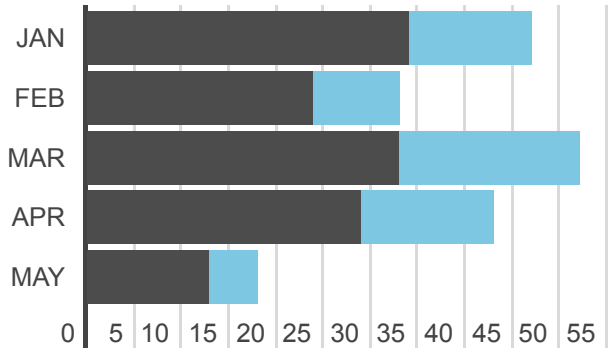
### WORK ORDERS

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.



● Meter sets ● Reinspections

# 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



1

## 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



991  
UTILITY LOCATES

SEWER  
14.03 mi  
LINES INSPECTED  
LINES CLEANED  
8.4 mi

# OPERATIONS



A 66-inch grate at Festival Park has been successfully installed, thanks to the hard work and collaboration between the Parks Department, Plant Mechanics, and Stormwater teams.

The Parks Department assisted with removing trees to provide easier access to the flared-end section. Our Plant Mechanics team handled all fabrication of the grate, ensuring it met specifications. The Stormwater team coordinated transportation to and from the powder coater and delivered the completed grate to the job site for installation.

Thank you to everyone involved for their efforts and collaboration across different divisions to complete this important project safely and efficiently.



The distribution team repaired a leaking 1" service line on Swanson Way. There was one business without water for about four hours.

A pinhole leak on a copper service line on Calhoun Circle was repaired by the distribution team. There were four homes without water for one hour.

