CASTLE ROCK WATER

FEB 2026 MONTHLY REPORT

184 MG	28.9%	4.7
WATER DEMAND TOTAL	RENEWABLE WATER SUPPLIES	WATER SUPPLY INDEX

SYSTEM INTEGRITY	2 leaks
WATER QUALITY SAMPLING	0 issues
CUSTOMER ACCOUNTS	28,301

Additional features available online

View report online

WHAT WE ARE UP TO

Castle Rock Completes System-Wide Water Quality Maintenance

In February, Castle Rock Water (CRW) successfully completed a planned, system-wide water quality maintenance effort designed to protect the long-term health and performance of our drinking water system.

Why This Maintenance Was Important

Since converting to chloramines in 2013, Castle Rock's water system had not undergone a full free chlorine conversion. Over time, all drinking water systems naturally develop a harmless biofilm inside pipes and storage tanks. If not periodically addressed, this buildup can reduce disinfectant effectiveness.

Testing kit at one of the storage tanks.

To proactively maintain water quality, Castle Rock Water temporarily converted from chloramines to free chlorine beginning February 2. This short-term conversion:

- Restored disinfectant strength throughout the system
- Reduced biofilm growth inside pipes and tanks
- Helped prevent future water quality concerns
- Supported long-term system reliability

The process was carefully planned, closely monitored, and conducted in accordance with state and federal drinking water regulations. The system is scheduled to return to chloramines in May, which remains Castle Rock's standard disinfectant.

By the Numbers

This was a large-scale, coordinated effort across all treatment plants and pressure zones.

- 493 fire hydrants flushed (Feb. 2 to 13), with several chlorine residual samples taken from each location to ensure water quality and completion of the flush
- 12.2 million gallons of water used for flushing and tank draining
- Over 300lbs of de-chlorination tablets were used during the flushing
- 308 water quality samples collected
- 53% of monthly bacteriological samples collected specifically in flushing zones (exceeding CDPHE requirements of 30–40%)
- 150 customer inquiries received

Adrian McAllister holding a gallon sized bag of chlorine reagent. Every one of those bags represents each time he took a residual.

Community Engagement

We understand that any change in water treatment can raise questions. During the conversion, customer service teams responded to approximately 100 general inquiries, along with about 40 elevated email, phone, and social media questions.

Most concerns were related to chlorine smell, taste, health questions, and flushing activities. A small percentage of residents expressed dissatisfaction or requested additional technical information. In response to questions and some misinformation, CRW issued an updated communication on February 11 via email, social media and the Town website to provide additional clarity.

Water quality staff also conducted eight home visits to personally assist residents with specific concerns, including taste and odor questions and verifying chlorine levels.
We are grateful for the many residents who expressed appreciation for proactive maintenance efforts, including one message that simply said:

"Just thank you for making sure the water is good here in Castle Rock. People don't say thank you enough… including me. So, thanks."

Teamwork Across Departments

This effort required collaboration across Operations, Water Quality, Engineering, Customer Service, and Customer Relations. Their coordination ensured the conversion was completed efficiently, safely, and in compliance with all regulatory requirements.

Castle Rock Water remains committed to delivering safe, reliable drinking water and taking proactive steps to protect our system for years to come.

Nighttime flushing

Ongoing Efforts

Although the initial conversion and flushing efforts were successfully completed, there is still a lot of work to ensure an overall successful outcome of the free chlorine conversion.
This work includes:

- Enhanced disinfectant residual monitoring throughout the system
- Spot flushing where needed
- Closely monitoring the water quality in our storage tanks
- Determining when it is appropriate to reduce the overall disinfectant leaving the treatment plants (we have already made two reductions of the chlorine levels dropping them from 3.0 mg/l – 2.0 mg/l)
- Continue to interact with our customers by answering questions, performing home/site visits and providing information when requested

STAFF RECOGNITION

CERTIFICATIONS

Taylor Voss
Distribution 2

Kevin Davis
Distribution 1

Adolfo Torrez
Collections 2

Brandon Luke
Distribution 1

NEW HIRES

David Choi
Water Engineer

PROMOTIONS

Zachary DeBlois
Plant Operator
Supervisor

Industry Leader

Matt Hayes, panelist on
"AI in the Water Industry" at the
2026 Water Workforce Summit

STAFF RECOGNITION

WATER STAR AWARD

Ed Sheets, Plant Mechanic III

Ed has helped me and my crew tremendously. He always answers the phone eagerly and energetically with, “Whatcha' got for me this time?”

He’s always ready to go and ready to help out. I’ve called when things were stressful, and he happily comes out to help without hesitation. He never misses a beat, even when what starts as a 20-minute project turns into a four-hour problem. He’s dropped what he’s working on more than once to help us when we needed it.

Even in disruptive or emergency situations, he stays positive and willing to jump in.

I truly appreciate his attitude, reliability, and the support he provides.

High Five

Matt Attiyeh **Sarah Stockton** **Makenna Didonato**	I greatly appreciate GIS creating a system maintenance flushing map on such short notice. This will help track our progress during maintenance and also keep staff informed.
Hannah Branning	I want to say that I really appreciate all the communication that Hannah has given us regarding the conversion. We were given maps with details of the areas that they were going to be flushing and daily updates. Thank you, Hannah, that was a GREAT help to us, at the front desk.
Jacob Tolley	Jacob was flushing a fire hydrant and was approached by a customer. Jacob was very polite and informative. This customer happened to be a council member for the Town and called Mark Marlowe to make sure he knew how great Jacob's customer service was.

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.

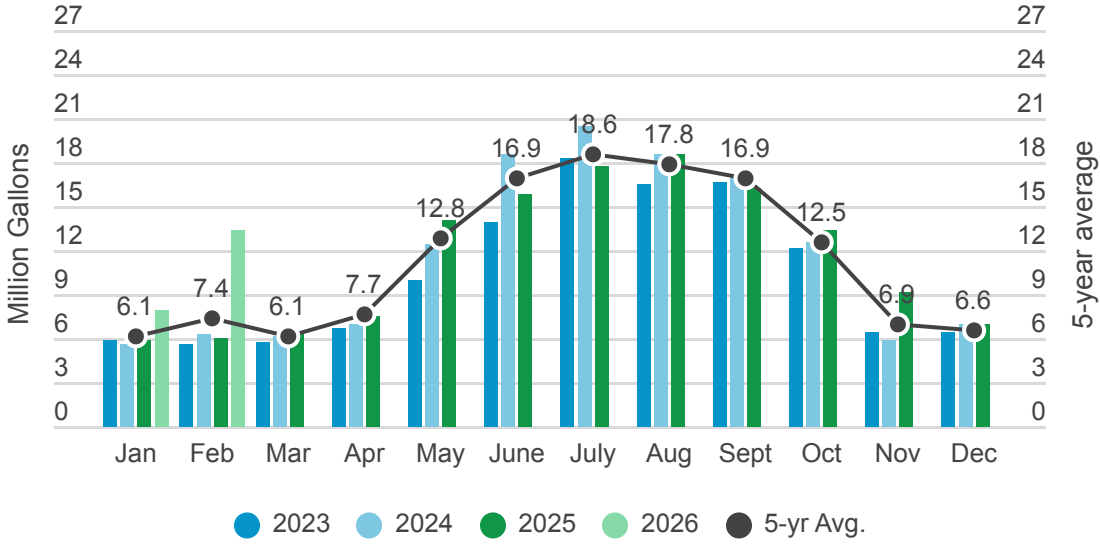
DAILY MAXIMUM DEMAND[1]

- 13.4 million gallons/day (MGD)
- 5-year average: 7.4 MGD
- 82% higher than the 5-year average

MONTHLY DEMAND [1]

- The water demand total for February was 184.2 million gallons (MG) [565.3 acre-feet (AF)]
- 9% lower than the January 2026 total of 201.8 MG
- 19.6% increase from the previous year's February 2025 demand of 154 MG

[1] Demand and production data is best available estimate while SCADA is down.



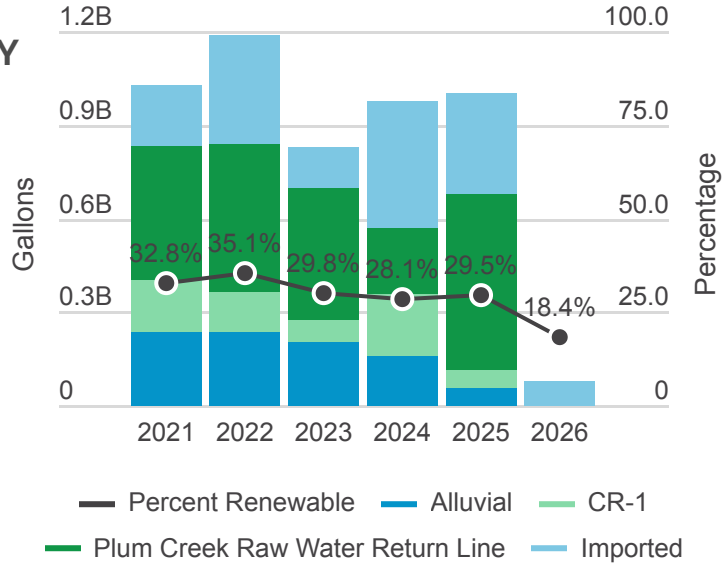
WATER RESOURCES

RENEWABLE SUPPLY

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

28.9% FEB

2065 goal: 100%



In total, renewable supplies accounted for 28.9% of the total water supply for the month (49.5 MG of 171 MG) and 23.7% of the annual water supply (80 MG of 336.9 MG)

- The CR-1 diversion produced an average of 0.0 MGD[2]
- The PC diversion produced an average of 2 MGD
- The 14 alluvial wells produced an average of 0.0 MGD[2]
- The renewable water production average was 1.77 MGD

[2] PCWPF is offline for the expansion project November 2025 through April 2026.

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.

1.5% FEB

STORAGE

- Chatfield Reservoir: 1,665 AF
- Rueter-Hess Reservoir: 536 AF[1]
- Castle Rock Reservoir No. 1: 161.2 AF
- Castle Rock Reservoir No. 2: 707 AF
- Walker Reservoir: 73 AF

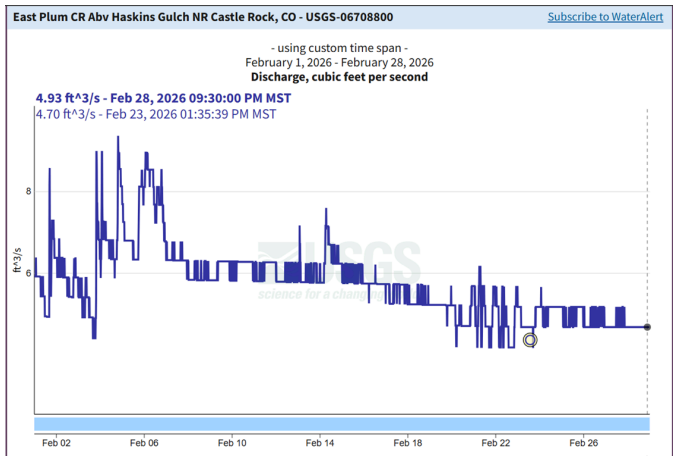
[1] Latest data from November 2025

WATER RESOURCES

EAST PLUM CREEK FLOWS

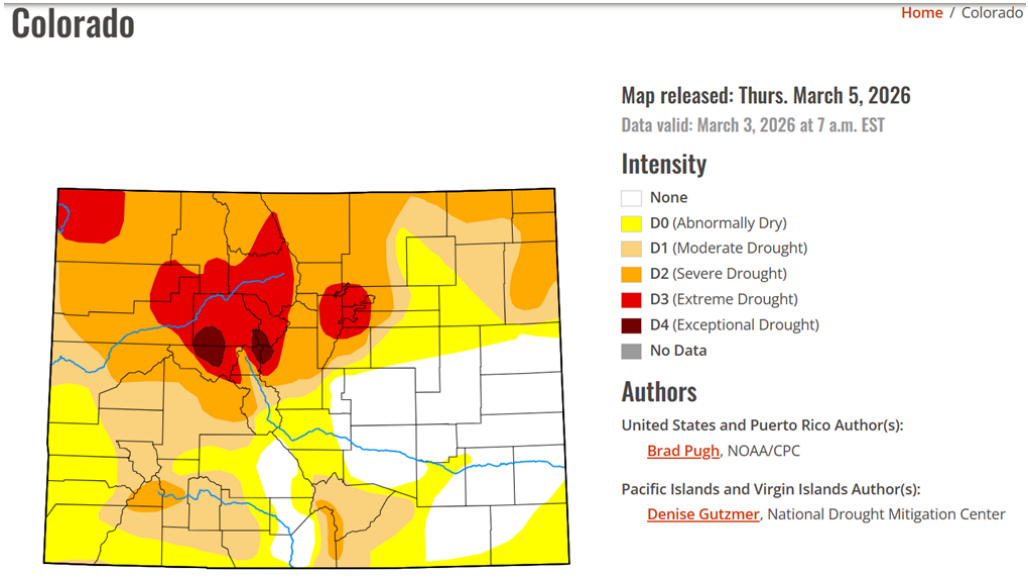
The hydrograph indicates the estimated flow in East Plum Creek basin.

- Flows ranged from 4.6 to 9.7 cubic feet per second (cfs)
- The monthly average streamflow was 5.8 cfs
- The 25-year mean is 7.2 cfs



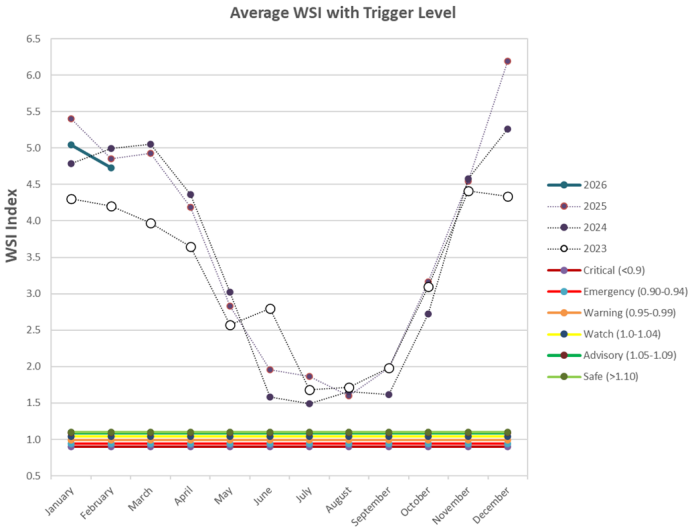
DROUGHT

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, moderate drought, and severe drought conditions.



WATER RESOURCES

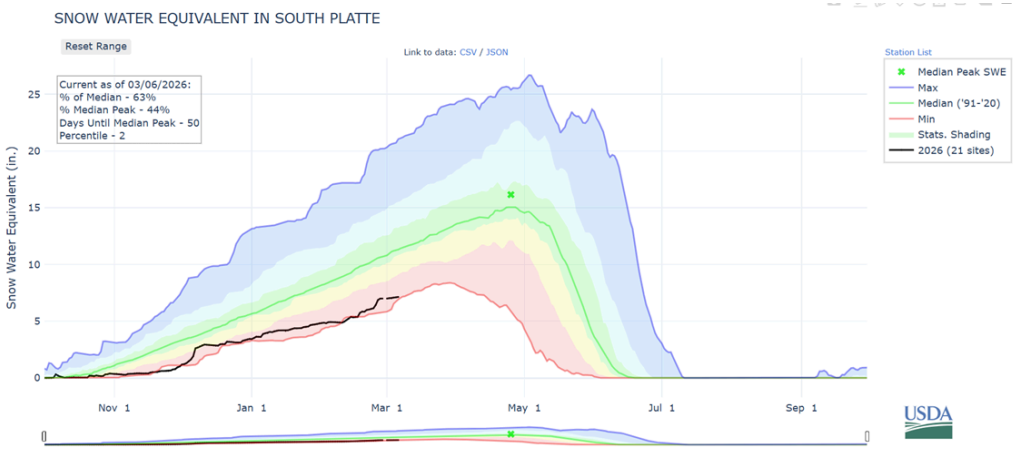
WATER SUPPLY INDEX



4.7
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 73% of median
- Snow Water Equivalent (SWE) at 63% of median

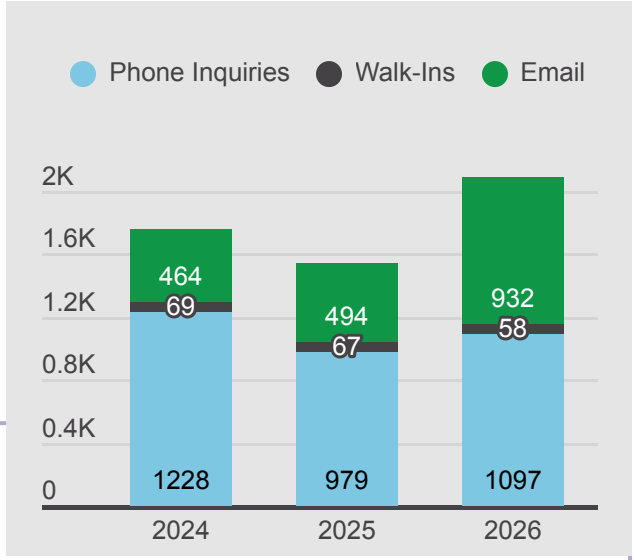
BUSINESS SOLUTIONS

CUSTOMER SERVICE

CUSTOMER ACCOUNTS

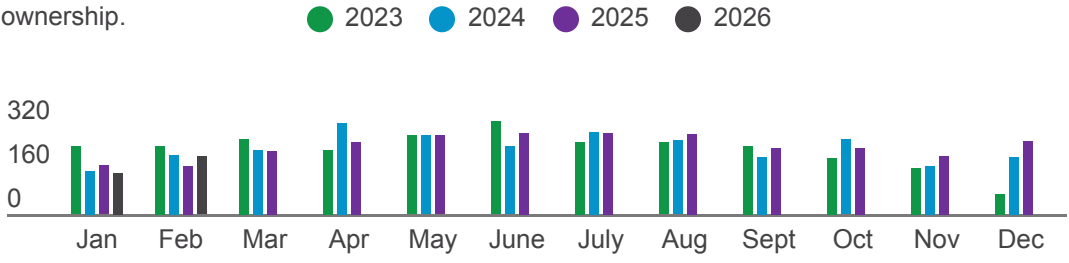
28,301

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		
Facebook	4 posts	26.3k reach	117 engagements	16 shares
X	1 post			
NextDoor	3 posts			
Customer email		10,127	45% open rate	

Chlorine maintenance was a primary focus for outreach and customer responses.

METER SERVICES

Skipped reads

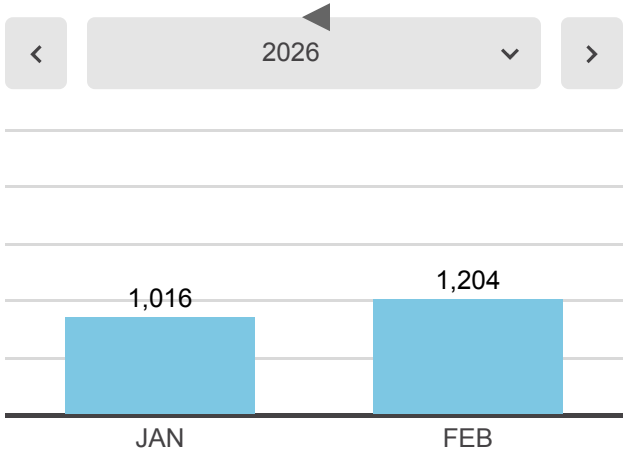
0.10%

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.

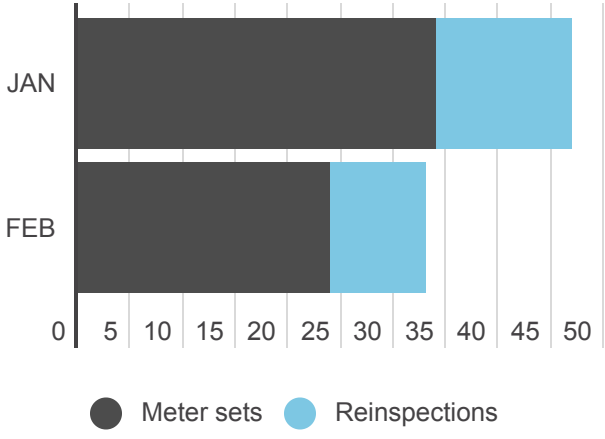
ALL SERVICE WORK ORDERS

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.



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

- Castle Rock Water: 0
- Top quartile: 0.4
- Median: 1.6
- Bottom quartile: 3.3

2 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

- Castle Rock Water: 1.36
- Top quartile: 9.2
- Median: 18.7
- Bottom quartile: 30.1

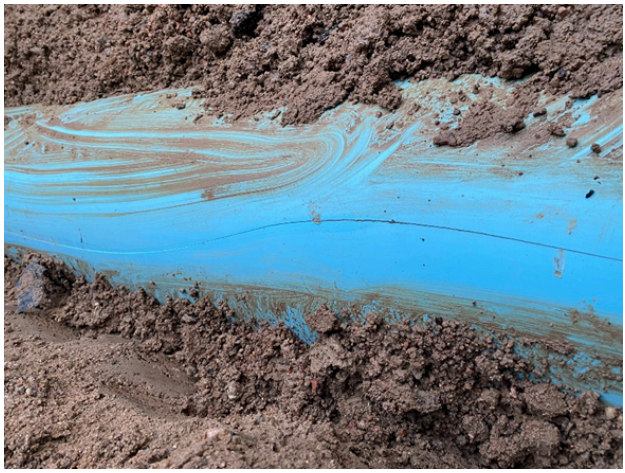
1,544
UTILITY LOCATES

SEWER

4.50 mi
LINES INSPECTED

LINES CLEANED
1.81 mi

OPERATIONS



There was a leak on a fire suppression line on Ridge Trail Lane. Staff worked alongside our contractor to complete the repair. Eleven homes experienced less than normal pressure for three hours.

There was a second water main break on Sabino Lane less than 24 hours after the first. The team found two broken saddles. Ten homes were without water for 6 hours.

OPERATIONS

Protecting Critical Infrastructure

Plant Maintenance identified a serious issue at the Pinery Interconnect after discovering the site had lost power. This location's power is directly tied to the reliability of critical water infrastructure. The interconnect allows CRW and Pinery Water to exchange water during an emergency, so restoring service quickly was essential.

Our investigation determined the outage was caused by a vehicle strike that damaged an electrical pedestal. Reece Anderson responded immediately, restored power, and installed a traffic-grade ground box to better protect the electrical infrastructure, especially given the history of golf carts using the emergency access route.

Mike Wilder coordinated with the Cobblestone HOA and CRFD to develop a solution that preserved emergency access while improving site protection. This was important because the HOA has experienced ongoing issues with residents using emergency access as a shortcut to the golf course. Mike installed two additional bollards and reinforced the chain barrier to deter non-emergency access and reduce the risk of repeated damage.