



# CASTLE ROCK WATER

## OCT 2025 MONTHLY REPORT

301.8<sub>MG</sub>

WATER DEMAND  
TOTAL

39.3%

RENEWABLE  
WATER SUPPLIES

3.0

WATER SUPPLY  
INDEX

SYSTEM INTEGRITY

2 leaks

WATER QUALITY SAMPLING

0 issues

CUSTOMER ACCOUNTS

28,179



Additional features  
available online

[View report online](#)

Made with

infogram

# WHAT WE ARE UP TO

## Chlorination Facility at Tank 17

The Tank 17 Booster Facility is a chemical storage and feed facility installed at the Tank 17 site. The purpose of the booster facility is to dose sodium hypochlorite and liquid ammonium sulfate (LAS) into the tanks to maintain water quality (chlorine residual, prevent nitrification, etc.) in the Meadows Red Zone. The facility includes a new structure, chemical storage tanks, chemical metering skids, and water quality analyzers that allow for real-time monitoring of chlorine residual inside the 17 tanks. This project also included the installation of PAX Mixer in each tank to improve mixing of chemicals being injected into the tanks.

Plant Maintenance was tasked with upgrading the booster station to meet Colorado Department of Public Health and Environment requirements. The project involved venting the chemical storage tanks to the atmosphere and installing 24-mesh screens on the vent pipes to prevent debris from entering. In addition, Plant Maintenance fabricated and installed transfer pump systems for both chemical tanks, enabling safe and efficient filling during chemical deliveries.



*Tank 17 Booster Facility chemical storage shed*



*Venting of chemical storage tank*



*Transfer pump system fabrication*

# STAFF RECOGNITION

## CERTIFICATIONS

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**Adrianna Alfaro**  
Treatment D and  
Distribution 1



**Aracelis Paul**  
Qualified Water Efficient  
Landscape Certification



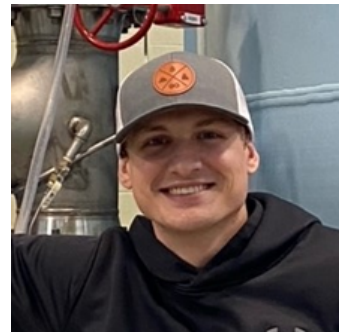
**Will Brown**  
Qualified Water Efficient  
Landscape Certification



**Joe Faraone**  
Collection  
Operator 3



**Joshua Martinez**  
Treatment  
Operator 2



**Mitch Horner**  
Distribution  
Operator 3



**Jacob Benson**  
Distribution  
Operator 1



# STAFF RECOGNITION

## NEW HIRES

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*Welcome!*



**Gonzalo Muniz**  
Treatment Plant Operator II



**Jack Naperola**  
SCADA OT Systems  
Administrator



**Jason Ingenthron**  
Senior Stormwater Inspector



**Makenna DiDonato**  
GIS Technician (PT)

# STAFF RECOGNITION



- Hannah Branning** Great work in directing the WQ/Regulatory team in responding to nitrification issues and extra effort put in to overseeing the team in conducting significant amounts of additional water sampling and completing evaluation, the trending of results to assist operations, and leadership in making important decisions to ensure a high level of water quality was maintained.
- Thomas Craig**  
**Jeff Lehman** Great work in all the extra effort in conducting significant amounts of additional water sampling and analysis to respond to nitrification issues. The extra work put in by Thomas and Jeff was critical to ensuring that we main a high standard of water quality and preventing further issues.
- Colin Champine**  
**Brandon Luke** Colin and Brandon responded to a customer call who claimed a loose bag blew down into the storm inlet. It turned out to be more than a bag, but 3 bags full of unknown contents, which were extremely pungent. Despite the smell, they persevered and removed the bags, with minimal complaint, to keep the storm sewer clear.



## WATER STAR AWARD

**Mark Billman**, EHS Program Manager

I am honoring Mark for his consistent dedication to safety, teamwork, and exceptional service to others. He goes above and beyond in assisting everyone across the department with all kinds of tasks—big and small. From protecting the customer service team from spiders, to wrangling wasps (just before the entire staff comes bursting out the door during a fire drill) to helping me find the elusive mud daubers and choosing a new first aid vendor. He is always ready to lend a hand. He never hesitates to take on the most random or challenging requests, and he always does so with a positive attitude and genuine willingness to help. What truly stands out is his unwavering attention to safety. He continuously watches for environmental hazards, suspicious activity, and potential risks to ensure the well-being of all employees. His proactive nature and commitment to keeping the workplace safe demonstrates an exceptional level of care and professionalism. His actions create a safer, more supportive environment for everyone and exemplify the spirit of the Water Star Award.



# WATER RESOURCES

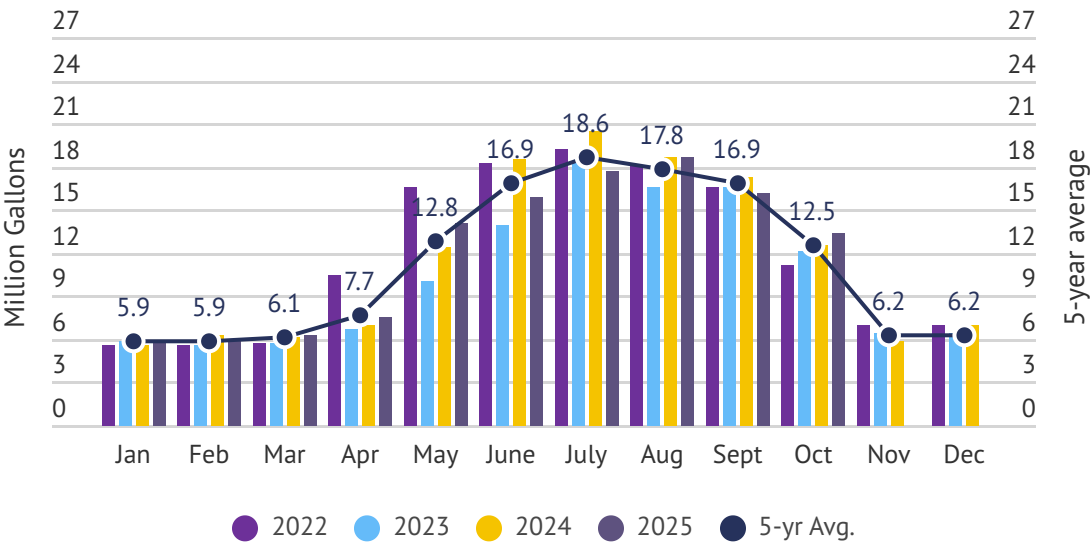


## WATER DEMAND

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

- 13.4 million gallons/day (MGD)
- 5-year average: 12.5 MGD
- 7% higher than the 5-year average



### MONTHLY DEMAND

- The water demand total for October was 301.8 million gallons (MG) [926.3 acre-feet (AF)]
- 20% higher than the September 2025 total of 375.8 MG
- 4% increase from the previous year’s October 2024 demand of 289.8 MG

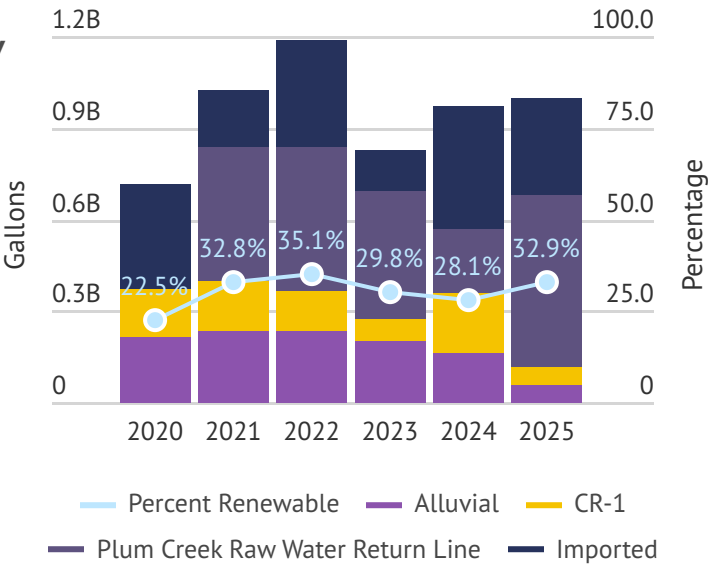
# WATER RESOURCES

## RENEWABLE WATER SUPPLY

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



2065 goal: 100%



In total, renewable supplies accounted for 39.3% of the total water supply for the month (105.5 MG of 268.4 MG) and 32.9% of the annual water supply (997.6 MG of 3,034 MG)

- The CR-1 diversion produced an average of 0.0 MGD
- The PC diversion produced an average of 2.76 MGD
- The 14 alluvial wells produced an average of 0.12 MGD
- The renewable water production average was 3.4 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: 1390.7 AF
- Rueter-Hess Reservoir: 545.4 AF
- Castle Rock Reservoir No. 1 (CRR1): 0 AF
- Castle Rock Reservoir No. 2 (CRR2): 200.5 AF
- Walker Reservoir: 46 AF

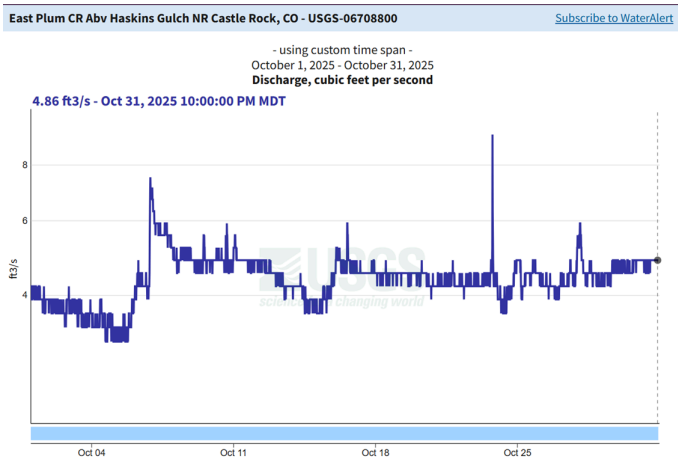
# WATER RESOURCES

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### EAST PLUM CREEK FLOWS

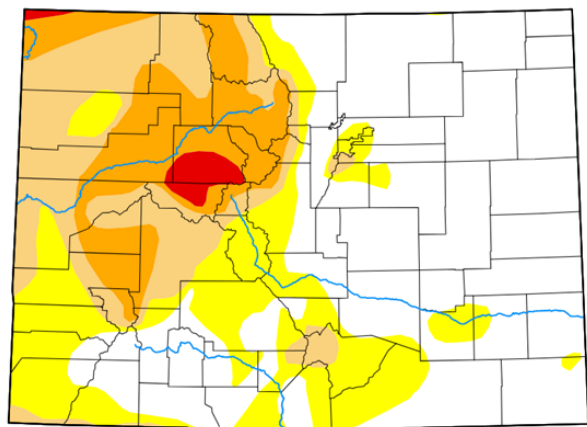
The hydrograph indicates the estimated flow in East Plum Creek basin.

- Flows ranged from 3.1 to 9.3 cubic feet per second (cfs)
- The monthly average streamflow was 4.4 cfs
- The 26-year mean is 5.8 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 and moderate drought conditions.



Map released: Thurs. October 30, 2025

Data valid: October 28, 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):

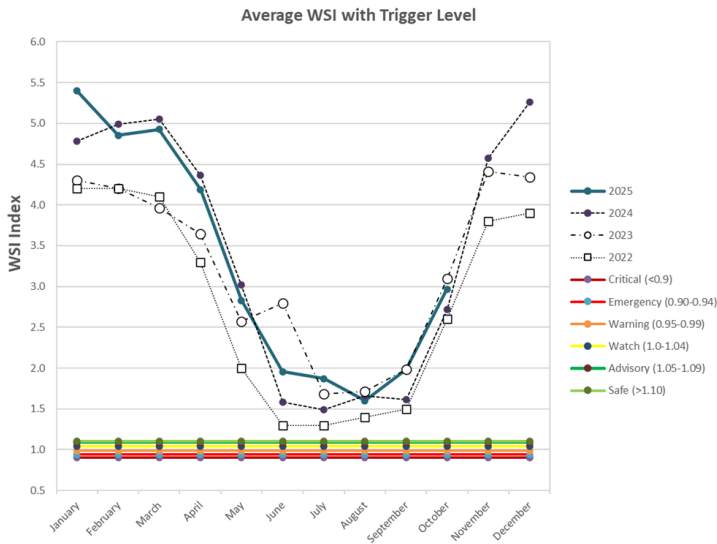
[Richard Tinker](#), NOAA/NWS/NCEP/CPC

Pacific Islands and Virgin Islands Author(s):

[Denise Gutzmer](#), National Drought Mitigation Center



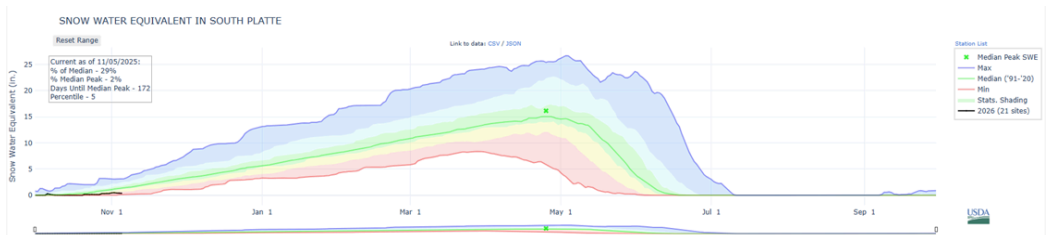
## WATER SUPPLY INDEX



3.0  
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



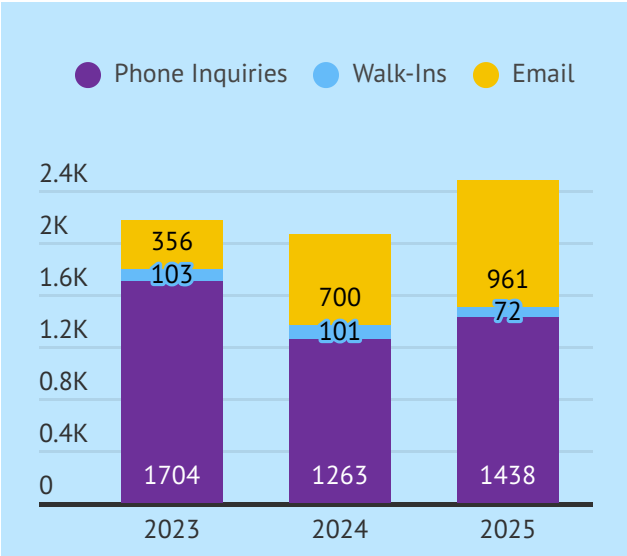
- Year-to-date precipitation at 58% of median
- Snow Water Equivalent (SWE) at 29% of median

# BUSINESS SOLUTIONS

## CUSTOMER SERVICE



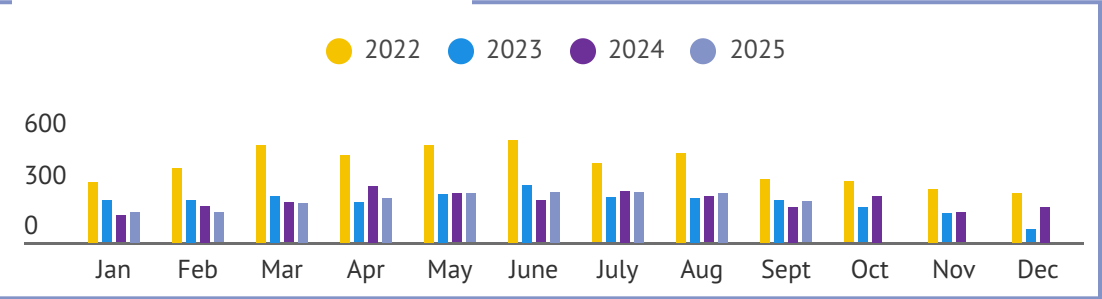
Customers with an  
online account: 58%



## 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	5 posts	30.7k reach	79 engagements	8 shares
NextDoor	2 posts			
LinkedIn	4 posts	2.5k reach	29 engagements	84 clicks
Instagram	1 post	852 reach	7 engagement	5 shares
Customer mail	12,607	57% open rate		
HOA mail	119	55% open rate		

TOPICS

Water Door Tags

Shower Better Month

# METER SERVICES

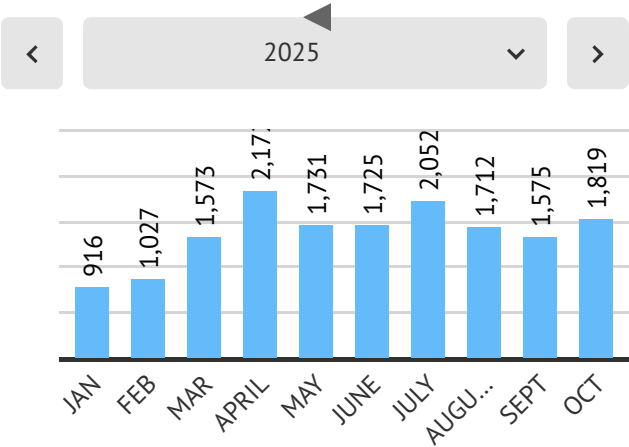


About 80% of the 28,000 customer connections have been upgraded to Advanced Metering Infrastructure technology.

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

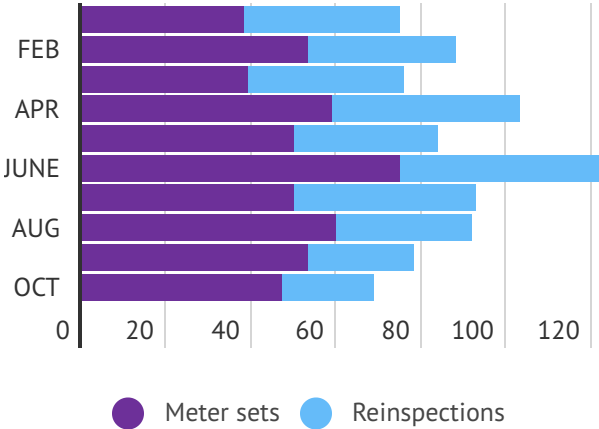
## ALL SERVICE WORK ORDERS

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.



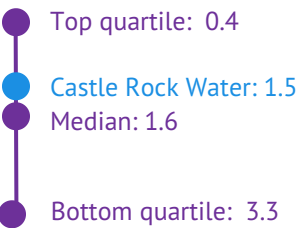
GOAL: 1% of our customers will experience less than 43 pounds per square inch (psi) of pressure at the meter during normal operations.



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

## SANITARY SEWER OVERFLOWS

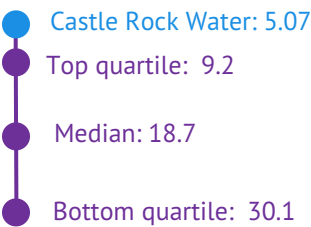
AWWA Index: SSO rate/100 mi



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

A planned repair of a leaking hydrant valve on Front Street, which happened in May, was completed. This had to be done during an off-peak schedule, due to a lane closure being necessary, to impact the least amount of traffic. It was found that all but one of the valve bonnet bolts were completely rusted, and there were no heads or nuts left, the gasket was also ripped and needed replacement. The repairs of the gasket and 8 bolts were completed without impacting water service for anyone.



*The distribution team repaired a service line leak on Ash Ave, which was identified as a leaking coupler. There were three homes without water for 35 minutes during the repair.*



*A water main leak on Tee Lane was repaired on 8" DIP next to the bell. There were 49 homes without water for about three hours.*