



WATER USE MANAGEMENT PLAN

MARCH 3, 2026

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Section 1: Introduction

1.1 Policy Statement

The Town of Castle Rock, through the implementation of the Water Use Management Plan (WUMP), is committed to the wise development and efficient use of water resources. The Water Use Management Program is designed as a demand management tool to control peak demand. This program operates in concert with the Town of Castle Rock Landscape and Irrigation Criteria Manual, the Water Efficiency Master Plan, and the Drought Management Plan, to encourage the wise use of a finite resource.

1.2 Executive Summary

The Town of Castle Rock has used mandatory water demand management for landscape irrigation since 1985. Peak season demands are managed through an alternating irrigation schedule.

Program administration and implementation have traditionally been accomplished through Castle Rock Water. The Town's watering restrictions, are specified in Chapter 13.15 of the Castle Rock Municipal Code.

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The Water Use Management Program implementation policy assists staff with the implementation of the WUMP and deals with the management of peak season-related water use issues. The WUMP is reviewed and approved annually by Town Council.

The policy addresses:

- Identification of regular days and hours for landscape irrigation during designated peak demand months, i.e. irrigation schedule development
- The need for alternative schedules due to various hardships and/or irrigation system limitations, and applicable criteria
- Special watering circumstances, including hand watering
- Enforcement of water use management strategies by issuance of warnings, surcharges, and ultimately the potential for discontinuance of water service
- Appeals and variance issues
- Further demand management tools

1.3 Definitions

Alternative irrigation schedule: Schedules not meeting the regular criteria of the watering schedule and have been approved by the program administrator.

ColoradoScape: A natural landscape, using low to very low water (less than 10 inches of water per growing season), and plant material which blends in with the native Castle Rock landscapes. Plant material must be maintained in its natural, native form, utilizing a combination of hardscape and landscape materials, which provide a variety of colors, textures, sizes, shapes, and seasonal interests.

Common area: An area available for public use. May be publicly or privately owned, managed, or maintained Including parks and passive recreation areas. These areas are often maintained by the Town, metropolitan districts, homeowner's associations or business associations.

Drought response: The stages of drought and the associated response as outlined in the Drought Management Plan.

Hand watering: Application of water to plant material while holding a hose in hand.

Irrigated area: The actual area of a property receiving regular/consistent supplemental irrigation.

Irrigation exemption: An exemption to the watering schedule as approved by the Program Administrator.

Landscape maintenance contractor: Designated by the owner or responsible party to install, manage, and maintain the landscape and irrigation of a defined property.

Owner: Party identified by Castle Rock Water billing records.

Program administrator: As defined by municipal code, is the Town Manager or designee thereof, and for purposes of the WUMP, designated to Director of Castle Rock Water or designee thereof.

Public area: Town-owned, maintained, and managed properties and facilities.

Residential: Any dwelling unit that is individually metered.

Responsible party: Person or group identified in the Castle Rock Water billing or by the owner as such, including the owner, property manager, or homeowners' association representative.

Restriction period: The time period when designated watering days and hours are enforced as specified in the current year watering schedule.

Special schedule: Approved alternative schedule designated for the current irrigation season.

Water budget: The water budget is the amount of water available to each account, each billing cycle. The average winter monthly consumption (AWMC) shall mean the AWMC calculated for each customer by averaging the total potable water consumption used by the customer in November through February by standard operating procedures maintained by Castle Rock Water. The outdoor water budget is determined by the irrigated area, landscape type, and historical local evapotranspiration rate, from April through October.

Water Monitor: A Town employee observing irrigation activities as defined and outlined in the WUMP.

Water Waste: Application of water that does not result in beneficial use. This includes:

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- Continuous irrigation to any area resulting in ponding or pooling of water
- Runoff of water not absorbed into the ground, which flows away from the area being irrigated
- Any irrigation system that is leaking
- Application of water intended for irrigation to any impervious surface
- Letting water run unrestricted from a hose or faucet
- Application of water to impervious surfaces such as street washing applications
- Operation of any irrigation system when curtailment stages have been invoked

Watering schedule: The current year schedule designating the days and times residential and non-residential water customers are allowed to water irrigated areas of their property during the restriction period.

Section 2: Public Education

Public education is a primary component of the WUMP. Outdoor water use during the May through September landscape irrigation season accounts for the largest demand on the system. Educating customers on industry best management practices, the need for adherence to the Watering schedule, and the overall water use management program are the keys to success.

One of the primary educational opportunities for residential customers is the Water Wiser workshop. This program focuses on landscape preparation, efficient irrigation, water management, and indoor efficiency. The goal of the Water Wiser program is to provide the tools necessary to maintain a healthy landscape while using less water. After completion of this workshop, residents have the flexibility to water outside their designated watering day but are still held to regular watering hours. This exemption provides residents with the opportunity to take advantage of the weather and water only when necessary, not just because it's their scheduled watering day. Under no circumstances is water waste allowed. Water consumption may be tracked through utility bills and program participants are expected to adhere to the program. The Town, at its discretion, reserves the right to return Water Wiser participants to the every-third-day watering schedule, at which time participants will be subject to enforcement as provided in the Town Municipal Code and Water Use Management Plan.

After completion of the initial in person Water Wiser Workshop, attendee's water account will be updated to reflect Water Wiser status. The Water Wiser designation will remain active for five (5) years. Prior to expiration, the Water Wiser designation can be renewed by completion of another Water Wiser workshop or online renewal course with a passing score on the related test. The follow-up workshop or renewal course must be completed before the expiration date.

The WUMP is designed for the management of peak demand by designating days and hours for residential and non-residential customers to water. This reduces the necessary amount of water system infrastructure, water resource acquisition, treatment, storage, and distribution. Adherence to the designated Watering schedule ensures peak demand is spread evenly throughout the irrigation season and allows for water storage tank recovery during non-irrigation periods. The designated watering hours also ensure customers irrigate at the times when watering is most effective and efficient.

Part of enforcement is to educate customers on these issues and offer assistance with irrigation system problems and water use management when possible. This assistance is offered through newsletters, individual letters, and one-on-one communications. The Town of Castle Rock maintains two websites (CRgov.com and CRconserve.com) where additional information about WUMP policies and water efficiency efforts can be found. Seasonal water monitors receive in-depth training on water efficiency and conservation.

Annual public education strategies are developed in relation to the Water Use Management Plan and water conservation programs. This includes providing water conservation information for residents, residential builders, property managers, and the non-residential community.

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Section 3: Program Implementation

3.1 Annual Implementation Review

The WUMP is reviewed on an annual basis, and submitted to the Castle Rock Water Commission for review. Program and policy changes are forwarded to Town Council for adoption. Town Council may alter this program and its implementation as necessary.

3.2 Regular Watering Schedules

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3.2.1 Residential Irrigation

1. *Day/Address Assignment:* Watering shall be limited to every third day by the following procedure:
 - a. Properties with addresses ending in zero (0) through three (3) are designated by a square.
 - b. Properties with addresses ending in four (4) through six (6) are designated by a circle.
 - c. Properties with addresses ending in seven (7) through nine (9) are designated by a diamond.
2. *Permissible Hours of Irrigation:* Permissible hours of irrigation are before 8 a.m. or after 8 p.m. on the designated day. These hours are for customers' benefit as they ensure water is most efficiently applied to the landscape, minimizing evaporation and other losses. Under no circumstances, other than hand watering, will irrigation be allowed between the hours of 8 a.m. to 8 p.m.
3. *Watering Schedule Dissemination Criteria:* Schedules shall be distributed to water customers before the commencement of watering restrictions.
 - a. The watering schedule shall be distributed through the U.S. Postal Service to all Town of Castle Rock residents. Starting in 2027, the watering schedule will be included in the April billing statement for all water customers. See Exhibit 1.
 - b. The Town Clerk shall receive a copy of the watering schedule.
 - c. The watering schedule shall be posted at Town Hall and Castle Rock Water offices.
 - d. The watering schedule and the general outline of the policy shall be published on CRconserve.com.
 - e. Watering schedules shall be made available to all building permit applicants where the permit includes installation of an irrigation system, or when the building permit is for the sole purpose of installation of an irrigation system.

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4. *New Customers*: All parties that become new customers will receive the watering schedule and educational materials through a new homeowner welcome packet.
5. *Residential Homebuilders*: Homebuilder landscape contractors that install and/or maintain residential landscaping shall be registered with Castle Rock Water to ensure those managing the properties are thoroughly versed on the Water Use Management Plan and the Landscape and Irrigation Criteria Manual. See Section 2 in the Landscape and Irrigation Criteria Manual for information regarding registration of landscape professionals.

3.2.2 Non-Residential/Common Area/Public Area Irrigation

Non-residential, common, and public irrigated areas shall be considered as any property managed or owned by the same group or individual that is not a single-family residential property. This includes apartments, condominiums, townhomes, and multi-family developments under the control of the builder, commercial customers, religious institutions, streetscapes, common areas, or private areas. The “property” shall be considered one entity for the purpose of water restriction administration and enforcement regardless of the number of metered services serving the property. See *Exhibit 2*.

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1. *Day / Geographic Location Assignment*: Watering days for the entire property will be three days per week as assigned by geographic location. For properties west of I-25, designated watering days are Monday, Wednesday, and Friday. For properties east of I-25, designated watering days are Tuesday, Thursday, and Saturday. Watering shall begin on the designated day and must be completed within the specified window (*See 2. below*).
2. *Permissible Hours of Irrigation*: Permissible hours of irrigation for non-residential, common, and public areas shall begin no earlier than 12 a.m. and be completed no later than 8 a.m. on the designated day.
3. *Application Rates*: Total water application, during peak summer temperatures, shall not exceed one and one-half (1 ½) inches per week, per irrigation zone. Irrigation application during cooler spring and fall months shall be seasonally adjusted to lower levels.
4. *Leaking Irrigation Systems*: As deemed necessary, the Town has the ability to charge property owners for nighttime emergency call-outs that are attributable to malfunctioning, leaking irrigation systems. Three (3) or more call-outs of this type shall be considered excessive and the owner will be subject to incur the associated charges.
5. *Registered Landscape Professionals*: Landscape and irrigation installation and maintenance contractors working for non-residential customers shall be registered with Castle Rock Water to ensure those managing the properties are thoroughly versed on the Water Use Management Plan and the Landscape and Irrigation Criteria Manual. See Section 2 of the Landscape and Irrigation Criteria Manual for information regarding registration of landscape maintenance professionals.

3.2.3 Parks/Athletic Fields

The Town of Castle Rock Parks and Recreation Department utilizes a weather-

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based computerized central control system. This system is monitored daily and automatically adjusts based on changes in weather and soil moisture. The Parks Department will adhere to the established schedule as closely as possible, however, park size, level of activity, special events, and athletic programming will ultimately determine water needs.

3.3 Alternative Irrigation Schedules

Alternative irrigation schedules may be granted by the Program Administrator in cases of hardship, special circumstances or by issuing a temporary irrigation exemption as noted below. Should the Program Administrator of the WUMP determine that granting an exemption would not significantly impact the water system, the Program Administrator may issue an exemption, stating appropriate conditions thereon. These conditions include the effective date, expiration date, designated address, required hours of irrigation, and any other special criteria associated with the exemption. These exemptions may be revoked at any time should it be deemed necessary by Castle Rock Water.

Irrigation exemptions will only be issued during the restriction period May 1 through September 30.

Please contact Castle Rock Water to determine eligibility.

3.3.1 Exemption for Establishment of New Plant Material

An exemption to the established watering schedule may be granted on a temporary basis to establish new plant material not to exceed twenty-one (21) days for new sod and not to exceed thirty (30) days for seed or other plant material, provided an exemption is obtained through Castle Rock Water. The exemption allows for watering as needed, on any individual day; however, designated hours and water rates still apply. Irrigation exemptions for establishing new plant material will not be issued or applicable between July 1 and July 31. This is typically the hottest month of the year and new plant material requiring an exemption should not be installed during this month. An administrative fee of up to \$25 will be charged for processing exemption applications. Residential and non-residential water customers can request an exemption by submitting an online Temporary Irrigation Exemption Request Form. See Exhibits 3a (residential request) and 3b (nonresidential request)

3.3.2 Other Irrigation Exemptions

Other exemptions to the established watering schedule may be granted should the Program Administrator determine a hardship or special circumstance exists for an applicant including but not limited to:

1. Residential customers without programmable irrigation systems may be granted an exemption to irrigate between the hours of 6pm and 8pm on their designated watering days.
2. Residential customers with a family emergency or similar demonstrated hardship may receive an exemption to alter their assigned watering day on a time-limited basis as approved by the Program Administrator.

Irrigation Exemptions allowing watering as needed, on any individual day apply only to the areas designated on the exemption application. Irrigated areas not included under the Town approved exemption must comply with the designated Watering Schedule. An applicant can request an

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Should the Program Administrator of the WUMP determine that granting an exemption would not significantly impact the water system, the Program Administrator may issue an exemption, stating appropriate conditions thereon. These conditions include the effective date, expiration date, designated address, required hours of irrigation, and any other special criteria associated with the exemption. The exemption allows for watering as needed, on any individual day; however, designated hours and water rates still apply. These exemptions may be revoked at any time should it be deemed necessary by Castle Rock Water. See Exhibits 4a (residential request), 4b (non-residential request), and 5 (exemption placard) ¶
Exemptions may be granted for: ¶
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Establishment of New Plant Material: An exemption to the established watering schedule may be granted to establish new plant material not to exceed twenty-one (21) da[... [1]

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[exemption for a hardship by emailing waterconservation@crgov.com.](mailto:waterconservation@crgov.com)

3.4 Special Circumstances

3.4.1 ~~Special Schedule~~

Certain existing areas of the Town have blocks of homes with addresses ending in the same digit. With the water system infrastructure being designed with the every-third day schedule, several residential addresses within a limited area, watering at the same time can create low-pressure situations. Assigning alternate symbols to the impacted homes mitigates this situation. Special schedules are given to these homeowners each year. ~~For the impacted areas, homeowners in Founders Village will receive a letter (See Exhibit 4a) and a Special Schedule (See Exhibit 4b).~~

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3.4.2 Hand Watering

Watering plant material while holding a hose in hand is allowed at any time, on any day, as long as water waste is not occurring. Hand watering does not include irrigation with a hose and sprinkler, or manual operation of an automated irrigation system.

3.4.3 Water for Entertainment

Water used for entertainment purposes, ~~such as~~ children running through sprinklers, is allowed ~~provided someone is~~ present and water waste does not occur.

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3.4.4 Pressure Washing

Pressure washing may be allowed according to the following criteria:

1. High efficiency and low water use equipment is required.
2. Water waste shall not occur.
3. No excessive runoff shall leave the site where water is being applied.
4. Equipment and application shall meet all Castle Rock Water Cross-Connection Control Program criteria.

3.4.5 Street Washing

1. *Streets in General:* Application of water to streets for the purpose of street washing shall occur by use of water-efficient street sweeping equipment only. Use of fire hydrants is not allowed. The use of water trucks for the purpose of street sweeping is not allowed.
2. *Streets for Drive-Through Restaurants:* Application of water to impervious surfaces related to drive-through restaurant food service areas may be allowed under the following circumstances:
 - a. Water waste shall not occur. No excessive runoff shall leave the site where water is being applied.
 - b. High efficiency and low water use equipment is required.

3. *Sidewalks/Driveways*: Application of water to sidewalks and driveways for the purpose of cleaning is discouraged, and may be considered water waste. Whenever possible, areas should be swept to eliminate site debris. Such water use may be allowed under the following circumstances:
 - a. Water waste shall not occur.
 - b. No excessive runoff shall leave the site where water is being applied.
 - c. Automatic shut-off spray nozzles on hoses; such as pistol grip sprayers shall be used.
 - d. Cleaning of the surface cannot reasonably be accomplished without the use of water.
 - e. Sidewalk poses a safety hazard that cannot be resolved without water.

3.4.6 Car Washing

1. Commercial car wash installations shall meet the following criteria:
 - a. Newly constructed facilities, whether full-service, in-bay, or self-serve shall use water recycling systems or weep recovery systems.
 - b. Demand management tools, consistent with curtailment identified in Section 3.6, shall apply to all commercial car wash systems.
 - c. Existing car washing systems that are being expanded, repaired, or rehabilitated shall conform to recycling requirements.
2. Homeowner car washing:
 - a. There are no limitations on hours or days a homeowner may wash vehicles.
 - b. Water waste shall not occur.
 - c. Require the use of automatic shut-off spray nozzles on hoses, such as pistol grip sprayers.
 - d. Recommend parking on turf areas during car washing so all runoff is beneficially used by plant material.
 - e. Recommend the use of a bucket and cloth/sponge to apply soaps, clean major portions of the vehicle, and use a hose for the final rinse only.

3.4.7 Fountains

Decorative fountains shall be recirculating and designed to reduce water losses through evaporation. The use of fountains is subject to additional demand management tools identified in Section 3.6.

3.4.8 Irrigation System Maintenance and Repair

Operation of any irrigation system outside of its established watering schedule may be allowed for repairs or routine maintenance without incurring a violation under the following circumstances:

1. *Residential:* The owner or operator of the system must be present at all times when the system is in operation for routine maintenance or repair purposes outside of the established watering schedule.
 - a. It is the responsibility of the account holder to ensure all irrigation system components are properly maintained and fully operational. This includes but is not limited to the replacement of batteries in controllers and rain sensors.
2. *Non-residential:* The owner/responsible party/landscape contractor may post an "Irrigation System Check in Progress" sign in the immediate vicinity of the water use. Operation of the system shall be for routine maintenance (i.e. checking zones for broken heads, timer operation, etc.) and shall be limited to the briefest time to observe and detect malfunctions. An operator must be present and visible at all times when the system is in operation for routine maintenance or repair purposes outside of the established watering schedule.
 - a. It is the responsibility of the [water](#) account holder to ensure all irrigation system components are properly maintained and fully operational. This includes but is not limited to flow sensors, master valves, and replacement of batteries in controllers and rain sensors.

3.4.9 Water Waste

Water waste violations can be issued at any time and are independent of the watering restriction calendar. The following examples serve as illustrations of situations that shall be cited as violations of water waste. Similar situations as observed by Town of Castle Rock staff will also be cited at their discretion:

1. Continuous irrigation resulting in ponding, pooling, or runoff
2. Failure to repair any irrigation system that is leaking
3. Application of water intended for irrigation to an impervious surface, such as a street, sidewalk, or driveway
4. Letting water run unrestricted from a hose or faucet
5. Operation of any irrigation system when demand management tools of Section 3.6 of

this policy have been invoked

- 6. ~~Irrigating during or directly after a rain event in public areas, nonresidential and common areas is not allowed and is considered water waste. Properly functioning moisture sensing equipment such as rain sensors or soil moisture sensors are required.~~

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For water waste violations due to leaking or damaged irrigation components, the customer will be allowed a defined amount of time to repair the condition without incurring subsequent violations:

- a. Residential customers shall make repairs within ~~seven (7)~~ days of violation, or prior to system run.
- b. Non-residential areas shall complete necessary repairs within ~~forty-eight (48)~~ hours of notification or at a minimum before the system is used again.
- c. Notwithstanding the enforcement provisions outlined in Town Code, extreme water waste may result in discontinuance of service. Associated service charges for disconnection and reconnection shall be applied to the account.

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3.5 Enforcement

Enforcement of the watering schedule is for demand management, eliminating water waste, and promoting water conservation. This code enforcement is conducted to protect the interests of the public and protect public health and safety. As the focus of the program is the encouragement of compliance, first violations are issued as warnings with no surcharges applied, and subsequent violations are on a graduating scale as listed in section 3.5.4.

3.5.1 Seasonal Water Monitors

Water Monitors are employed as part-time temporary positions during the water restriction period, and are hired through standard Town of Castle Rock employment procedures. Water Monitors drive throughout the Town and monitor water use, including irrigation and water waste. Water Monitors receive training during their first week of employment ~~including but not limited to:~~

- 1) ~~Customer service and public education.~~
- 2) ~~Operation/care of Town equipment.~~
- 3) ~~Irrigation system operation training.~~
- 4) ~~Information logging and violation processing.~~
- 5) ~~Safety training.~~

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Wages are budgeted through the Water Resources Enterprise Fund. Funds must be allocated at the identified wage for adequate coverage of the water system. Coverage may be required to include 24 hours, seven days per week, and is dependent on water system conditions....

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Water Monitors note the date, time, and type of watering violation. ~~Water monitors~~ note if personal contact was made with the customer and what level of public education took place, including distribution of schedule, and water conservation materials. Personal contact in the issuance of violations is encouraged if the ~~Water~~ monitor feels safe approaching the customer during daylight hours only.

3.5.2 Evidence of Violation

Violations of the regular and approved alternative watering schedules are violations of municipal code and are subject to surcharges and potential discontinuance of service for non-compliance. The violation issuance hierarchy is confined to the current irrigation year, January through December, and will not be carried over from one year to the next. New customers are not subject to pre-existing violations for that specific address.

The party issuing the watering violation must witness the non-compliant event. For example, the Water monitor must see the out-of-compliance irrigation or water waste.

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Although not required by municipal code, Water monitors may take photographs and/or video of the violation, documenting date and time. Should the violation be appealed, this data may serve as additional evidence the violation actually occurred, and may be supplied to the customer upon request.

3.5.3 Warning/Surcharge Issuance Process

Violations requiring surcharge issuance are uploaded daily to Castle Rock Water Billing Division and will be applied to the appropriate water billing account.

Violations are noted as legal documents (see Exhibit 5). These forms are then processed during regular business hours on standard forms that will be sent by U.S. Mail or email to the owner or responsible party.

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Town staff makes every attempt to notify responsible parties of non-compliance so the situation may be corrected as soon as possible. However, it is not the Town's responsibility to notify any individuals that are not listed on the water billing account information. At no time is bias applied in enforcement actions.

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Private parties may contact the Town staff to notify them a violation is occurring. As determined by staff availability, this may be immediately investigated and documented accordingly.

Due to the size, public exposure, and potential negative impact on the water system, common, and/or public areas, responsible parties, i.e. landscape contractors, may be notified by telephone or email of the violation so it may be immediately addressed. This is accomplished during regular business hours. Should the violation be blatant and considered water waste, a violation will be issued and the service may be discontinued until the responsible party or contractor addresses and/or repairs the cause of the violation, i.e. leaking heads or zones going off at a non-approved time. If/when Castle Rock Water is required to disconnect or reconnect irrigation services, a fee will be assessed. See CRgov.com for the current fee schedule.

The warning/surcharge issuance process is as follows:

All violations are processed and mailed or emailed to the aforementioned parties within twenty-four (24) hours (during regular business hours) of the violation. Failure to do so,

however, does not impact the validity of the enforcement action. Surcharges shall be applied to customer accounts within one (1) week of the date of the violation.

1st Violation – Warning, no surcharge incurred

The enforcement form is processed with the appropriate violation and mailed via U.S. Mail or emailed, to the account holder. See *Exhibit 5* for the sample postcard mailed in case of warning issuance.

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2nd Violation – Surcharge

The enforcement form is processed with the appropriate violation and mailed via U.S. Mail or emailed, to the account holder. Second violations will not be issued during the seven (7) day period following the first violation, allowing the customer time to rectify the situation once they are notified of the problem.

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3rd Violation – Surcharge

The enforcement form is processed with the appropriate violation and mailed via U.S. Mail or emailed, to the account holder. Third violations will not be issued during the seven (7) day period following the second violation to allow the water customer time to rectify the situation upon notification of the most recent violation.

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4th Violation – Surcharge

The enforcement form is processed with the appropriate violation and mailed, via U.S. Mail or emailed to the account holder. The Program Administrator will attempt to notify the water customer.

5th Violation – Surcharge

The enforcement form is processed with the appropriate violation and mailed, via U.S. Mail or emailed with notice that irrigation service may be discontinued should non-compliance persist, and a copy is sent to the account holder.

Subsequent Violations

The enforcement form is processed with the appropriate violation and mailed, via U.S. Mail, or emailed with notice that irrigation service may be discontinued without immediate compliance, and a copy is sent to the account holder. *Exhibit 6* is a copy of the subsequent violation enforcement postcard.

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3.5.4 Surcharge Values

Per Chapter 13.15.050 of the Municipal Code, surcharges may be issued against owners or responsible parties for watering schedule non-compliance or water waste. The Town reserves the ability to immediately terminate irrigation or other water waste for due cause, and not to be reinstated until the system or use comes into compliance. Current policy guidelines outline the following charges to be applied to the appropriate Castle Rock Water billing account.

Residential	Non-residential
-------------	-----------------

1 st – Warning, no surcharge	1 st – Warning, no surcharge
2 nd - \$25 surcharge	2 nd - \$100 surcharge*
3 rd - \$75 surcharge	3 rd - \$200 surcharge*
4 th - \$150 surcharge*	4 th - \$400 surcharge*
5 th - \$300 surcharge*	5 th - \$800 surcharge*
Subsequent - \$300 surcharge*	Subsequent - \$800 surcharge**
*Subject to temporary service disruption	

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For common areas where water charges are paid for by the Town of Castle Rock, yet landscape management is accomplished by a private entity such as a district or homeowner’s association, the private party that is managing the project is responsible for adhering to the criteria outlined in this policy and all charges incurred for non-compliance. Public irrigated areas and facilities managed by the Town of Castle Rock are not exempt from surcharge issuance and are subject to all levels of enforcement.

3.5.5 Appeal Process

The appeal process does not apply to warning issuance. Appeals of violations with associated surcharges may be brought before the Program Administrator in written form. If a party believes that a surcharge has been assessed erroneously, the party may submit a letter of appeal. This appeal must be submitted, in writing, within ten (10) business days of the mailing date of the violation notification to the Water Use Management Program Administrator at 175 Kellogg Ct., Castle Rock, CO 80109 or email to waterconservation@crgov.com.

1. The appeal letter should include a thorough explanation of why the customer believes the surcharge is in error and any other reasons why the surcharge should be waived, and must include the following information:
 - a. Specific violation in question including violation number, date, and time.
 - b. Reason for the infraction proving it to be outside of the control of the owner, or responsible party.
 - c. Or why the party thinks the violation did not take place as identified in the violation notification.
 - d. Requested action by the Town.
 - e. Signature of owner or responsible party.
2. Timing of Appeal Request: Appeals must be received within ten (10) days of the mailing date of the violation notification. Any appeal received after that date will not be considered, and the associated surcharge will not be removed from the account.

3. **Timing of Response to Applicant:** The Town shall respond to the customer within ten (10) business days of receipt of an appeal request.
4. **Crediting Criteria:** Associated surcharges must be paid by the customer by the billing due date of their water bill. If the customer’s appeal is approved, the related surcharge will be credited to their water billing account within the subsequent billing cycle.

Should the Water Use Management Program Administrator deny the appeal, the party may appeal to the Director of Castle Rock Water. Subsequent appeal requests may be reviewed by the Town Manager. As with other code violations, ultimate authority over such cases lies in the Municipal Court system. The timing of appeal notifications shall be consistent with Chapter 13.14.080 of the municipal code.

3.5.6 Appeal Approval Criteria

Appeals may be approved and subsequent surcharges may be waived based on the following criteria:

1. *Mechanical Failure.* Evidence of a verifiable mechanical failure of programmable timer, or other irrigation system components. This type of appeal may only be used for a one-time appeal approval and may not be used for subsequent violations.
2. *Hardship.* Demonstration of extreme hardship as approved by the Program Administrator.
3. *Special Condition.* As deemed appropriate by the Program Administrator.

Owners are responsible for ensuring their properties meet the water use management regulations. When a homeowner is on vacation, or otherwise unable to make this assurance, it is recommended the owner designate a responsible party to oversee the property during their absence.

3.5.7 Customer Assistance Programs

The Town of Castle Rock offers the community various opportunities to conserve water. Please see www.CRconserve.com for current program information.

3.6 Demand Management Tools

Under drought conditions, Castle Rock Water may implement one or more of the demand management tools shown below. See Town of Castle Rock Drought Management Plan for more information.

3.6.1 Curtailment/Discontinuance of Public/Common Area Irrigation

(As approved by the Director of Castle Rock Water)

3.6.2 Discontinuance of Line Flushing

(As approved by the Director of Castle Rock Water)

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Irrigation during storm events or directly after is not allowed. Public, non-residential, and common areas will be cited for water waste under these circumstances and shall have properly functioning moisture-sensing equipment on all systems. ¶

3.6.3 Discontinuance of Bulk Water Sales

(As approved by the Director of Castle Rock Water)

3.6.4 Alteration of Regular and Approved Alternative Irrigation Schedule

(As determined by the Director of Castle Rock Water, Town Manager, and Town Council)

- Curtail issuance of exemptions for new seed/sod installation
- Further limiting times and dates of irrigation
- Discontinuance of car washing, decorative fountains, and water used for entertainment
- Discontinuance of all exterior water usage, including irrigation
- Discontinuance of all non-essential water usage

3.7 Rain Barrels

On Aug. 10, 2016, it became legal to capture rainwater. According to Colorado law, homeowners can have two fifty-five (55) gallon rain barrels to be used for outdoor purposes. For more information, visit: <https://dwr.colorado.gov/services/water-administration/rainwater-storm-water-graywater>

Exhibits

- Exhibit 1 Sample Residential Watering Schedule
- Exhibit 2 Sample Non-Residential Watering Schedule
- Exhibit 3a Residential Irrigation Exemption Request
- Exhibit 3b Non-Residential Temporary Irrigation Exemption Request
- Exhibit 4a Founders Village Special Schedule Communication
- Exhibit 4b Founders Village Special Watering Schedule
- Exhibit 5 Sample Warning Postcard 1st Violation
- Exhibit 6 Sample Subsequent Enforcement Postcard 2nd Violation

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Deleted: This information is managed on an annual basis. Alternative schedule requests must be submitted and approved for each applicable irrigation season. Enforcement action is accomplished on an annual basis as well, and water waste enforcement occurs throughout the year. ¶

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Moved up [5]: Rain Barrels¶

Deleted: Section 4: Database Management¶

Deleted: See Exhibit 10 ¶

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Deleted: Appendix

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Deleted: Communication

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Deleted: Exhibit 10 DWR Rainwater Collection Information Table

CASTLE ROCK *water* 2025 RESIDENTIAL WATERING SCHEDULE

On your watering day, water only: **before 8 a.m. or after 8 p.m.**

Your schedule is determined by your street address.

- Addresses ending in 0, 1, 2, 3
- Addresses ending in 4, 5, 6
- Addresses ending in 7, 8, 9

Certain streets in Founders Village have a special schedule, mailed separately.

JUNE

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

AUGUST

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

MAY

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

JULY

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

SEPTEMBER

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

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Deleted: EXHIBIT 1 Water Restriction Code – Chapter 13.15

Deleted: Chapter 13.15 - Water Restrictions¶
13.15.010 - Definitions.¶

Irrigation season means the period between April 1 and October 31, inclusive, of each year.¶

Owner means the person or entity who is the owner of the real property receiving utility services, as shown in the public records of the County Assessor; provided, however, that if the title is held in a representative capacity, or the right to possession, use, and control of the property has been judicially vested in another party, such equitable owner(s) shall have the rights and responsibilities afforded and imposed by this Chapter.¶

Program Administrator means the Director of Castle Rock Water, or his or her designee.¶

Responsible party means the person or group identified by the owner as such, including the property manager, or homeowner's association representative.¶

Restriction period means the period of time during the irrigation season when restrictions on lawn and landscaping irrigation are restricted to a defined/designated irrigation schedule.¶

A *utility bill* is a periodic statement of utility charges issued under Section 13.14.040.¶

(Ord. No. 2018-005, § 1, 4-3-2018; Ord. 2000-10 § 1(part), 2000; Ord. 97-18 § 1(part), 1997; Ord. 93-5 § 2(part), 1993)¶
13.15.020 - Regulations.¶

The following regulations shall apply to the time and date for use of water for lawn and landscaping irrigation during the restriction period:¶

A. Irrigation schedules shall be established by the Program Administrator before the commencement of the restriction period.¶

B. To stagger the demand on the Town's water delivery system during the restriction period, residential lawn and landscape irrigation shall be restricted to every third day by the following procedure:¶

¶
Residential properties with an assignment address ending in digit zero (0) through three (3) are designated by a square (□), digit four (4) through six (6) by a circle (○), and digit seven (7) through nine (9) by a diamond (◇).¶

¶
For those non-residential properties for which several taps, services, and/or addresses exist, the appropriate designa... [7]

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Temporary Irrigation Exemption - Residential

Application

To apply for a temporary irrigation exemption, please complete the form below.

An \$11 fee will be assessed on the water billing account associated with this property address.

Exemption Period

The exemption period for new sod is up to 21 days and seed and other plant material up to 30 days from the date of installation for the identified property and locations. You will receive your placard within approximately five business days. Place this placard in a location clearly visible from the street during the exemption period. This exemption does not give you any more water, just more time to apply the water. A temporary watering exemption allows for daily watering between the standard schedule hours of before 8 a.m. and after 8 p.m.

Please note: Exemptions are not issued or applicable in the month of July. Additional exemptions will not be issued for the same area within the same or consecutive growing season.

During the exemption period, Conservation Surcharges will not apply. Exemptions requested after the installation of new sod or other plant material will be effective from the date of installation and only be retroactive to the most recent billing period.

First Name	Last Name*
<input type="text"/>	<input type="text"/>
Address of Property Requiring Exemption*	
<input type="text"/>	
City*	Zip*
<input type="text"/>	<input type="text"/>
Phone #*	Email *
<input type="text"/>	<input type="text"/>
<small>XXX-XXX-XXXX</small>	

Mailing Address (if different from above)

City	State	Zip
<input type="text"/>	<input type="text"/>	<input type="text"/>

Reason for Exemption Request*	Location*	Date sod/seed installed*
<input type="radio"/> New sod <input type="radio"/> New seed <input type="radio"/> Other plant materials (e.g. trees, shrubs)	Check all that apply <input type="checkbox"/> Front <input type="checkbox"/> Back <input type="checkbox"/> Side	<input type="text"/>
Is sod being installed by the builder? <input type="radio"/> Yes <input type="radio"/> No	Automatic irrigation system* <input type="radio"/> Yes <input type="radio"/> No	

Type of soil preparation materials used.

This material should be tilled to a minimum 6" depth.

Notes:

Hydro-seed installation requires "Special Schedule Submittal". Please call 720-733-2306.

I understand that when the exemption period ends, I will follow all applicable restrictions currently in place.

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Temporary Irrigation Exemption - Non-residential

Application
To apply for a temporary irrigation exemption, please complete the form below.

The exemption period for new sod is up to 21 days and seed and other plant material up to 30 days from the date of installation.

A \$11 fee will be assessed on the water billing account associated with this property address.

Please note: Exemptions are not issued or applicable in the month of July.

Property Address Requiring Exemption*

Company Name*

Company Phone* _____ **Company Email** _____
xxx-xxx-xxxx

Registered Landscaper* _____ **Registration Number*** _____

Reason for Exemption Request* **Total square footage**

New sod _____

New seed _____

Other plant materials (e.g. trees, shrubs) _____

Type of soil preparation materials used. This material should be tilled to a minimum 6" depth.*

Soil inspection Date* _____ **Date sod/seed installed.*** _____

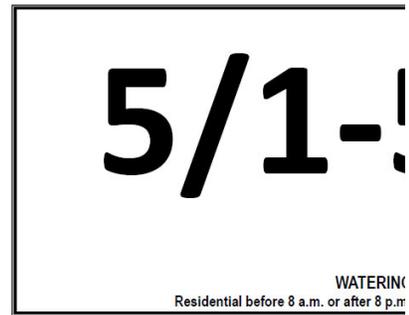
Backflow prevention test date (if applicable)* _____ **If irrigation system was builder/developer installed, please list Building/Irrigation Permit #** _____

Hydro-seed installation requires "Special Schedule Submittal". Please call 720-733-2306.

Acknowledgement
I understand this is a "temporary" exemption that allows daily watering for the identified property, between the standard schedule hours of 12 to 8 a.m. during the identified exemption period. I understand this exemption will not increase the amount of the monthly water budget. I understand that I will abide by the Water Use Management Plan and all applicable watering restrictions.

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Irrigation, as needed, is allowed for the property and location as described in the exemption. The exemption shall be posted in a location which is visible from the street. Upon expiration, the exemption restrictions currently in place. This exemption will not increase the amount of water used. Surcharges will not apply during the exemption period only. Water waste is prohibited and may be subject to a violation. Exemptions will not be issued or applicable during the month of July.

NOTICE: This exemption is issued pursuant to the provisions of Chapter 13.15 of the Municipal Code.

Approved: _____
Authorized Staff Signature

... [9]

Watering schedules are important to our community. They help manage pressure issues that could occur from numerous neighbors watering on the same day. Having a staggered watering schedule also helps with water conservation and plant health.

Please only water on your assigned day before 8 a.m. or after 8 p.m. when watering is more efficient due to reduced evaporation, cooler temperatures and less wind. These hours will help you take advantage of watering when it is most effective.

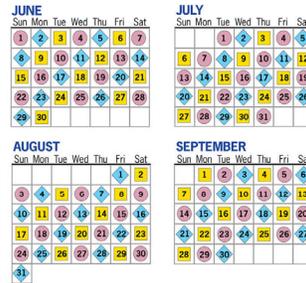
We encourage you to visit CRconserve.com, where you can find the watering schedule, videos on how to program your irrigation controller and a host of tips for efficient irrigation, water conservation and landscaping.

CASTLE ROCK *Water* 2025 RESIDENTIAL WATERING SCHEDULE

On your watering day, water only: before 8 a.m. or after 8 p.m.

Your schedule is determined by your street address.

- Addresses ending in 0, 1, 2, 3
 - Addresses ending in 4, 5, 6
 - ◆ Addresses ending in 7, 8, 9
- Certain streets in Founders Village have a special schedule, mailed separately.



CASTLE ROCK *Water* **Questions?**
720-733-6038
CRconserve.com/WaterSchedule

Founders Area Watering Schedule

CASTLE ROCK *Water*
Securing our future drop by drop
175 Kellogg Court
Castle Rock, CO 80109
CRgov.com/water

PRSR STD
U.S. POSTAGE
PAID
CASTLE ROCK, CO
PERMIT NO. 18

The Town of Castle Rock has a mandatory watering schedule that is in effect May 1 through Sept. 30. It is mailed to all Castle Rock Water customers on April 1. Each residence is assigned a circle/diamond/square that corresponds with the home's address number.

Your neighborhood, however, has address numbers that don't work well with this standard schedule and you have been reassigned.

Your address is a SQUARE. ■



Please visit CRconserve.com for Founders Village Special Watering Schedule for individual addresses.

EXHIBIT 5 Sample Warning Postcard 1st Violation

Date: Time: Account #

Efficient water use is part of living in Castle Rock's semi-arid, high desert climate where every drop of water counts - whether it's pumped fresh from a well or saved through reduced lawn irrigation.

Wise water use is something we value in the Town. It's the small, everyday decisions that add up to long-term water savings.

We observed at your location, the following:

This year's watering schedule was distributed by mail at the beginning of the irrigation season. For additional copies or tips on how to conserve, visit CRconserve.com.

Your cooperation is greatly appreciated.

Castle Rock Water 175 Kellogg Ct., Castle Rock, CO 80109

Questions? Call 720-733-2306



- Deleted:** EXHIBIT 7 Water Monitor Training Guidelines¶
Water Monitor Training Guidelines¶
Program Background¶
Water resource information¶
Program History¶
Overview of implementation policy contents¶
General Employee Information¶
Personnel guideline distribution¶
Employee identification (attire, identification card)¶
Care of Town equipment (flashlights/video/photo equipment/laptops/tablets, etc.)¶
Use of Town vehicles¶
Interaction with other Town employees¶
General Duties¶
Public education¶
Violation logging¶
Safety¶
Vehicle operation¶
Driving hazards¶
Customer contact ¶
Complete Cirsa Driver Training¶
Customer Service/Public Outreach¶
Attend a Water Wiser Workshop¶
Logging customer issues and concerns for management review¶
Calendar dissemination¶
Water conserving landscaping fact sheets (CRconserve.com)¶
Automatic sprinkler system operation¶
General water conservation information¶
Rebate program information¶
FAQs from CRconserve website¶
Supervisory referrals¶
Information/Data Management¶
Logging all customer contacts¶
Logging of violations¶
Violation processing ¶
Irrigation System Training¶
Identification of automatic system components¶
Use of hoses¶
Types of Irrigation Schedules¶
Regular residential and non-residential areas¶
Water Wiser every-third-day exemptions¶
Exemptions¶
¶
Exemptions¶
How to obtain¶
Reasons to obtain (new plant material, disease mitigation, fertilization, hydro-seeding)¶
Placard display and information¶
Special Water Uses¶
Low-pressure areas (Founders Village special schedule)¶
Hand watering¶
Water for entertainment¶
Car washing¶
Fountains¶
Irrigation system check and repair¶
Water waste criteria¶
Non-residential Areas/Special Schedules¶
Town managed properties¶
HOA/district-managed properties¶

[10]

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EXHIBIT 6 Sample Subsequent Enforcement Postcard

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Date: _____ Time: _____ Account # _____

Address: _____

Location: _____

Please be advised the above information constitutes a violation of the *Town of Castle Rock Municipal Code Chapter 13.15: Water Restrictions*. The information below indicates the amount your water bill will be surcharged. Subsequent violations will result in additional enforcement actions, including surcharges and potential termination of water service.

Water Violation Number _____

Surcharge Amount \$ _____

Requests for appeal must be received in writing at the address shown below within ten business days of the date of this notice.

(Per Town of Castle Rock Municipal Code Chapter 13.14.080)

Castle Rock Water 175 Kellogg Ct., Castle Rock, CO 80109
Questions? Call 720-733-2306



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Page 9: [1] Deleted	Lauren Moore	2/18/2026 12:16:00 PM
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Page 18: [4] Deleted	Lauren Moore	2/18/2026 12:29:00 PM
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Page 18: [6] Deleted	Aracelis Paul	2/11/2026 4:46:00 PM
Page 19: [7] Deleted	Aracelis Paul	2/11/2026 4:49:00 PM
Page 19: [8] Deleted	Aracelis Paul	2/11/2026 4:49:00 PM
Page 22: [9] Deleted	Aracelis Paul	2/11/2026 4:27:00 PM
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