



# CASTLE ROCK WATER

## SEPT 2025 MONTHLY REPORT

375.8<sub>MG</sub>

WATER DEMAND  
TOTAL

37.5%

RENEWABLE  
WATER SUPPLIES

2.0

WATER SUPPLY  
INDEX

SYSTEM INTEGRITY

2 leaks

WATER QUALITY SAMPLING

0 issues

CUSTOMER ACCOUNTS

28,127



[View report online](#)

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# WHAT WE ARE UP TO

## Relining of the Chlorine Tanks



Heat tube hooked up to dry resin



Heat dryer setup outside CL2 tanks

During routine cleaning on May 8, 2025, it was discovered that the fiberglass-reinforced plastic (FRP) linings in both bulk sodium hypochlorite tanks at Meadows had deteriorated after nearly 20 years of service. The CORVE 8300 liner was starting to peel away from the tank walls, which clogged chlorine filters and injectors, posing a serious risk to disinfection reliability. If left unaddressed, this could have exposed the FRP shell directly to chlorine, thereby increasing the risk of leaks or even tank failure – a significant safety and environmental concern. To correct the issue and extend the life of the tanks, the Plant Maintenance Team utilized a fiberglass repair contractor who:

- Removed the old liner by grinding
- Repaired any damaged FRP shell using fiberglass mat saturated with resin
- Installed a new 100-mil Derakane 411 vinyl ester liner with a Nexus veil for maximum chemical resistance
- Applied a primer, resin layers, and a resin-rich topcoat for durability
- Allowed the resin to fully cure, using heat/steam to accelerate curing if needed



View of completed lining

This proactive work will help us avoid costly tank replacements and ensure safe, reliable chlorine disinfection for years to come.

## PCWPF Pall Rack 3 Replacement



The Plant Maintenance team replaced 78 Aira membranes that have been in service since 2013 on Pall Rack #3. Operations and maintenance teams worked together, coordinating the work to minimize plant downtime and ensure proper installation. The old membranes were carefully removed and the racks were prepared for the installation of the new membranes. The new units were installed with precision and expertise gained from replacing the membranes on racks #1 and #2, following manufacturer guidelines and safety procedures. The team finished the work, and the system was restored to full capacity in a timely manner, taking only two days to complete.



# STAFF RECOGNITION

## CERTIFICATIONS

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**Patrick Paranto**  
Distribution Operator 2



**Joe Faraone**  
Collection Operator 2



**Jacob Benson**  
Collection Operator 1

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Vision: To be a national leader among water utilities.



Castle Rock Water's Rick Schultz presented the organization's extensive water efficiency programs at the Water Fluency Program. This program educates water professionals on statewide water topics blended with local examples to bring the most current examples of innovative water practices.



Rocky Mountain section of AWWA provided a video campaign on Instagram promoting Source Water Protection Week with employees from various water providers, including Castle Rock Water.



# STAFF RECOGNITION

## High Five

**Paul Rementer** I asked Paul to create a KPI report on very short notice. At the same time, he was working on Rates & Fees and had a very full plate. He was very kind and quick to help me get it done. I really appreciate all of his help and his willingness to help!

**Rick Schultz** Rick did a fantastic job in presenting to Water Education Colorado for their Water Fluency Program. The presentation was regarding Growing Water Smart Communities and Rick presented on the water efficiency measures that Castle Rock Water has implemented. The presentation was well received by the program participants including follow up from Meryl Corbin, the Director of Growing Water Smart to get additional information about the measures and programs the Town has implemented.



## WATER STAR AWARD

**Maryjo Reese**, Executive Assistant

The Water Star Award is presented to a Castle Rock Water team member who exemplifies the Department's Vision and Mission along with the Town's core Values, and Maryjo could not be more deserving. Always ready to tackle even those tasks that are mundane and unusual – from organizing legal and financial documents, wrangling Finance and Legistar, coordinating meetings and people, and then odd stuff like procuring office furniture, my most important coffee creamer, and that hammer or screwdriver. Whatever it is, she consistently provides exceptional service and professionalism. Her positive attitude, and tireless support keep the department running smoothly. She's the behind-the-scenes force who keeps everything (and everyone, especially the Marks) in order, all with a smile and an unwavering commitment to excellence.



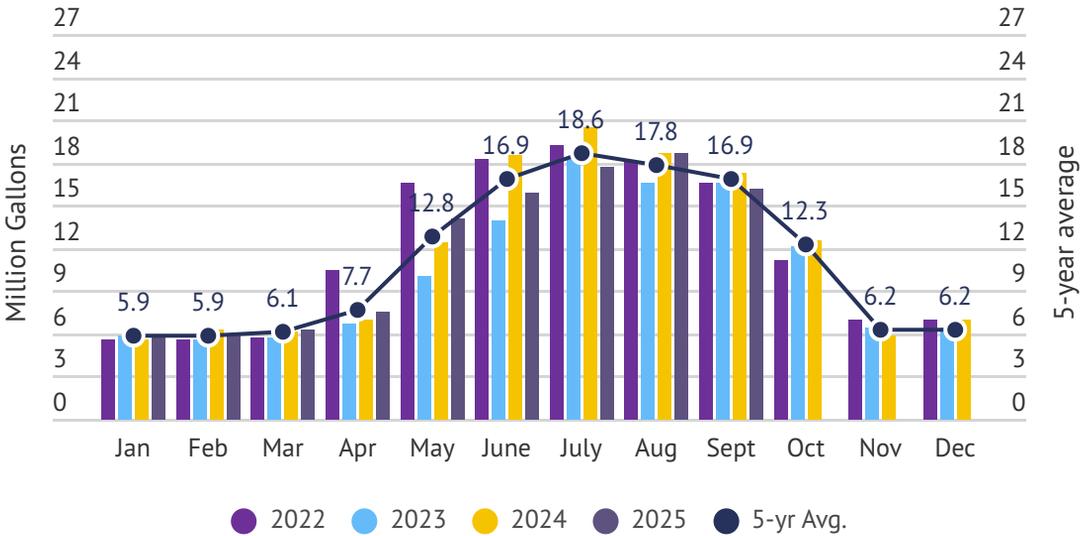
# WATER RESOURCES

## 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

- 16.2 million gallons/day (MGD)
- 5-year average: 16.9 MGD
- 4% lower than the 5-year average



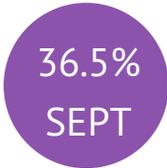
### MONTHLY DEMAND

- The water demand total for September was 375.8 million gallons (MG) [1,153.3 acre-feet (AF)]
- 16% lower than the August 2025 total of 449.8 MG
- 15% decrease from the previous year's September 2024 demand of 441.9 MG

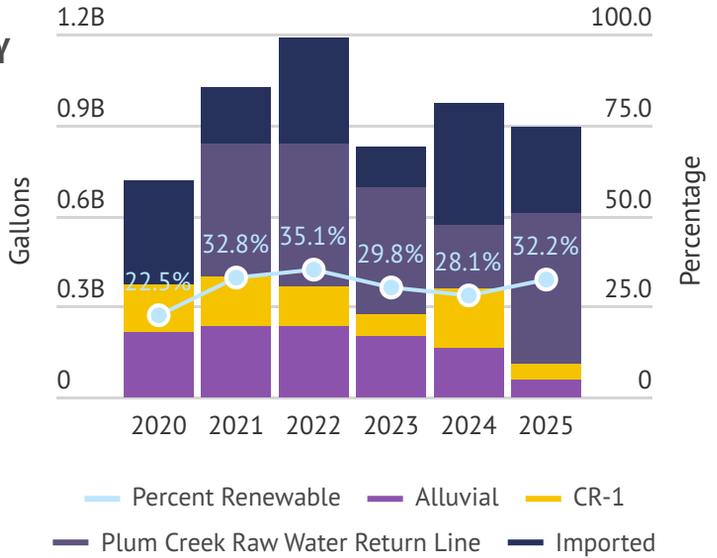
# WATER RESOURCES

## RENEWABLE WATER SUPPLY

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



2065 goal: 100%



In total, renewable supplies accounted for 36.5% of the total water supply for the month (136.8 MG of 374.5 MG) and 32.2% of the annual water supply (892.1 MG of 2,766 MG)

- The CR-1 diversion produced an average of 0.0 MGD
- The PC diversion produced an average of 3.14 MGD
- The 14 alluvial wells produced an average of 0.15 MGD
- The renewable water production average was 4.56 MGD

## REUSABLE SUPPLIES

Reusable supplies are waters that are either from the non-tributary Denver Basin (deep wells) or imported supplies (such as WISE) that can be used over and over, to extinction.



## STORAGE

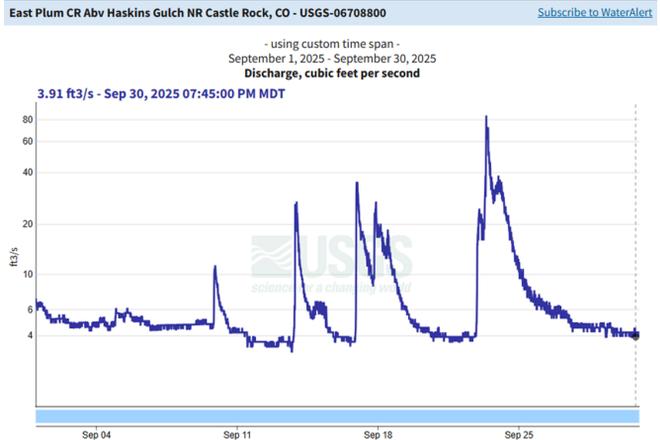
- Chatfield Reservoir: 1,276.2 AF
- Rueter-Hess Reservoir: 559.5 AF
- Castle Rock Reservoir No. 1 (CRR1): 0 AF
- Castle Rock Reservoir No. 2 (CRR2): 168.4 AF
- Walker Reservoir: 38.5 AF

# WATER RESOURCES

## EAST PLUM CREEK FLOWS

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

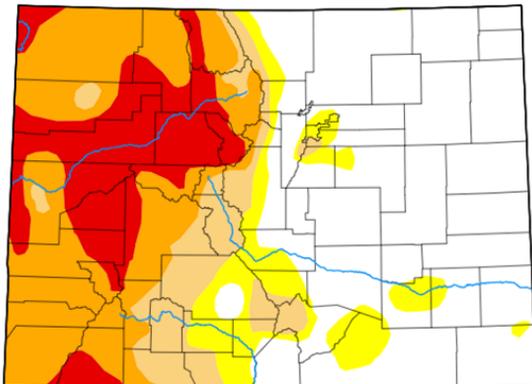
- Flows ranged from 3.0 to 84.1 cubic feet per second (cfs)
- The monthly average streamflow was 7.3 cfs
- The 26-year mean is 4.6 cfs



## 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.

## Colorado



Map released: Thurs. October 2, 2025

Data valid: September 30, 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):

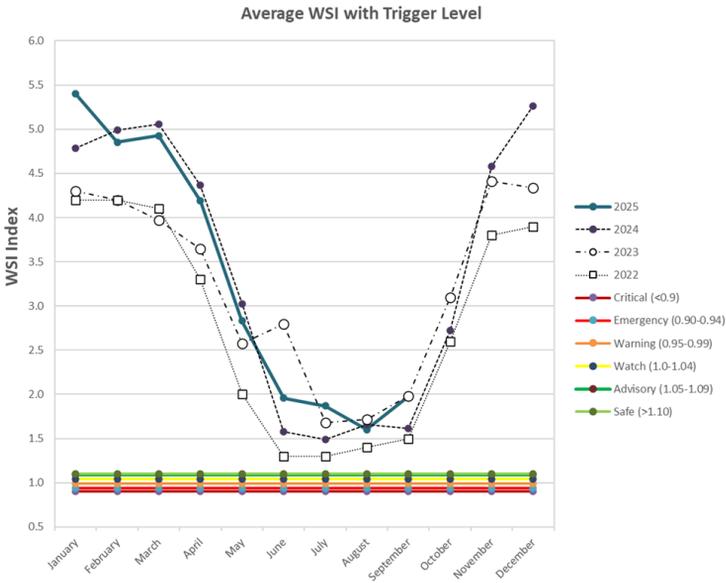
[Curtis Riganti](#), National Drought Mitigation Center

Pacific Islands and Virgin Islands Author(s):

[Anthony Artusa](#), NOAA/NWS/NCEP/CPC

# WATER SUPPLY INDEX

2.0  
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.

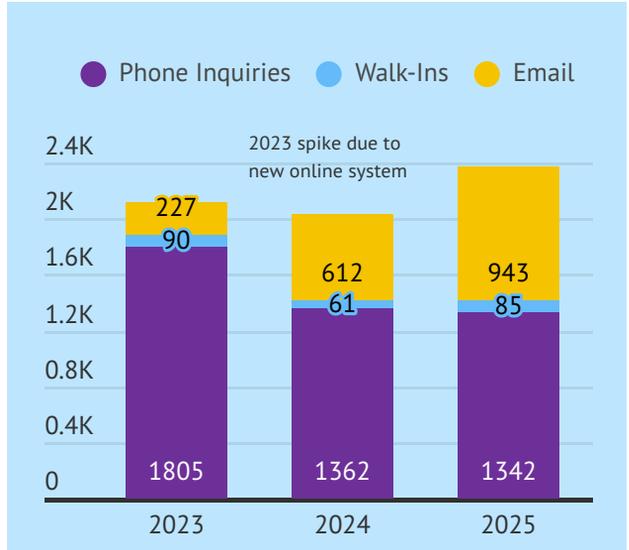
# BUSINESS SOLUTIONS

## CUSTOMER SERVICE



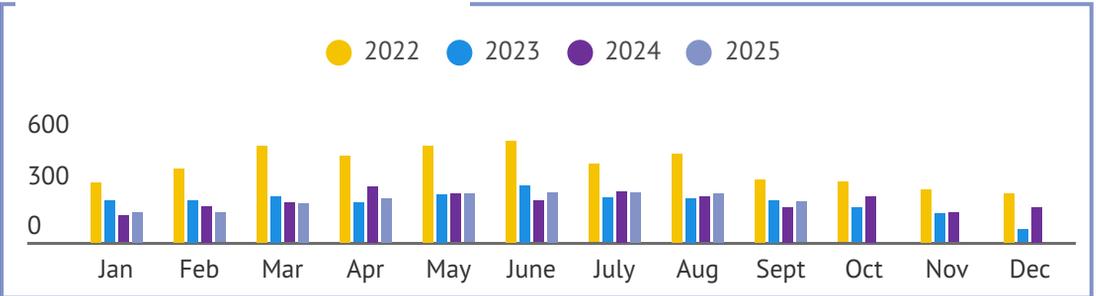
CUSTOMER ACCOUNTS  
28,127

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.



## CUSTOMER OUTREACH

OUTLET	POST	REACH		
Facebook	4 posts	14.1k reach	60 engagements	1 shares
NextDoor	3 posts			
Customer mail	14,054	64% open rate		
HOA mail	137	64% open rate		

TOPICS  
 Prepping your yard for winter.  
 Paint recycling event  
 P-Free fertilizer

# METER SERVICES

Skipped reads

2%

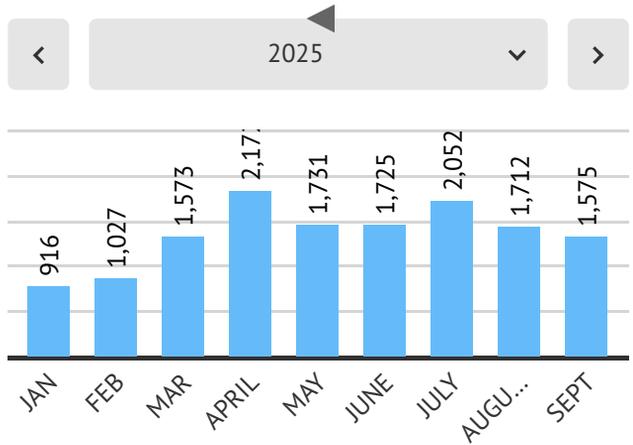
Above industry average of 2% due to smoothing out new AMI processes.

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.

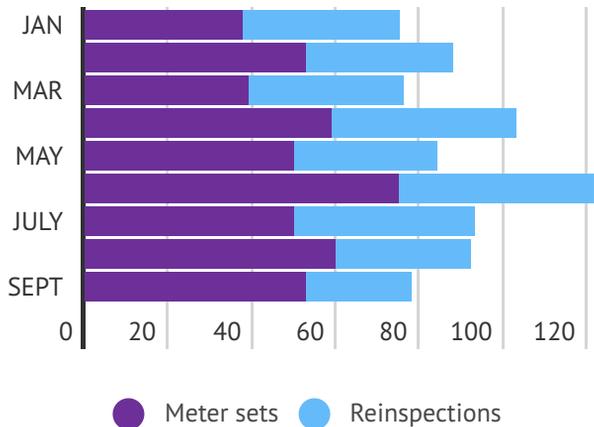
## ALL SERVICE WORK ORDERS

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.



As an integral part of the Town's vision of providing residents the highest quality services at the best value, the Stormwater Division manages stormwater runoff to minimize flooding hazards and to protect water quality in our watersheds. Services include:

- Construction site inspections
- Spill reporting, enforcement and response
- Public education and outreach
- Pond maintenance oversight
- Floodplain management
- Design and construction of SW CIP projects

## Stormwater Hotline – Not just for customers

The Stormwater Hotline is Castle Rock Water's dedicated system for reporting stormwater concerns via phone, email, or an online form. Messages are routed to multiple staff to ensure timely responses, even during absences. This makes the hotline the most reliable way for both internal and external customers to report issues such as chase drain requests, chemical spills, and drainage concerns. By receiving detailed reports online or by email, staff can review each request thoroughly and conduct necessary research before responding. The hotline is a vital tool for protecting the environment and providing efficient customer service.

**Stormwater Hotline: 720-733-2235 ~ [stormwater@CRgov.com](mailto:stormwater@CRgov.com) ~ [CRgov.com/Stormwater](https://CRgov.com/Stormwater)**

## CUSTOMER SERVICE REQUESTS

The Stormwater Division receives various customer concerns, from nuisance groundwater and illicit discharges, to dust, and infrastructure maintenance. Complaints often rise and fall with weather patterns. Customer service requests declined by 34%, dropping from 38 in Q3 of 2024 to 25 in Q3 of 2025.



## STORMWATER INSPECTIONS

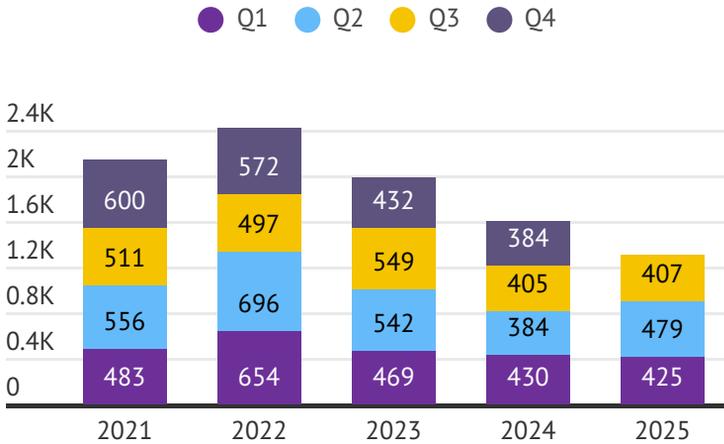
The inspection team regulates permitted residential and commercial properties. Total inspections are down 3% from Q3 of 2024 with 715 for Q3 of 2025. Residential tract home permits are down 43% in Q3 of 2025 compared to Q3 of 2024.



Castle Rock Water Plan Review team reviews planned development plans, site plans, construction drawings, water efficiency plans and technical reports for each project to ensure the public infrastructure built by the developer is following the criteria set by the Town, with respect to:

- Water
- Sanitary sewer
- Stormwater drainage
- Flood control
- Landscape and irrigation
- Temporary Erosion and Sedimentary Control

## PLAN REVIEWS



**289**  
# of projects in Q3

## PERMITS

PERIOD	Single Family	Com-mercial	Misc	Multi-family	TOTAL
1st Quarter	261	42	9	8	320
2nd Quarter	347	37	8	4	396
3rd Quarter	196	41	17	1	255

The plan review team reviews building permits to verify proposed water demand to size meters and assess system development fees.

# 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.

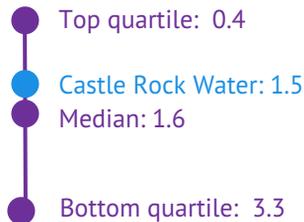
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## OVERFLOWS

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

### SANITARY SEWER OVERFLOWS

AWWA Index: SSO rate/100 mi



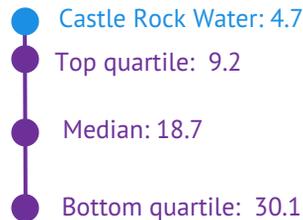
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## LINE BREAKS

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



1,155  
UTILITY LOCATES

SEWER  
63.37 mi  
LINES INSPECTED  
LINES CLEANED  
11.46 mi

# OPERATIONS

*A contractor hit a 12" DIP Water Main on 5th Street. Our distribution team made the repairs and only one customer had reduced water pressure for about 3 hours during the repair.*



*The On Call team responded to a main break on Sunset Court. The team identified a beam break on 8-inch ductile iron pipe. Three homes had reduced water pressure for two hours.*

