

ATTACHMENT B

Water Update Open House summary

On February 7, 2018, Castle Rock Water held a Water Update Open House at Plum Creek Water Purification Facility from 5:00-7:30. The primary purpose of the event was to inform customers about the new and updated plans for water and to gain their feedback. Attendance was estimated at 70 to 75 people with 63 people signing in. Generally, the residents were interested in the overall planning, not specific plans, for water in our community now and with all of the new growth.

The open house included posters and staff for the Drought Mitigation Plan, Source Water Protection Plan, Water Use Management Plan update, Irrigation Criteria Manual update, as well as CRconserve.com and Long-Term Water Projects. Notice of the event was through town-wide mailing, new release, customer email and social media.

A feedback form was available online and sent to more than 11,000 customers via email. 18 people online and 6 open house attendees responded. Most of the responses felt our current guidelines of restrictions on watering days and hours was an effective method of conservation. Most were in favor of limiting or changing out turf grass and that more education to the community is needed. Respondents were asked to rank their confidence in how these and other plans Castle Rock Water has instituted will adequately address our water supply for long term. Though not statistically significant, the ranking came out at a 3.08 (from 1 to 5). However, it was apparent in the answers to questionnaire that the respondents had not read the email with bullet points of the plans, nor the plans themselves as many of the recommendations are already addressed in the plans.

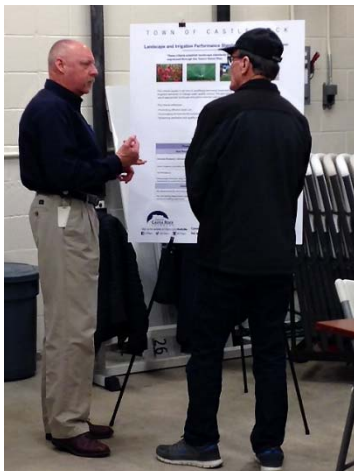
The open house was viewed as a positive event with satisfactory attendance, reaching some key residents. Open houses for water for resident interaction is an effective method of providing accurate information and education.

Some responses to the questionnaire:

- I know you are trying, and I applaud that. But you need to keep trying and not count on rain and snow enough to serve a growing population. There is a lot of growth in Castle Rock, and many people are totally uninformed about water issues. I doubt many people actually read that little newsletter that comes with the water bill.
- The quality of my water has decreased significantly since I moved here in 2011. I'm not convinced it is going to get better, considering the amount of housing development that is being permitted.
- Until growth is included this is a waste of time and resources.
- Allow people to stop wasting water on turf grass.
- Work with older HOAs to reduce lawn areas by offering help \$ to switch to xeriscape.
- I think you do a great job of getting the word out and promoting water conservation. If we upgraded our toilets that might save a ton of water.
- YOU to force the homeowners association to honor Municipal Code 13.15.080, or regulation YOU can enforce.
- I already am below what I'm allocated each month by the town by quite a bit but I see no benefit/motivation from the town by doing this except my bill keeps going up. Why should my

bill keep going up if I'm using less water than the typical household? You push to reduce water usage while I think a lot of people are doing, but our cost's keep going up and up.

- Yes, neighbors water the sidewalk and curb a lot. Always water running down the street, lots of water. I live in Crystal Valley, Donnington Way
- in the Meadows, there are times when the pavement gets a lot of water, I think they try to correct it, but there are times when it happens. or watering when not needed. after a rainstorm, and the sprinklers come on. on the regulations we don't live in Denver or Boulder and picked here because Castle Rock was not at the time part of metro Denver, times change but less regulations is better, who wants to live in a police state.
- Yes. All of the homeowners here in Cobblestone Ranch subdivision are being forced to grow "Kentucky Bluegrass", and waste huge amounts of water in the process. There are streams of irrigation runoff, containing fertilizer, insecticide, etc., flowing down the streets daily for 6 months out of the year. When I submitted a stylish xeriscape landscaping plan replacing the turf grass, it was rejected. When I cited your Town of Castle Rock Municipal Code 13.15.080, I got a letter from the homeowners association lawyer stating YOU can't enforce that code. The homeowners association also continues to add irrigation to common areas, wasting even more water. They just approved wasting \$142, 000 of water in 2018.



1. Are there landscape and irrigation problems in your neighborhood? If	In your opinion, would a Town regulation be	2. What kind of landscape and irrigation items do you	3. What would motivate you to reduce your lawn area to	4. Were you aware that if there is outdoor water waste	5. Runoff from fertilizer is the primary pollution in our	6. What method of communication would be	7. What do you think is an appropriate increase in	8. As temperatures increase and our renewable supplies	9. Please rank how strongly you feel that these and other	10. Additional comments
Submitted from on-line form										
Yes, the HOA seems to insist upon Kentucky bluegrass. Other non-native plants are rife in yards and common areas. Despite widespread messaging urging the contrary, I see neighbors and landscape contractors sprinkling during the heat of day, when it's raining, etc. During peak lawn-watering season, I often see runoff charging toward the storm drains	Yes	Ban on Kentucky bluegrass and other thirsty plants. Fines for watering midday and while it's precipitating.	Convincing non-conservation-minded family members to get with the program!	Yes	Construction/development waste	NotifyMe	Twice as much	Empower kids to educate their families. Establish a cost-effective reward system, like putting a smiley face on water bills for households that have lower water usage than neighbors or the town overall (similar to Black Hills Energy's neighborhood usage comparisons). Maybe there's a way to "gamify" incentives through the accumulation of digital badges, etc. For older adults, perhaps the incentive could be a discount or special offering from the Castle Rock Senior Center for demonstrated conservation efforts		3
Not sure. There are places where ice and snow remain, despite many relatively warm, sunny days. We just moved here in September 2017, so have yet to see what spring and summer are like, along with irrigation issues that may be present.	No	Watering grass during periods of less precipitation. We are told by our HOA to water the grass if we have 2 weeks of no precipitation. I feel watering trees is more important, but do we really need to do either during the winter? In my opinion, watering grass is a huge waste of a precious resource. I wish we had xeriscape plantings instead of grass.	We live in an HOA community where our landscaping is dictated by the HOA. I would love to see them phase out grass and do rock/xeriscape plantings.	No	Construction/development waste	Nextdoor website	Twice as much	Recycle "gray" water for irrigation; use native plants for landscaping; remind people to turn off the tap while using water at the sink and use a spray head on hoses outside		4 I see new construction (eg. in The Meadows) that do not have many trees. Perhaps they will be more apparent in the spring/summer. Planting trees is so much more beneficial than grass.
Overwatering on to streets and sidewalks. Sidewalks are uneven	Yes	Turf types, amount of concrete on lots as a percentage of lot, vegetation used should be native	Help with costs of renovation.	No	Illegal dumping	NotifyMe	Twice as much	Lots of tips on how to conserve, unique ways people have conserved water and the typical ways to conserve water... lots and lots of repetition of the ways to conserve		4
in the Meadows, there are times when the pavement gets a lot of water, I think they try to correct it, but there are times when it happens, or watering when not needed, after a rainstorm, and the sprinklers come on, on the regulations we don't live in Denver or Boulder and picked here because Castle Rock was not at the time part or metro Denver, times change but less regulations is better, who wants to live in a police state.	No	I don't think it needs more regulation, maybe more observation also maybe send emails if it can be done when it rains that maybe and there is enough rain that you tell people how much rain was dropped and you don't need to water with the amount we received until such a day...., dumb idea. but would be nice.	I try to keep my lawns nice, I follow the codes, and conserve water, the last two years it seems like we had a lot of moisture, and did not need to be watering every 3rd day.	Yes	Accidental spills	Email		Why just water season?..., have no idea how much you charge per gallon now, I watch the bill monthly and the usage, but have never divided it out.		3 I think it is in the interest of all Castle Rock Citizen, I think the growth is out of control, which makes water usage hard to control. I think the reservoir, and conservation is a necessity for all of us, and that is why I follow the water restrictions, and rules. I think most people do, but always some don't, I think when I moved here in the meadows they said the water table was at 25 ft, sure it is way down. from there. The population was only around 8,000, so developers really don't care once they have the houses and infrastructure, built they move on, The only way I can see to even have a chance at having enough water is to control growth, but that is not even in the plans. I don't own the property other than where I live and do not have the right to tell another what he/she should do with their property unless they asked to be annexed into the town, then they have to follow the town rules, but with all the growth water will always be a concern, I think the water department has done a good job
Clearly the town is pro growth at any cost. Your new plan doesn't address growth anywhere. This is clearly a political maneuver to keep growing and pretend like these changes will address future concerns. Castle Rock must have hired a bunch of planner consultants to put this crap out. Hope we didn't pay much for recycled plans from other failing communities.	Yes	Limit town growth. Let people make changes to old systems that make sense. Get rid of netafim	Freedom in design. Not having the parks department destroying native landscapes with trails. Maybe the water department could repair the scar they put across the area.	No	Construction/development waste	mail	Four times as much	Limit growth		1 Until growth is included this is a waste of time and resources.

Yes. All of the homeowners here in Cobblestone Ranch subdivision are being forced to grow "Kentucky Bluegrass", and waste huge amounts of water in the process. There are streams of irrigation runoff, containing fertilizer, insecticide, etc., flowing down the streets daily for 6 months out of the year. When I submitted a stylish xeriscape landscaping plan replacing the turf grass, it was rejected. When I cited your Town of Castle Rock Municipal Code 13.15.080, I got a letter from the homeowners association lawyer stating YOU can't enforce that code. The homeowners association also continues to add irrigation to common areas, wasting even more water. They just approved wasting \$142,000 of water in 2018.	Yes	TURF GRASS! Kentucky Bluegrass is not meant to be grown in a high plains desert.	YOU to force the homeowners association to honor Municipal Code 13.15.080, or regulation YOU can enforce.	Yes		Email		Allow people to stop wasting water on turf grass.	1 The quality of my water has decreased significantly since I moved here in 2011. I'm not convinced it is going to get better, considering the amount of housing development that is being permitted.
Not having a very visible plan for the median between Ash Street and Elm Street and just east of Gilbert. It's an eye-sore compared to the other grassy areas kept up by the city. Yes, the little park by my home has several issues when the snow melts. The playground is flooded, the ditch is muddy and the path at the bottom of the hill that leads to the playground channels the water to the play area where the mulch is and pools there until it dries out. The path is solid ice when it melts then freezes at night and I see no drainage along the sides of the path. Cross Roads, Melting Snow and Setting Sun Ave in the Gamble Oak community.	Yes	Blue Grass (sod or seed), deciduous trees not native to Colorado, and non-native shrubs.	It's as small as a postage stamp now, not sure how much smaller it could be made and still be an areas that our dogs are able to use.	Yes	Livestock grazing and waste	Email	Three times as much	Education, education, education!	3
		The mulch area in the park listed below - the community (adults and children) don't recognize not to walk, play and ride motor bikes on the mulched areas	my landscaping was added by Richmond in the front, its pretty small, and the back yard is 10x15 for the dogs so, I wouldn't go much smaller than that. I've mulched half the yard.	Yes	Waste/trash management	Phone	Twice as much	I think you do a great job of getting the word out and promoting water conservation. If we upgraded our toilets that might save a ton of water.	4 There is something you are adding to the water that is not being filtered by my shower filter (a 5 layer filter) and its took me an hour to get MOST of the residue off the stall. That residue that comes from the kitchen sink water to water my plants is also on my plant leaves when it dries - a white residue that's hard to get off. I just moved to CR several months ago and have never experienced this before. Whatever it is please remove it. My dogs drink that water and I'm worried its clogging their organs with soot.
There are still lots of people with lots of grass, including some big corner lots. Also people who do put in xeriscaping seem not to realize they still have to provide some maintenance, including pulling weeds. I think some kind of regulation might help, but would be unpopular. I do think the grant program a few years ago helped get people thinking.	Yes	I think in the end you will always have people willing to spend money to have grass. There is no enforcement of watering regulations, and someday there will have to be a real cap on usage.	I think in the end you will always have people willing to spend money to have grass. There is no enforcement of watering regulations, and someday there will have to be a real cap on usage.	No	Construction/development waste	Email	Twice as much	You need to charge for water more accurately. A household of one pays the same base rate as a household of ten. And people in apartments pay much less than anyone else. When I lived in an apartment - admittedly a few years ago - my water bill was about \$7 a month. I moved into a house and it jumped to \$65 with no usage at all. That is really not fair. And a big base allowance encourages waste in a small household.	4 I know you are trying, and I applaud that. But you need to keep trying and not count on rain and snow enough to serve a growing population. There is a lot of growth in Castle Rock, and many people are totally uninformed about water issues. I doubt many people actually read that little newsletter that comes with the water bill.
				No	Illegal dumping	Email	Twice as much	limit lawn watering	3 Do you have a plan for treating and testing for Legionella? If so Where can this information be located.
Our issues is that our HOA doesn't fix broken lines and let's everything die then doesn't take responsibility for the domino affect it has. it's nothing to do with the town or over-usage.	No	Not sure about this except limit the goal of how many houses/commercial properties are built. You can't complain that we have water issues if you keep approving more and more buildings. How is that going to help? It only increases our costs instead of reducing it. How can my bill be a minimum \$90 when I don't even come close to my allocated water?	I already am below what I'm allocated each month by the town by quite a bit but I see no benefit/motivation from the town by doing this except my bill keeps going up. Why should my bill keep going up if I'm using less water than the typical household? You push to reduce water usage while I think a lot of people are doing, but our cost's keep going up and up.	Yes	construction/development waste	Email, notify me, social	Twice as much	You already do quite a bit and tout how the people living here are doing this. My issue is that the town keeps approving large highly dense neighborhoods that will eat up the water supply. I know there are issues with property rights and allowing these developers to do this but why not encourage them to have less dense places (less people mean less water usage) and promoting more natural areas that don't need irrigation. People I talk to don't get why the town keeps trying to increase the population higher and higher (when I moved here it was suppose to be 80k people, now it's up to 160k people) but also complain about the water usage. Yes I know that they can't build without the water rights secured but with every community around Castle Rock also increasing and there goal numbers keep rising, it's a contradictory of what they are trying to achieve. you can't say one thing about how we have to grow but then complain that we have water issues. The town is the main guilty party	3 Over the past year, we were told to reduce the water useage during a slight drought and people freaked out that we were running out of water when it was more the current systems just couldn't handle the presure and wasn't an issue that we were running out of water. I've also noticed the quality of the water has gone down some and has become more hard (see it in the shower and dishwasher a lot now when I didn't before). I think this goes in hand like the roads, the town isn't ready for the increase in population without the correct infrastructure in place. Once you get behind like this, it's almost impossible to catch up. I wish the town would actually get ahead of projects like this instead of falling further behind each year. I'm almost at the point with everything else the town is starting to fall behind on, that I'm looking at moving out to somewhere else as it's only going to get worse.
low pressure	No	watering times and discourage high water intake plants	free classes, discount for changing to low water plants	Yes	Illegal dumping	email	Three times as much	Encourage awareness, offer discounts or incentives for lowering water amount.	4
Not that I know of,I've not heard of any issues.									Why is our water so hard? My coffee pot builds up hard water calcium and so do my dishes. It's horrible and I just wonder how it might impact our bodies.

WHY ON EARTH ARE WE FORCED TO GROW GRASS?!?!?!? YOU WANT TO CONSERVE WATER BUT FORCE THOUSANDS OF HOMES TO PUMP ENDLESS GALLONS OF WATER INTO GRASS?!?!?!?! FOR Xeriscaping or allow fake grass, even pick which brand and color pattern is allowed for the fake grass. watering grass all year is idiotic when we have a shortage of water. ALL RICHMOND NEIGHBORHOODS ARE REQUIRED TO GROW GRASS!	Yes	STOP FORCING US TO GROW GRASS! ALL RICHMOND NEIGHBORHOODS ARE REQUIRED TO GROW GRASS!	LET ME HAVE FAKE GRASS! ALL RICHMOND NEIGHBORHOODS ARE REQUIRED TO GROW GRASS!	Yes	construction/development waste	email	Twice as much	STOP FORCING EVERYONE TO GROW GRASS! How can you pretend you want to conserve water and then force thousands and thousands of housing to grow and water KENTUCKY blue grass? is this a joke? am i taking crazy pills? get a grip. When i called the local water office to discuss richmond forcing grass, the supposed conservation guy was praising and gloating how green he can get his grass and loves growing it. w...t...f.... so the guy in charge of enforcing water conservation is wasting thousands of gallons of water on his own lawn to look super green and pretty? what is going on here?	1 how in the world can i have confidence in any of this when the easiest most common sense tactic would be to stop forcing thousands of homes to water grass all year that doesn't naturally grow here?
no	No	anything that effects/impacts the surrounding neighbor's irrigation	-incentives / tax cuts / price discounts when showing below average use of water -being allowed / encouraged to use rain water for gardens (with rain barrel) -local government showing leadership in promoting eco friendly actions -fines for drastic water over use. Motivate with the Carrot (incentives) the Stick (fines) and MOST IMPORTANTLY WITH A MISSION. Castle Rock Government needs to have a clear mission of growth that is in line with what the environment can sustain.	no	Livestock grazing and waste	Mail, news	Twice as much	do not allow new buildings in areas that do not have water (e.g. no more new homes / neighborhoods)	2 Water supply is extremely important. This issue cannot be understated. It needs to be at the forefront of Castle Rock growth. The city must show that it is responsible in its growth, especially on the impact it has on the environment.
Yes, neighbors water the sidewalk and curb a lot. Always water running down the street, lots of water. I live in Crystal Valley, Donnington Way		watering	incentive from Town. I would love to xeroscape, but it is expensive.	Yes	construction/development waste	email	Twice as much	enforcement, fine a couple people in a neighborhood and they will talk and make changes.	4
Water is too expensive!	No	Lower water cost	Non Just lower the cost of water	Yes	Dog parks/pet waste	Email	Four times as much	None Lower the cost of water	1 Lower the cost of water
	No		Maybe a financial incentive to change my lawn to low-water? \$50 if you switch to a low water use front yard by a certain date? Of course, with much stricter parameters on what a low water use front yard looks like. And the HOAs would need to be a partner in it for quick approval turnaround.	No	Construction/development waste		Twice as much	By demonstrating from a Town perspective that as a town we are more mindful in terms of development.	3
No		Not sure.	I plan to eliminate grass in my backyard	Yes	Dog parks/pet waste	Email	Three times as much	Start charging more as usage inc	4 What is causing the increase in sediment in the water? We never noticed sediment 2 or 3 years ago. Thanks David DeYoung
Submitted from on-line form									
No		All kinds	Awareness of conservation, increasing mindfulness of howmuch water is available for our community; price	yes	Construction/development waste	Email	Three times as much	Convert existing irrigation areas to natural landscapes; restricting the development of landscaping that requires more water	4
New development creates problems	Yes	Watering community common areas and town owned irrigation	Rebates and changes to HOA rules mandated by the Town	Yes	Dog parks/pet waste	Email	Twice as much	Offering classes to residents, HOA management companies and board, teaching kids at the local school and classes to local employers	4
Sometimes I see watering in common areas in the afternoon	Yes		Education	No		Email	Twice as much	Stop new development	I am concerned about increased development; too many new homes; I'm opposed to the 1,320 homes planned for Pine Canyon, etc.
		Water \$s are a great regulation	Drought reduced in 2002	Yes	Livestock grazing and waste	Email	Three times as much	Stop new construction	2
Cost of water for HOA owned land		new communities encourage xeriscape	Have done this to reduce water costs	Yes	Livestock grazing and waste	Email	Three times as much	Work with older HOAs to reduce lawn areas by offering help \$ to switch to xeriscape	4
		Grass	rebates	Yes	Livestock grazing and waste	Email	Four times as much	limit # of days and watering time	3
Not that we are aware of		We like xeriscaping	We are motivated!	Yes	Construction/development waste	Email	Twice as much	Educate users that grass doesn't have to look perfect when it doesn't rain.	5

I live in Glvoer's. I have lived there since 1974. People in many houses no longer water lawns, which I understand. I wish the town could force people to do something other than just let weeds grow. They are soncerginw ater and using cnoservation as an excuse for neglect.

Watering/irrigation of medians and public places that do enhance value but are not really usable as a park.	I have reduced my lawn size. If the town could recommend different types of see and how to keep it alive with less water might beinstructive.	Yes
---	---	-----

Construction/development waste

Email

Three times as much

Not build any more houses

It's discouraging to continue to try to save water so that more houseing can bebuilt. I want to save my allocation of water for MY use not for someboy else who moves in. I know that is selfish but I enjoy the outdoors and gardening.