

## 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.

