

WATER USE MANAGEMENT PLAN

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Castle Rock Water
175 Kellogg Court
Castle Rock, CO 80109
720-733-6000
CRgov.com



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Section 1. Introduction

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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.

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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 has traditionally been accomplished through Castle Rock Water. The Town's restrictions, Chapter 13.15 of the Castle Rock Municipal Code, are included as **Exhibit 1**.

The water use management program implementation policy assists staff with implementation of the WUMP that deals with 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 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), 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 interest.

Common area: An area available for public use. May be publicly or privately owned, managed, or maintained.

Curtailment stages: As defined in the Drought Management Plan.

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

Irrigable area: The area of a property where a permanent irrigation system is installed and has the potential to be irrigated.

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

Irrigation season: April 1 through October 31.

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

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

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.

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

Residential: Account category identified in Castle Rock Water billing records.

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

Restriction period: Time period when designated watering days and hours are enforced. See current year calendar for specific details.

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 the months of November through February in accordance with 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, April through October.

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

- 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



Section 2. Public Education

2.1 Education

Public education is a primary component of the WUMP. Outdoor water use during the April through October landscape irrigation season accounts for the largest demand on the system. Educating customers on industry best management practices, the need for adherence to the irrigation schedule, and the overall water use management program are the keys to success. Customers that adhere to this plan will use water more efficiently and ultimately save money while maintaining a healthy landscape.

One of the primary educational opportunities for residential customers is the Water Wiser workshop. This program focuses on landscape preparation, efficient irrigation, and water management. After completion of this workshop, residents are exempt from the every-third-day watering schedule. 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. The Water Wiser designation will remain active for five (5) years and 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 prior to the expiration date.

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The WUMP is designed for management of peak demand by designating days and hours for residential and non-residential customers. This reduces the necessary amount of water system infrastructure, water resource acquisition, treatment, storage, and distribution. Adherence to the designated 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 web sites (CRgov.com and CRconserve.com) where additional information about WUMP policies and water efficiency efforts can be found. All Castle Rock Water staff are trained on the basics of this program. Seasonal water monitors receive additional 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.



Section 3. Program Implementation

- 3.1 Annual Implementation Review
- 3.2 Regular Irrigation Schedules
- 3.3 Alternative Irrigation Schedules
- 3.4 Special Circumstances
- 3.5 Enforcement
- 3.6 Demand Management Tools

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 Irrigation Schedules

3.2.1 Residential Irrigation

1. *Day/Address Assignment:* Watering shall be limited to every-third-day in accordance with 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, beyond hand watering, will irrigation be allowed between the hours of 8 a.m. to 8 p.m.
3. *Schedule Dissemination Criteria:* Schedules shall be distributed to water customers no later than thirty (30) days prior to the commencement of watering restrictions. See **Exhibit 2**.
 - a. The watering schedule shall be distributed through the U.S. Postal Service to all Town of Castle Rock residents.
 - 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 shall be published on CRconserve.com and in the official notice section of CRgov.com/notices.
 - e. The watering schedule and a general outline of the policy will be posted on the Town's website.
 - f. 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.
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.

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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. 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.

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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 assigned day.
3. *Application Rates:* Total water application shall not exceed one and one-half (1 ½) inches per week, per irrigation zone.
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.

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3.2.3 Parks/Athletic Fields

The Town of Castle Rock Parks and Recreation Department utilizes an ET 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 for hardship and/or special circumstances. Please contact Castle Rock Water to determine eligibility.

3.3.1 Exemptions

Irrigation exemptions may be issued to help establish new plant material or other exemptions as noted below. However, 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 up to \$25 will be charged for processing of exemption applications.

Should the administrator of the WUMP determine that granting an exemption would not significantly impact the water system, the 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.

Exemptions may be granted for:

1. *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) 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. Conditions for this exemption include:
 2. Verification through site inspection by the program manager or designee, through certification by accredited landscape architect or the builder, through documentation by receipt or invoice, or through other means deemed acceptable by the Program Manager that prior to seeding or sodding of turf, organic soil amendment at a **minimum** of four (4) cubic yards per one thousand (1,000) square feet or deemed by soil analysis, and has been tilled to a minimum depth of six (6) inches.
3. Evidence that an irrigation system backflow prevention assembly has been installed, tested, and approved.
4. Disease Mitigation: Exemptions may be granted to assist with mitigation of diseased plant material. Exemptions of this type are reviewed on a case-by-case basis. Potential exemptions are related directly to the disease or issue to be mitigated. Irrigation, however, must occur within the regularly scheduled hours.
5. Fertilization: Exemptions may be granted to allow watering as needed on any individual day for application of fertilizer. Exemptions of this type are reviewed on a case-by-case basis. Potential exemptions are related directly to the type of fertilization process, and current weather conditions. Duration of additional irrigation shall be determined by staff and shall not exceed the manufacturer's recommendation for application. Irrigation must occur within the regularly scheduled irrigation hours.

6. Hydro-seeding: Installations in non-residential landscapes must be performed by a Castle Rock Water registered landscape contractor. Exemptions may be granted to allow watering as needed on any individual day for establishment of hydro-seeded areas. Staff may determine that irrigation may be allowed during identified water system recovery periods.

7. *Special Schedules for Non-Residential Properties:* Special schedules for non-residential properties may be granted based on a demonstrated hardship at the discretion of the Program Administrator. Castle Rock Water registered landscape contractors shall implement special schedules. See Section [2 of the Landscape and Irrigation Criteria Manual](#) for information regarding registration of landscape professionals.

8. *Other:* Other exemptions may be granted should the program administrator determine a hardship or special circumstance exists for an applicant, due to irrigation requirements that cannot be met under previously outlined criteria, including but not limited to:
 - a. Residential customers that do not have programmable irrigation systems that are going on vacation, have 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.

 - b. All non-residential properties will water on their designated days during the hours of 12 a.m. – 8 a.m.

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Exemptions allowing watering as needed, on any individual day are applicable only to the areas designated on the exemption application. Non-applicable areas are not included under the exemption and may not be exempted from designated irrigation requirements.

3.4 Special Circumstances

3.4.1 Low Pressure Areas

Certain existing areas of 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. See *Exhibit 6* for these impacted areas, as well as the letter and special schedule that is distributed to these homeowners in Founders Village.

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, e.g. children running through sprinklers, is allowed so long as persons are present and water waste does not occur.

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 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: 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. Use of water trucks for the purpose of street sweeping is not allowed.
2. *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. Town may request owner/operator of facility to obtain a letter from the Tri-County Health Department requiring cleaning of prescribed areas. A copy of such shall be submitted to Castle Rock Water, and a copy shall be posted on-site.
 - b. Water waste shall not occur.
 - c. No excessive runoff shall leave site where water is being applied. High efficiency and low water use equipment is required.
3. *Sidewalks/Driveways*: Application of water to sidewalks and driveways by homeowners 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 for hours or days a homeowner may wash vehicles.
- b. Water waste shall not occur.
- c. Require 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 use of bucket and cloth/sponge to apply soaps, clean major portions of vehicle, and use hose for final rinse only.

3.4.7 Fountains

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

3.4.8 Irrigation System 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.
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.

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. Using potable water to wash outdoor impermeable surfaces.
5. Letting water run unrestricted from a hose or faucet.
6. Operation of any irrigation system when demand management tools of Section 3.6 of this policy have been invoked.
7. Irrigation during a storm event.

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:

1. Residential customers shall complete necessary repairs within five (5) days of violation, or before the system is used again.
2. Non-residential areas shall complete necessary repairs within twenty-four (24) hours of notification or at a minimum before the system is used again.
3. Notwithstanding the enforcement provisions set forth 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.

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 encouragement of compliance, first violations are issued as warnings with no surcharges applied, and subsequent violations are on a graduating scale. Town of Castle Rock staff are authorized to issue violations, but also receive training in educating water customers about the purpose of the program with the intent to encourage compliance.

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.

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.

Water monitors drive throughout the Town and monitor water use, including irrigation and water waste. Water monitors receive training, as defined in **Exhibit 7**, during their first week of employment: 1) in customer service, public education; 2) operation/care of Town equipment; 3) irrigation system operation training; 4) information logging and violation processing; and 5) safety training.

Water monitors note date, time, and type of watering violation. 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 issuance of violations is encouraged if the monitor feels safe in 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. 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 affidavit must witness the violation. For example, the monitor must see the out of compliance irrigation or water waste.

Although not required by municipal code, 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 8**). These forms are then processed on a daily basis, during regular business hours on standard forms that will be sent by U.S. Mail to the owner or responsible party.

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

Private parties may contact 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 to 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 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 may be assessed. See CRgov.com for current fee schedule.

The warning/surcharge issuance process is as follows:

All violations are processed and mailed 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, to the account holder. See *Exhibit 8* for the sample postcard mailed in case of warning issuance.

2nd Violation – Surcharge

The enforcement form is processed with the appropriate violation and mailed via U.S. Mail, to the account holder. Second violations will not be issued during the five (5) day period following the first violation, allowing the customer time to rectify the situation once they are notified of the problem.

3rd Violation – Surcharge

The enforcement form is processed with the appropriate violation and mailed via U.S. Mail, to the account holder. Third violations will not be issued during the five (5) day period following the second violation to allow the water customer time to rectify the situation upon notifications of the most recent violation.

4th Violation – Surcharge

The enforcement form is processed with the appropriate violation and mailed, via U.S. Mail to the account holder. Where possible and appropriate, the program administrator may attempt to notify the water customer.

5th Violation – Surcharge

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

Exhibit 9 is a copy of the enforcement postcard.

3.5.4 Surcharge Values

Per Chapter 13.15.050 of 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.

<u>Residential</u>	<u>Non-residential</u>
1 st – Warning, no surcharge	1 st – Warning, no surcharge
2 nd – \$25 surcharge	2 nd – \$100 surcharge*
3 rd – \$50 surcharge	3 rd – \$200 surcharge*
4 th – \$100 surcharge	4 th – \$400 surcharge*
5 th – \$200 surcharge	5 th – \$800 surcharge*
Subsequent – \$200 surcharge*	Subsequent – \$800 surcharge*
*Subject to service discontinuance	*Subject to service discontinuance

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) days of the mailing date of the violation notification to the Water Use Management Program Manager at 175 Kellogg Ct., Castle Rock, CO 80109.

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 on 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 manager 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. Timing of appeal notifications shall be consistent with Chapter 13.14.080 of municipal code.

3.5.6 Appeal Approval Criteria

Appeals may be approved and subsequent surcharges may be waived based on the following standard 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. B. Hardship. Demonstration of extreme hardship as approved by the Program Administrator.

3. Special Condition. As deemed appropriate by Program Administrator.

Owners are responsible to ensure 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.

Irrigation during storm events 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.

3.5.7 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)

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)

1. Curtail issuance of exemptions for new seed/sod installation

2. Further limiting times and dates of irrigation.

3. Discontinuance of car washing, decorative fountains, and water used for entertainment.

4. Discontinuance of all exterior water usage, including irrigation.

5. Discontinuance of all non-essential water usage.



Section 4. Database Management

4.1 Database Management

The water use management program information is maintained and managed in the Castle Rock Water billing system, including alternative irrigation schedules, exemptions, and enforcement actions.

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.



Section 5. Rain Water Collection

5.1 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: <http://water.state.co.us/SURFACEWATER/RAINWATERCOLLECTION/Pages/default.aspx>

A fact sheet is also included as *Exhibit 10*.

FREQUENTLY ASKED QUESTIONS

Who can collect water under this law?

Any single-family residence or multi-family residence with four (4) or fewer units. Each home in a row of homes joined by common side walls, such as duplexes, triplexes, or townhomes, is considered a single-family residence.

Do I need a permit through the Division of Water Resources before I start collecting precipitation?

No permit or other approval is required for capture and use of precipitation in rain barrels with a combined storage capacity of one-hundred-ten (110) gallons in accordance with HB16-1005.

Where can I collect the water from?

From the roof of a building that is used primarily as a residence.

How much water can I collect?

You can fill and refill two (2) rain barrels with a combined storage capacity up to one-hundred-ten (110) gallons.

What can I collect the water in?

Water must be collected in rain barrels, up to one-hundred-ten (110) gallon total capacity, with sealable lids.

What can I use the water for?

Outdoor uses, such as lawn and garden irrigation, on the property where the water was collected. Though the rainwater can legally be used for a variety of outdoor uses (car washing, livestock watering, hot tub filling, irrigation, etc.) rainwater users should evaluate the quality of the collected rainwater to ensure it is appropriate for the proposed outdoor use. The water cannot be used for drinking water or indoor household purposes.

Will standing water in the rain barrels create a mosquito problem?

Rain barrels must have sealable lids to prevent insects or other pests from using the stored water.