

JANUARY 2014

News From Around the Rock

# Your Town Talk



## Good to know

»» *If you've set goals to give more of your time in 2014, log onto the new Douglas County Volunteer Connect website. This new, countywide and interactive website allows you to locate multiple volunteer opportunities throughout the County, all in one easy-to-find place. You may search opportunities by your interests, schedule, location or desired organization. In addition, you will only have to fill out one volunteer application, regardless of the number of opportunities that interest you. Volunteer Connect is a project of the Partnership of Douglas County Government. Learn more at [VolunteerConnectDC.org](http://VolunteerConnectDC.org).*

## Resolve to be involved in 2014

It's easy to connect with your local government. We're online, in your mailbox, and we're even your friend on Facebook. The Town of Castle Rock places a high value on transparency and communicating with you, our residents and business owners. Here are just a few of the ways you can make sure you're in the know:

**CRgov.com** is your hub for Town news, events and information. Sign up to receive news in your email inbox at [CRgov.com/notifyme](http://CRgov.com/notifyme). Also, set up a dashboard account that keeps the info you want front and center when you access the website. Just click "myConnections" at the top of the homepage.

**Transparency** is key to the Town. If you are curious about Town finances, land use, public meetings and more, visit [CRgov.com/transparency](http://CRgov.com/transparency) to check out the Transparency Portal. Castle Rock is part of a countywide effort to increase accountability and access to information.

Your Town is **social**. Find us at [Facebook.com/CRgov](https://www.facebook.com/CRgov). We post information about events, road closures and other Town issues. We also answer your questions. Or, follow us on Twitter. Our handle is [@CRgov](https://twitter.com/CRgov).

**In Your Backyard** is the place for information if you're curious what's being built in your neck of the Rock. At [CRgov.com/InYourBackyard](http://CRgov.com/InYourBackyard), you'll find an interactive map will all of the Town's building activity, based on building permits issued.

Questions or feedback? Email [communityrelations@CRgov.com](mailto:communityrelations@CRgov.com).

## Daddies and daughters to dance night away Feb. 15

Each year, daddies and their daughters have an opportunity to dress up in their evening best and spend a fun evening dancing and making memories.

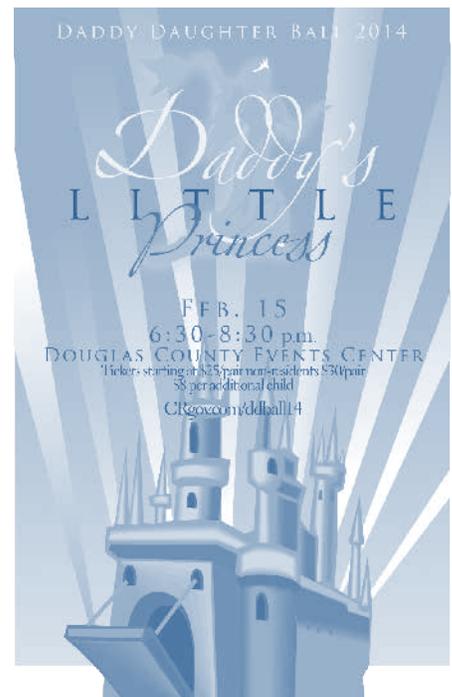
The theme for this year's Daddy Daughter Ball is Daddy's Little Princess. It will begin at 6:30 p.m. Saturday, Feb. 15, at the Douglas County Events Center, 500 Fairgrounds Drive in Castle Rock.

In addition to unforgettable memories, there will be music, dancing, photo opportunities, refreshments and a raffle with lots of fun prizes. The raffle benefits the Teen Advisory Group, a group of students in grades seven through 12 who help the community with various volunteering days and other charitable projects.

Tickets for the Daddy Daughter Ball are on sale now. They are \$25 per couple for residents and \$8 for each additional child. Nonresident tickets are \$30 per couple. Buy early, the price is \$10 more at the door.

Tickets are available online at [CRgov.com/registration](http://CRgov.com/registration) and at the Castle Rock Recreation Center. Early ticket sales end at 5 p.m. Friday, Feb. 14. All ages are welcome to attend the ball.

If you have questions, email [ktrbovich@CRgov.com](mailto:ktrbovich@CRgov.com) or call 720-733-2284.



# Castle Rock Water launches three new bill features .....

Advancing with new technology and providing responsive customer service has led Castle Rock Water to launch three new billing features in 2014.



Based on customer feedback, the three new solutions include an improved water bill, enhanced online convenience and easy phone access. These new services will be available to customers in January:

**The improved bill** clearly separates fixed water charges from water use charges. An improved graph will show water use over a one-year period. The bill also will have useful information, such as a customer's total water allocation and comparisons of actual monthly use to current allocations and to the previous year's use at the same time, starting with 2014.

**Enhanced online convenience** will include paperless billing, bill archiving and ways to compare water usage both month to month and year to year. After enrolling, customers will be able to schedule and make payments. Customers can make a one-time payment, set up a future payment or set up automatic payments. Because it is a new system, customers who currently pay their bills online will need to set up new accounts. More information will be included with the January water bill, which is your ticket to online convenience.

**Easy phone access** will give customers a way to check their balances and pay bills by phone using a toll-free number, 1-855-288-9288, starting on Jan. 15. A mobile application will also be available with which customers can make payments.

Castle Rock Water is focused on customer satisfaction and has listened to, you, its customers. These changes were based on customer feedback that indicated you wanted a clearer statement, an easier online system, paperless billing and 24/7 phone access.

As always, customer service representatives will be available to answer questions during regular business hours. Contact them at 303-660-1373 or [mywaterbill@CRgov.com](mailto:mywaterbill@CRgov.com). Learn more about these new solutions at [CRgov.com/H2Oaccess](http://CRgov.com/H2Oaccess).

**Water Wiser!**

**Winter conservation tip**

Winter is a great time to ensure you have no undiscovered leaks. With a tank-style toilet, remove the lid from the top of the tank and place a drop or two of food coloring in the tank. Then, wait several minutes. If the food coloring stays in the tank and does not migrate into the bowl, you do not have a leaking flapper. If the food coloring does migrate into the bowl, you have a leak that needs to be replaced. While you have the tank lid removed, check the level of the water in the tank to ensure it is below the level of the overflow tube. If it isn't, and water is running continuously through the overflow tube, your float will need to be adjusted to lower the level of water inside the tank.

## CONTACTS

The Grange	303-814-2358
Town closures	303-660-1015
Recreation Center	303-660-1036
Task Force	303-688-1114

## Events in Castle Rock

**Jan. 20:** Martin Luther King Jr. Day. Town offices closed. Recreation Center open normal hours.

**Jan. 25:** Great Grange Book and DVD Exchange, 9 a.m.-2 p.m., The Grange in The Meadows. Replenish your reading supply or grab a "new-to-you" stack of DVDs. First, gather and drop off your used books and DVDs at The Grange Jan. 17-24. Then, come back and get some of your neighbor's books and DVDs for free while supplies last. Visit [MeadowsLink.com](http://MeadowsLink.com) for full details.

**Feb. 8:** Freeze Your Buns Off 5K, 8-10:30 a.m., Douglas County Events Center. This third-annual event includes the run and Healthy Living Expo. Learn more and register at [freeze-your-buns-off.com](http://freeze-your-buns-off.com).

**Feb. 8** Healthy Living Expo, 8 a.m.-3 p.m., Douglas County Events Center. This expo is Colorado's largest focused on living, working and playing in Colorado. There will be interactive exhibits, demonstrations and presentations.

**Feb. 15:** Annual Daddy Daughter Ball, 6:30-8:30 p.m., Douglas County Events Center. Dance the night away and create new memories. Ticket information is online at [CRgov.com/ddball14](http://CRgov.com/ddball14).

**Feb. 16:** Douglas/Elbert Task Force's 30 Years of Love benefit concert, 3-7 p.m., Douglas County Events Center. Proceeds from this concert will be used finish 4,000 square feet of space at the Task Force's facility. Learn more and purchase tickets at [detaskforce.org](http://detaskforce.org).

**crgov.com**

## On the Web

Castle Rock Police in 2013 launched ePoliceReporting, a system that allows residents and business owners to report nonviolent crimes – such as gas theft, vandalism, trespassing or lost property – to police officers online. Learn more and access the system through the Town's website at [CRgov.com/ePoliceReporting](http://CRgov.com/ePoliceReporting).