



Welcome to your new home!

Our mission at Castle Rock Water is to provide our community with exceptional service that protects public health and balances social, environmental and fiscal responsibilities in a sustainable manner. As your award winning utility, we are responsible for providing you with the best water, wastewater, and stormwater service possible. Every day our team strives to realize our vision to be a national leader among water utilities, focused on customer satisfaction and delivering outstanding quality and value.

Water is a most precious resource, especially in Colorado. Our beautiful Town rests in a semi-arid high desert with lots of sunshine and low humidity. We have amazing weather, beautiful views, and wonderful parks and open spaces. While we have some of the best tasting and highest quality water in the region, the location of our Town affects our water supply.

As a community, we are focused on using water wisely and efficiently. A primary focus for Castle Rock Water is bringing additional water supplies to our growing community. In addition to our deep underground aquifers, Castle Rock Water is working to use all of our local renewable supplies, store those supplies when we have more than we need, reuse those renewable supplies to the greatest extent possible, and cooperate with regional partners to import renewable water to the Town.

Please feel free to contact us with questions about how we are ensuring a strong water future and how to better serve you.

Sincerely,

Mark Marlowe
Director of Castle Rock Water



LONG-TERM PLANNING

Plan

We are securing long-term water for Castle Rock through consumer-advocated and financially feasible plans that use regional partners to maximize resources.

Groundwater

Current and future projects are planned for modifying and expanding infrastructure to maximize our aquifer source.

Local

Using our local sources efficiently involves drawing renewable water from Plum Creek and looking to the future to utilize reuse water.

Conserve

Programs and education are designed to increase efficiencies and reduce demand by another 20 percent by 2050.

Import

Castle Rock Water is importing water to meet the anticipated demand of our growing community by acquiring renewable water from northern sources.



Storage

For drought situations and high demand times, Castle Rock Water is replacing water in our underground aquifer, filling storage tanks and acquiring storage space in nearby reservoirs.

Plan to pay

Extensive financial modeling is conducted to calculate costs needed for current and future projects, while keeping customer rates and fees comparable to surrounding communities.

SERVING YOU

Castle Rock Water takes pride in providing you fresh, clean water now and in the future. The water used in your household makes up only a portion of water services provided to you. Each service is charged separately and is delineated on your bill.

WATER BUDGET

The water you use is shown in tiers on your bill to identify indoor usage, irrigable or outdoor usage, excess over budget and surcharge over 40,000 gallons. You are charged for actual usage on a monthly basis. Actual usage is shown against a personalized budgeted amount.

WATER SERVICE

The distribution, maintenance and operations of your water including infrastructure such as water pipes, storage, pumping stations, and purification facilities.

RENEWABLE WATER RESOURCE

Acquisition of renewable water for the Town's future, including pipelines, alluvial wells and structures to capture and store surface water. Currently, most of the Town's water is from deep underground aquifers, a non-renewable source.

WASTEWATER

The proper conveyance and treatment of the used water flowing out of your home (down the drains and toilets) and its cost is calculated with a household's Average Winter Monthly Consumption (AWMC). New customers pay a flat wastewater fee per month until their AWMC is established.

STORMWATER

Water from rainfall, snowfall and runoff that must be managed through our community to minimize flooding and maintain water quality. This fixed charge covers the cost of operation, upgrades, maintenance and improvements to the storm drainage infrastructure.

Did you know...?

All of your water service is paid through rates and fees. No mill levies or other forms of taxes are imposed.

READING YOUR BILL

Account No.: 000012345-67
 Service Address: 1234 MAIN ST
 Billing Date: 11/06/2018
 TO VIEW OR PAY ONLINE GO TO: castlerockwater.billtrust.com USE THIS ENROLLMENT TOKEN: SKT DLQ FWO

Payments that were received after 5 p.m. Nov. 5 are not reflected on this statement.

Details	Gallons Used	Rate/1,000 gallons	Amount
Previous Balance			\$364.16
Payment - Billtrust			\$ (139.50)
Past Due (Pay immediately to avoid service interruption)			\$224.66
Tier 1 (0-4,000 gallons)	4,000	\$2.82	\$11.28
Tier 2 (4,001-11,000 gallons)	6,000	\$5.53	\$33.18
Tier 3 (over 11,000 gallons)	0	\$8.29	\$0.00
Surcharge (over 40,000 gallons)	0	\$8.29	\$0.00
Water Usage Charges Total	10,000		\$44.46
Water Service Charge			\$9.54
Renewable Water Resource Charge			\$26.15
Wastewater (AWMC & Service Charges)			\$35.66
Stormwater Charges			\$7.12
Fixed Charges Total			\$78.47
Late Charge			\$5.00
Total Current Charges (Due 11/30/2018)			\$127.93
TOTAL DUE:			\$352.59

Are you part of the 10 percent of the U.S. that has a leak?
 Visit CRconserve.com to learn how to find and fix the most common water waster—a leak!

Present Meter Reading: 2204 (11/01/2018)
 Prior Meter Reading: 2194 (10/01/2018)
 October Water Use: 10,000 gallons
 October Water Allocation: 11,000 gallons
 Your irrigated area: 4,156 square feet
 Water AWMC: 4,000 gallons
 Wastewater AWMC: 4,000 gallons
 October 2017 Use:

Please detach below portion and remit with your payment

Service Address: 1234 MAIN ST
 Phone: (720) 123-4567
 Email: EMAIL@EMAIL.COM

Account No.: 000012345-67
 Billing Date: 11/06/2018
 Current Charges: \$127.93 Due 11/30/2018
 Past Due: \$224.66 Pay Immediately
 Total Due: \$352.59

Amount Enclosed: Please check the box for address, phone and email corrections. Print corrections on reverse side or send an email to MyWaterBill@cr.gov.

Remit To:
 Town of Castle Rock
 Utility Billing Payments
 PO Box 172727
 Denver, CO 80217-2727

JOHN/JANE DOE
 1234 MAIN ST
 CASTLE ROCK CO 80104-2175

1 **Water usage charges** show the amount of water consumed in your household during the month, per 1,000 gallons. To better monitor usage and to encourage conservation, rates are divided into tiers and each household is budgeted a personalized amount. The rates for each tier are progressively more, to encourage conservation.

Tier 1 is your Average Winter Monthly Consumption (AWMC) and is your typical indoor usage based on previous winter's indoor water consumption. Your AWMC is reset annually on your April statement.

Tier 2 is the amount above your indoor budget and is determined from your irrigated yard size and evapotranspiration (ET) factor. During the winter, Tier 2 is eliminated and anything in excess of your normal indoor water usage is charged at the Tier 3 rates.

Tier 3 is the amount of water in excess of Tier 1 and 2. If your bill has a Tier 3 charge, you are outside of your water budget and using more water than you should. Visit CRconserve.com for conservation tips!

A surcharge for usage greater than 40,000 gallons/month is applied.

2 **Fixed charges** are organized separately from your water usage. These remain stable throughout the year and include each area in which we serve you — water service, renewable water resource, wastewater and stormwater.

3 **Past due** amount is shown in red and is due immediately.

4 **Other charges**, such as late fees, are listed here.

5 **Water use graph** shows actual usage relative to your monthly water budget.

6 **Payment coupon** is located at the bottom of your bill for easy removal. Please verify that your email and phone number are correct on the coupon.

Rates and fees are evaluated each year in accordance with the community-endorsed Water Master Plan which promotes spreading the costs between current and future customers. Our comprehensive plan, to ensure long-term water, is one of the most progressive in the state yet we remain mid-range in combined rates and fees for area water providers.

Visit CRgov.com/waterrates for a complete list of rates and fees.

CONTACT US

CASTLE ROCK WATER

Office 175 Kellogg Court
Castle Rock, CO 80109

Phone 720-733-6000

Email water@CRgov.com

Hours Monday - Friday
8 a.m. - 5 p.m.

Web CRgov.com/water

EMERGENCY

After-hours Castle Rock Police
303-663-6100

STORMWATER

Report dumping 720-733-2235

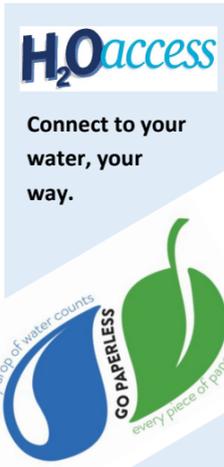
PAYMENT OPTIONS

Pay by phone 1-855-288-2235

Pay online CRgov.com/H2OAccess

Pay by mail 175 Kellogg Court
Castle Rock, CO 80109

Drop off boxes Castle Rock Water
175 Kellogg Court



Save time
View, print and pay online 24/7

Be organized
Access 12 months of statements

Reduce clutter
Receive email notifications

Opt-in
CRgov.com/H2OAccess

GOOD TO KNOW

ACCOUNT TRANSFER

Online forms are available for title companies and landlords to transfer service: CRgov.com/property CRgov.com/rental

WATER LINES

Residents are responsible for all water and sewer pipes from their home to the street connection. However, the water meter, which may be located within your property, belongs to Caste Rock Water.

WATER QUALITY

Castle Rock Water takes pride in providing high quality, great tasting water to our customers. If your water has an odd odor or is not clear, let the cold water run for a few minutes. If it continues, call 720-733-6000.

WATERING EXEMPTION

If you have a new lawn, you can apply for a watering exemption to allow you to water outside of your watering schedule.

LEAKS

Leaks can waste thousands of gallons and every home potentially has a leak. Check your toilet for leaks by placing dye tabs in the tank, let sit 15 minutes; color in the bowl means a leaky flapper. Learn how to find other leaks using your meter at CRconserve.com.

REPORT A LEAK

If you see water running down the street, up the alley or around the corner, call 720-733-6000. After hours, call Castle Rock Police: 303-663-6100.

FROZEN PIPES

Before calling a plumber, try these tips: Get heat to the pipe by opening cabinet doors, opening vents or applying heat with a blow dryer. *Never apply an open flame.* Please do not open the metal lid to your meter pit as this causes warm air to escape and will create additional problems.

STORMWATER POLLUTION PREVENTION

Help prevent pollution from rain and snowmelt runoff ending up in our rivers and lakes: Use fertilizers sparingly, don't over water your yard, pick up after your pet and don't leave landscape materials in the street. Never pour chemicals or waste into a storm drain, instead drop them off at the Household Chemical Round Up held at Castle Rock Water every fall. Report illegal or accidental dumping to 720-733-2235.

EXCESSIVE WATER

Water running consistently over sidewalks is primarily caused by overwatering. Reduce watering times, ensure downspouts transfer water through the landscape, check that landscaping has not disrupted the graded drainage swales and encourage neighbors to do the same.

CALL TO CONSERVE

Your actions matter—every drop to conserve adds up. Water efficiency, now and in the future, will help reduce the need to purchase renewable water to meet future demand. In the past decade, we have reduced water use by 20 percent. Our current goal is another 20 percent by 2050.



WATERING SCHEDULE

To potentially reduce evaporation by more than 20 percent, outdoor watering is permitted **before 8 a.m. and after 8 p.m.** on your designated watering day, June through August.

EVERY-THIRD-DAY

To reduce overwatering, peak demand issues and pressure concerns during the summer, watering is permitted only on specific days according to your street address. Schedules are provided every April and online at CRconserve.com.

REBATES

Incentives for turf removal, smart irrigation controllers and rotary irrigation nozzles are available; application is required. CRconserve.com/rebates

CRCONSERVE.COM

Look to this Castle Rock-specific conservation website for water saving tips and videos, landscape ideas, weather conditions in your neighborhood, climate-adapted plants for landscape projects, a run-time calculator for scheduling your sprinkler timer, and more!

EDUCATIONAL CLASSES

Join us for free educational workshops showing ways to increase irrigation efficiency, how to incorporate low-water use plants into the yard and the importance of winterizing your landscape. Find schedules and registration at CRconserve.com.

CONTACT/REGISTRATION

Web
CRconserve.com/waterwiser

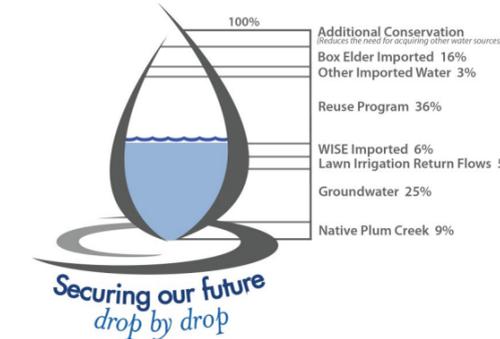
Email
waterconservation@CRgov.com

Phone
720-733-6017

PLANNING

Securing water for the future is the goal of Castle Rock Water's long-term water plan. The Town has been working to ensure the community's water future and obtain a continuous, sustainable water supply. This plan incorporates diversification of sources and regional partnerships to leverage resources. Our master plans can be found at CRgov.com/waterplans.

Community involvement is a priority in our planning process and participation is encouraged through the Water Commission and its open monthly meetings. This seven person residential volunteer board makes recommendations to Town Council related to the master plan for capital improvements, utility rates and fees structure, as well as policies.



The results of our diversified plan for acquiring long-term water are adding up!

Our Water Resources Strategic Plan outlines how our actions continue to provide our community with exceptional service that protects public health and balances social, environmental and fiscal responsibilities in a sustainable manner.

- Strategy 1 Ensure long-term water
- Strategy 2 Utilize Town values to fulfill our vision and mission
- Strategy 3 Enhance customer satisfaction
- Strategy 4 Maintain financial sustainability
- Strategy 5 Optimize infrastructure performance
- Strategy 6 Demonstrate industry leadership

TAP TIPS

At 1 drip per second, a faucet can leak 3,000 gallons per year. Americans use more water each day by flushing the toilet than they do by showering or any other indoor activity. Low-flow showerheads can save you up to 750 gallons a month. **Irrigation of your yard constitutes more than 50 percent of your water usage. The recommended eight glasses of water a day, equals about 49 cents per year while that same amount of bottled water is about \$1,400.** A primary cause of clogged sewage pipes are 'flushable' wipes. A leaky toilet can waste up to 200 gallons of water per day. **Increasing irrigation efficiency for your yard can reduce wasted water up to 50 percent.** Drop tissues in the trash, not the toilet. **Our combined water rates and fees are mid-range compared to 28 other Colorado front-range communities. Tri-County Health Dept. collects more than 200 tons of old paint, used oil and leftover pesticides at its household chemical waste drop off events. About 75 percent of all water currently used in the Town goes to residential usage.** Plug the sink instead of running the water to rinse your razor and save up to 300 gallons. In 2020, Castle Rock Water will be one of the first water providers in CO to be using purified reuse water. **Lawn fertilizer is a major pollutant to waterways causing ecosystems to suffocate. Hand washing dishes uses about 20 gallons while a full dishwasher uses only 4 to 6 gallons.** An average residence uses 107,000 gallons of water during a year. **The Town provides analytical studies to update Flood Insurance Rate Maps for flood insurance eligibility.** Prevent clogged pipes by scraping and dumping fats, oils and grease into the trash instead of down the sink. **All water is recycled—dinosaurs drank the water you drink. Castle Rock Water is an award winning utility!**

Source: EPA.gov, DrinkTap.org, CRgov.com Updated 2018