

# **CASTLE PINES**

**NORTH  
METROPOLITAN DISTRICT**

## **WATER CONSERVATION PROGRAM**

**Adopted April 7, 2003**

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# **CASTLE PINES NORTH METROPOLITAN DISTRICT WATER CONSERVATION PROGRAM**

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## **SECTION 1 INTRODUCTION**

### **1.1    Policy Statement**

Castle Pines North Metro District (the District) promotes and encourages effective use of water resources for the long-term benefits of its residents. The Water Conservation Program (WCP) provides guidance to all residential and commercial water users in the District on how to wisely use the water supplied by the District.

### **1.2    Policy Summary**

The District promotes efficient use of water for indoor use as well as, landscape irrigation and other outdoor purposes. The District has developed an extensive water supply system that meets its water needs. Water is a precious non-renewable resource, and in Castle Pines North, obtained entirely from underground aquifers. Large demands on the aquifers drive up the cost of retrieving, storing, treating and distributing water. Due to the accelerated rate in the draw from the aquifers because of excessive outdoor water use, and drought conditions, Castle Pines North Metro District is requiring all residential and commercial customers to reduce the community's overall **OUTDOOR** water consumption. Colorado has a semi-arid climate and when it is especially dry, residents tend to compensate for that dryness with more watering. Simple conservation measures will save money, preserve the District's water supply, and still allow for a healthy, beautiful landscape.

The WCP describes the following areas:

- \$     Desired irrigation schedules;
- \$     Alternative watering schedules due to various hardships and/or irrigation system limitations, and applicable criteria;
- \$     Special Water circumstances, including hand watering;
- \$     Enforcement and charges;
- \$     Appeals and variance issues;
- \$     Best Management Practices – Turf & Landscape Irrigation
- \$     Demand Management Tools that may be implemented by the District under continuing drought conditions.

The District is developing an Emergency Operational Plan that describes various levels of responses depending on water availability and the water needs over an extended period of time. The WCP will be modified to promote the level of conservation savings that are appropriate for particular water supply conditions.

At all times, the District promotes wise water use and encourages its residents to support water conservation programs.

### 1.3 **Definitions**

**Alternative Irrigation Schedules:** schedules that do not meet the regular schedule criteria as outlined in this policy that have been approved by the District Manager

**Hand Watering:** application of water to plant material while holding a hose in hand

**Irrigation Season:** May 1 through September 30

**Landscape Maintenance Contractor:** party designated by owner or responsible party to irrigate and maintain property and irrigation system of a defined property

**Large Irrigated Area:** area 20,000 square feet or larger that is maintained by a designated Landscape Maintenance Contractor or Responsible Party, whether it is identified as a residential or commercial according to District billing records

**Owner of Record:** Party identified by District billing records as a party that receives the water bill or the person on the County property records if they are not the billing addressees

**Public Area:** Property owners, maintained and managed by a local government such as the District or a Homeowner's Association

**Residential:** account category identified in District billing records

**Small Commercial:** identified by District billing records as a commercial account, and has less than 20,000 square feet of irrigated area

**Special Schedule:** approved alternative scheduled designated for the current irrigation season

**Tap Size:** size of tap and meter service serving a property or address

**Water Waste:** waste of water is defined as the intentional or unintentional use of water for a non-beneficial purpose, and includes, by way of illustration but not limitation: continuous application of water to any lawn, turf, or sodded area resulting in pooling or the flowing of water into drainage or storm drain facilities, failure to repair any irrigation system that is leaking, and application of water intended for lawn irrigation to an impervious area such as a street, parking lot, sidewalk or driveway

## **SECTION 2 PUBLIC EDUCATION**

### **2.1 Policy Statement**

Public education regarding water use management is part of the ongoing water conservation program in the District. Outdoor water use represents about 40 percent of the water use in the District and is the largest demand on the water supply system from May through September. Educating customers on the need for complying with the irrigation schedule and the WCP is key to achieving effective and efficient use of the District's developed water resources. The District's water supply system is designed to meet residents' needs and new water sources may be added to enhance those capabilities. During extremely dry conditions, additional efforts are required by all water users to conserve in order to maintain an adequate drought reserve in case the drought extends into the future.

A major element of the WCP is to educate customers on these issues, and to offer assistance with irrigation system problems and water use management. This assistance is provided through newsletters, individual letters and one-on-one communication with District staff. The District can be reached by phone or e-mail. The focus of the WCP is to promote compliance, to protect the integrity of the water system, and to provide safe and adequate water to all customers. At all times, the sharing of information on the value of water conservation and the benefits of not wasting water are emphasized.

In addition, it is important to recognize that water use demand management is one integral part of the District's Rules and Regulations. Landscape irrigation in the District increases demand on the system during peak months by over 300 percent and accounts for about 40 percent of the annual water demand. Therefore, education efforts will focus on disseminating information on making landscapes more water efficient and attractive. Additionally, wise water tips for other uses are described on the Internet at several different web sites.

Clock management and irrigation audits will be a major focus of public awareness for saving water. The District will have staff available anytime during normal business hours to assist with programming irrigation clocks. The District will offer water audits to determine and recommend ways to reduce water waste. By performing water audits, the District can assess irrigations systems for ways to improve water efficiency, suggest possible changes to watering times, and suggest ways to improve irrigation system efficiency. The indoor fixtures can also be inspected for efficiency.

The District is confident through education, cooperation, and incentive programs, water waste can be reduced and water supplies can be preserved. Water resources are shared, and if all residents use it wisely it can be preserved, and reliance on other water resources in the future can be reduced or eliminated.

## **SECTION 3 PROGRAM IMPLEMENTATION**

### **3.1 Annual Implementation Review**

The Board of Directors will review the WCP on an annual basis. Program and policy changes will be adopted as needed, based on a determination of the available water resources for that year. The Board may alter this program and its implementation as deemed necessary.

### **3.2 Regular Irrigation Schedules**

#### **Appendix A - Watering schedule**

3.2.1 Demand Use Management Period: During the months of May, June, July, August, and September the WCP will be implemented. Spreading out peak watering demands with assigned watering schedules helps ensure sufficient reserves are available in case of emergencies, such as fires. All residents and businesses are required to follow an every third day watering schedule.

#### **3.2.2 Residential/Small Commercial – Mandatory**

A. Hours of Irrigation: Hours of irrigation shall be between the hours of 6:00 p.m. and 6:00 a.m. Irrigation beyond hand watering is not allowed between the hours of 6:01 a.m. and 5:59 p.m.

B. Residential/Small Commercial – Days you can water

Addresses ending in 0,1,2,3 are represented by a square ■ for the watering day.

Addresses ending in 4,5,6 are represented by a circle ● for the watering day.

Addresses ending in 7,8,9 are represented by a diamond ♦ for the watering day.

Limit time to approximately 15 to 30 minutes per zone when watering.

C. New Customers: All parties that become new customers between the time the watering schedules were mailed and the end of the peak demand season, (September 30) will receive a copy of the watering schedules and any educational materials that are available.

- 3.2.3 Large/Common Area/Public Area Irrigation – Your watering day designation will be determined once the completed application is submitted and approved by the District

Large, common, and public irrigated areas shall be considered as any property that is managed or owned by the same group or individuals, and irrigates over 20,000 total square feet of landscape for that property, including streetscapes, common areas, parks, or private areas. The “property” shall be considered one entity for the purpose of water restriction administration and enforcement.

A. Multi Family & Homeowners Associations

1. Multi Family Residential and Homeowners Associations will be assigned a watering schedule once their application is approved by the District.
2. It is recognized that large areas such as open space areas, parks and golf courses may require special considerations because of their individual water requirements. All irrigations schedules for large irrigation systems must be submitted to the District Manager for review and approval.

**Appendix B - Special Irrigation Schedule Application**

B. Submittal Criteria Includes:

- 1) Completed application, including landscape contractor and responsible party signatures and contact numbers
- 2) Total square footage of irrigated property
- 3) Day, start and stop time for each zone/cycle
- 4) Calculated application rate for each zone per week
- 5) Designated area map
- 6) Specific location
- 7) Types and gallons per minute of sprinkler heads in each zone
- 8) Number, site and location of water meters serving property.

- C. Alternative Water Sources: Alternative water sources may be used for non-potable use, such as Golf Courses. If potable water is not needed, a letter should be sent to the District Manager including a description of the reduction in potable water demands, and which alternative water sources are needed. Approved alternative water sources include raw water, adequately treated effluent from certain water reclamation plants, suitable groundwater sources, or other sources accepted by the District.

D. Posting of Irrigation Schedules:



1. The watering schedule and an executive summary of the WCP will be mailed to all account holders on file from District billing records.

### **Appendix C – Executive Summary**

2. The watering schedule will be posted at the District office at 7404 Yorkshire Drive, Castle Rock, CO 80108, and other appropriate sites within the District.
3. The watering schedule will be posted online at [www.cpnhoa.org](http://www.cpnhoa.org).
4. The policy will be mailed to an account holder upon request and is available on line at [www.cpnhoa.org](http://www.cpnhoa.org)

### **3.3 Alternative Irrigation Schedules**

#### **Appendix D - Temporary Irrigation Exemption Application**

##### **3.3.1 Exemptions**

Exemptions to the watering schedules may be granted for hardship and/or special circumstances. The owner or responsible party must complete and file an application for such an exemption with the District office. The application shall contain:

- 1) Owner or responsible party's name;
- 2) Address of the premises;
- 3) Reason requiring the exemption;
- 4) Approximate square footage requiring irrigation;
- 5) Description of the type and form of plant material requiring irrigation.

Should the District Manager determine that granting the exemption would not significantly impact the water system, the District Manager may issue an exemption, stating appropriate conditions thereon. These conditions are specifically to include:

- 1) Effective date;
- 2) Expiration date;
- 3) Designated address;
- 4) Designated areas of exempted irrigation;
- 5) Required hours of irrigation;
- 6) Other criteria associated with the exemption.

Exemptions may be granted for:

#### **A. New Turf**

An exemption to the established watering schedule may be granted to residents for establishing new turf or new seed for the duration of up to 25 days, provided the Responsible Party applies to the District for an Exemption Permit. The Exemption Permit for this type of Exemption must be displayed so that it is clearly visible from the street.

#### **B. Other**

Exemptions may be granted from the current watering schedule should District Management determine that a hardship or special circumstance exists for an owner or responsible party, due to an irrigation requirement that cannot be met under previously outlined criteria, including but not limited to:

Exemption allowing daily watering 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 the current watering schedule.

### **3.4 Special Circumstances**

#### **3.4.1 Hand Watering**

Watering plant material including vegetable gardens, trees, and shrubs while holding a hose in the hand is allowed at any planting and 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 or leaving a running hose unattended.

#### **3.4.2 Water Waste**

The following examples serve as illustrations of situations that will be considered prohibited water waste, enforceable by the adopted schedule. Similar situations as observed by District Management will also be cited using reasonableness and discretion:

- 1) Continuous irrigation to any area resulting in pooling of water or in runoff water not absorbed into the ground or soil which flows away from the area being irrigated;
- 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, parking lot, sidewalk, or driveway or using potable water to wash down outdoor impermeable surfaces;

- 4) Allowing water to run unrestricted from a hose or faucet to drainage;
- 5) Washing vehicles or equipment without use of a controlled nozzle.

Upon being informed of wasting water due to leaking or damaged irrigation components, the owner or responsible party will be allowed a specified period of time to repair the condition without incurring subsequent violations:

- T Residential and small commercial customers have seven (7) calendar days
- T Large commercial customers have four (4) calendar days
- T Public areas managed by a local government or an HOA are allowed three (3) calendar days

Notwithstanding the enforcement provisions set forth in the various sections of the District Rules and Regulations, the District Manager may order a shut-off of water service to property if the District Manager reasonably finds that an extreme waste of water is occurring on the property, with service charges for shut-off and turn-on of service applied to the account.

#### 3.4.3 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.

### 3.5 **Enforcement** Appendix E - Enforcement Forms

The purpose of enforcement of the watering schedule is to promote wise water use of the District's available water resources. This enforcement is conducted to protect the interests of the public and protect health and safety. As the focus of the program is encouragement of compliance, first time violators are issued a warning with no fines applied. Subsequent violations are on a graduating scale. Water monitors within the District are authorized to issue citations, but will also receive training in educating water customers about the purpose of the program with the intent to encourage compliance and wise water use.

#### 3.5.1 Monitors

Water monitors will observe water use, including outdoor water use and water waste. Water monitors will receive training in customer service, public education and safety.

Water monitors will note the date, time and type of water use or water waste and exceptions to approved watering schedule. Monitors will note if personal contact was made with the owner or responsible party and what level of public education took place, including distribution of schedules, and water conservation materials.

Personal contact for issuance of notice is encouraged if the owner or responsible party is seen on the premises.

### 3.5.2 Evidence of Exception to approved watering schedule

Evidence of irregular and unapproved alternative watering schedules is a violation of the WCP, and is subject to warnings, charges, and potential discontinuance of service for non-compliance. Issuance of notices is limited to the current irrigation season and will not be carried over from one year to the next so long as the cause of the violation(s) has been resolved. New customers are not subject to pre-existing violations for their specific address.

District staff must witness the violation. For example, the monitor must see the water waste, not just damp sidewalk or notification from another party.

Although not required by the WCP, monitors will typically take photographs of the water waste, documenting date and time. Should the violation be appealed, this data will serve as evidence that the violation actually occurred, and may be supplied to the owner or responsible party upon request.

### 3.5.3 Warning/Charges Issuance Process

Violations will be noted on standard forms and returned to the District Office along with a picture. These forms will be processed on a daily basis, during regular business hours, and sent by U.S. Mail to the service address along with copies being sent to (if applicable)

- T     The occupant,
- T     The landscape contractor,
- T     The management company,
- T     And/or responsible party/owner.

District Management and staff will make a reasonable attempt to notify all involved parties of the non-compliance so that they will be informed of the violation and to provide the opportunity to address the situation as soon as possible.

Although monitors document most violations, private parties may contact District Management at 303-688-8550 to notify them that a violation is currently occurring. If staff is available, this may be immediately investigated and documented accordingly.

Due to the size, public exposure and potential negative impact to the water system of large common and/or public areas, responsible parties, i.e. property owners, may be immediately notified through office, cell or pager numbers so that the violation may be immediately addressed. This is accomplished during regular business hours. Water service to the responsible party may be discontinued for obvious water waste, until they address and/or repair the cause of the violation, i.e.

leaking heads or zones going off during non-approved times. Subsequent citations for the non-compliance will be issued.

## **A. Violations**

### **1<sup>st</sup> Violation – Warning, no surcharge incurred**

A Notice of Warning will be sent via first-class mail to the property where and when the water waste occurred. The notice will include information reminding the customer of the watering restrictions and their purpose, etc., as well as another watering schedule, and other educational materials.

### **2<sup>nd</sup> and 3<sup>rd</sup> Violation – Surcharges**

The enforcement form will be processed identifying where the water and when waste occurred and left at the residence or property. If a repair is needed a second or third violation will not be issued until the repair times described in 3.4.5 have passed to allow the owner or responsible party adequate time to rectify the situation once they are notified of the problem. Notice of violation will be sent to the property via certified mail.

### **4<sup>th</sup> and Subsequent Violations – Surcharge and Possible Suspension of Water Service**

The enforcement form will be processed identifying where and when the water waste occurred, and will be left at the residence or property and will be mailed, certified mail, to the appropriate parties. Whenever possible and appropriate, District Management will attempt to notify the water customer by telephone.

## **B. Surcharges**

### **Appendix F – Schedule of Surcharges**

Surcharges may be issued against owners for watering schedule non-compliance and for water wasting. The District reserves the right to terminate irrigation or other water services for due cause, and not reinstate service until the system or use comes into compliance. The charges will be applied to the appropriate utility billing account.

For non-public common areas, the private party that is managing the property is responsible for adhering to the criteria outlined in this WCP and all charges incurred for non-compliance.

All surcharges will be applied to the customer's water bill and will be due and payable as set forth on the customer's water bill. Please note that all District fees and charges constitute a statutory perpetual lien on the property until paid.

#### 3.5.4 Appeal Process

##### **Appendix G – Appeals Process Forms**

The appeals process does not apply for notifications of a warning. Appeals of violations with associated surcharges may be submitted to District Management in written form.

If an owner or responsible party feels that a surcharge has occurred by mistake or through extenuating circumstances, a letter of appeal may be submitted to the District Manager or District Administrator within ten (10) days of the notification date or the mailing date of the violation whichever is later. The written document should include an explanation of why the owner or responsible party feels the charge should be waived, and must include the following information:

- ÷ Specific violation in question;
  - ÷ Reason for the infraction, proving it to be outside of the control of the owner, or responsible party;
  - ÷ Or, alternatively, why the party feels that the violation did not take place as identified on the violation notification;
  - ÷ Requested action by the District.
- A. Timing of Appeal Request: Appeals must be received within ten (10) business days of the mailing date of the non-compliance notification. Any appeal received after that date will not be considered, and the associated charges will not be removed from the account.
- B. Timing of Response to Applicant: The District Office must respond to the customer within ten (10) business days of receipt of an appeal request or the charge will be removed from the account.
- C. Crediting Criteria: Associated charges must be paid by the customer by the billing due date of their utility bill. If the customer's appeal is approved, the related charge will be credited to their utility billing account within the subsequent billing cycle.

Should the District Office deny the appeal, a plea may be entered to the Board of Directors by direct written petition.

#### 3.5.5 Appeal Approval Criteria

- ÷ Appeals may be approved and subsequent charges may be waived based on the following standard criteria:
- ÷ Loss of power to an automatic irrigation system due to area power outages; Verifiable mechanical failure of programmable timer;
- ÷ The customer did not receive the notification of violation as evidence by the District receiving the notification returned from the post office;
- ÷ Demonstration of extreme hardship as approved by the District Manager, District Administrator or Board of Directors.

Owners are responsible to ensure that their properties meet the water use management regulations. When a homeowner is on vacation or otherwise unable to make the assurance that the property can meet the water use management regulations, it is recommended that the owner designate a responsible party to oversee the property during their absence or advise the District Manager that an exemption is requested.

Irrigation during storm events is discouraged. Public, large and common areas may be cited for water waste under these circumstances. The District strongly recommends the installation of moisture-sensing equipment on all systems.

### **3.6 Incentive Programs**

#### **Appendix H - Schedule of Rebates/Rebate Application Forms**

The District will offer rebates that rewards customers who reduce their summertime water usage.

##### **3.6.1 Outdoor Rebate Offers**

- ☒ Anyone can submit an application for a discount on his or her water bill for the months of May to September. The District will review the water bills for 2002 and 2003 to verify that the customer did reduce their water usage by 20 percent. Following review and confirmation that the discount is warranted, the credit will be applied the water bill.
- ☒ Anyone who installs a rain or humidity sensor that will override the irrigation cycle of the sprinkler system when rainfall has occurred will receive a rebate for the sensor. The rebate will be credited to your water bill. (Proof of purchase and installation is required.)
- ☒ Anyone who installs a programmable irrigation clock will be given a onetime rebate. The rebate will be credited to your water bill. (Proof of purchase and installation is required.)

##### **3.6.2 Indoor Rebate Offers**

## A. Residential

Residents who replace guzzling toilets and clothes washers with water efficient models will get cash back. The program is open to all single and multi-family residential customers in the District. Customers who wish to take advantage of the rebate program will be required to show proof of purchase and have the toilet and/or washer inspected by District staff. The rebate will be credited to the customer's water bill.

- ☒ The program will be retroactive to January 1, 2003 and will offer a rebate for each older model toilet replaced with one certified ultra-low-volume (ULV). Older model toilets use anywhere from 3 to 5 gallons per flush; ULVs use 1.6 gallons per flush. The rebate is limited to three toilets per household. For Toilet Rebate: break the old toilet(s), take a picture of the old broken toilets; attach a photocopy of the sales receipt for the new toilets to the rebate application form.
- ☒ Additionally, a rebate is available to customers who replace traditional top loading clothes washers with horizontal axis/front loading washers. While typical clothes washers use 45 gallons per load, horizontal axis/front load models use only 20 gallons. The rebate is limited to two washers per household. Washers that qualify for rebates include all front loading, horizontal-axis models and the following top loading models: Kenmore/Whirlpool Calypso, Whirlpool Resource Saver, Whirlpool GSW9559L\*, Fisher & Pakel brand and Staber HXW204 For Washer Rebate: attach a copy of your sales receipt showing the model of the washer you purchased to your rebate application form.

## B. Commercial

The Board would also like to encourage water savings among commercial and industrial customers by make your business more water efficient. These include the following items with rebate amounts.

- ☒ Toilets (tank-type, flush-valve and ADA approved) - Coin Operated Laundry Equipment
- ☒ Air-cooled Refrigeration Equipment - Cooling Tower Conductivity Control Systems
- ☒ Cooling Tower Water Softening Equipment - may be enforced.



### **3.7 Best Management Practices – Turf & Landscape Irrigation**

The District would like customers to follow Best Management Practices (BMPs) for installation of turf and irrigation systems. The information is available at the District office or on the following web sites:

- A. Turf & Irrigation BMPs: [www.irrigation.org](http://www.irrigation.org) click on Conservation-Water Management Resources
- B. Landscaping BMPs for Colorado: [www.greenco.org](http://www.greenco.org) click on Best Management Practices.
- C. CSU Extension Service: [www.ext.colostate.edu](http://www.ext.colostate.edu)

### **3.8 Demand Management Tools**

Should circumstances require further demand management, the District Manager and/or Board of Directors may implement the following demand management tools upon proper approval.

- ! Curtailment/Discontinuance of Public/Common Area Irrigation
- ! Discontinuance of Line Flushing
- ! Discontinuance of Bulk Water Sales
- ! Alteration of Regular and Approved Alternative Irrigation Schedules
- ! Curtail issuance of exemption permits for new turf installation or other circumstances.
- ! Further limiting times and dates of irrigation
- ! Discontinuance of car washing and entertainment water usage
- ! Discontinuance of all exterior water usage, including irrigation
- ! Discontinuance of all non-essential water usage including swimming pools and outdoor water features.

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# **APPENDIX A**

## Watering Schedule

## **APPENDIX B**

### **Special Irrigation Schedule Application**

# CASTLE PINES

NORTH  
METROPOLITAN DISTRICT

April 15, 2003

Re: 2003 Water Use Management Plan Updates  
Special Irrigation Schedule Request - Large Irrigation Areas

**All users who receive this letter must attend or send a representative to an information forum on Wednesday April 24, 2003 at 10:30 a.m. at the Community Center, 7404 Yorkshire Drive, Castle Rock, CO 80108**

The District has developed an extensive water supply system, consisting of underground aquifers, to meet CPN's water needs for both indoor and outdoor purposes. Since water is a precious, non-renewable resource, it is important for all Colorado residents to conserve, regardless of water source (e.g. groundwater (aquifer) vs. surface water).

During drought conditions, which still exist despite the recent blizzard, residents use more water for outdoor use. In fact, from May through September during irrigation season, water usage increases by over 300 percent, which accounts for about 40 percent of CPN's annual water demand. This additional use of water drives up the cost of retrieving, storing, treating, and distributing water.

Therefore, the District is requiring all residential and commercial customers to reduce our community's overall **OUTDOOR** water consumption by implementing mandatory watering restrictions.

Following is an outline of the WCP (a copy of the full Water Conservation Plan is available upon request):

- ☒ Irrigation schedules - identification of regular days and hours of landscape irrigation during designated peak demand months, i.e. irrigation schedule development;
- ☒ Alternative schedules due to hardships and/or irrigation system limitations, and applicable criteria;
- ☒ Special watering needs, including hand watering;
- ☒ Enforcement of water use management strategies by issuance of warnings, surcharges and ultimately the potential of discontinuance of water service;
- ☒ Appeals and variance issues;
- ☒ Best Management Practices – Turf and Landscape Irrigation;
- ☒ Under continuing drought conditions, the District may implement further restrictions.

The District will also focus on the following:

- ☒ Public education regarding water use management;
- ☒ Assistance with programming irrigation clocks and performing water audits to determine and recommend ways to reduce water waste;
- ☒ Free inspection of indoor fixtures to check for efficiency;
- ☒ Water-saving incentive programs (more information is available from the District).

**New Turf and New Irrigation Systems:** An exemption may be granted to establish new turf or new seed for up to 25 days provided the Responsible Party applies to the District for an Exemption Permit. Information and applications are available at the District office. More information is available on the following web sites: [www.irrigation.org](http://www.irrigation.org), click on Conservation-Water Management Resources-Landscaping BMPs for CO; [www.greenco.org](http://www.greenco.org), click on Best Management Practices-CSU Extension Service [www.ext.colostate.edu](http://www.ext.colostate.edu)

**Large Common Properties, Homeowners Associations and Public Areas:** These areas must apply for a special permit because their individual water requirements are different than residential or small commercial users. Modifications to schedules must be submitted to the District for review and approval. The application permit and criteria will be mailed along with this letter. As an owner/manager/landscape contractor of large areas such as streetscapes or common areas irrigation, your property must adhere to the every-third-day restriction as well. Alternative or special schedules must be customized to meet the needs of large irrigated areas.

<p style="text-align: center;">Watering Table for Blue Grass</p> <p style="text-align: center;">Healthy lawns require just <math>\frac{3}{4}</math> - 1 <math>\frac{1}{2}</math> " of water every week – even in the heat of summer.</p>				
Sprinkler Type	June	July	August	Sept
	Time in minutes per zone based on type of sprinkler head			
Rotor Head	50	52	46	34
Spray Head	17	28	15	11
Oscillating sprinkler/hose	25	26	22	17
<p>A run-time scheduler is available on line at <a href="http://www.watersaver.org">www.watersaver.org</a>. It will guide you through a short questionnaire, which will ask you questions regarding the type of lawn and plants you have, and the types of sprinkler heads you have. It will calculate how long you need to run your sprinklers to provide adequate irrigation for each month of the year. Water audits are available to help you with this.</p>				

Should areas that you own, manage or maintain require a special schedule, applications and associated information must be submitted no later than Monday April 28, 2003. This allows processing time prior to onset of May 1<sup>st</sup> restrictions. Required information may take time for some property owners to put together, therefore making you aware of the criteria will hopefully expedite the approval process. Required information includes:

1. Completed special schedule application, including responsible party landscape contractor, contacts numbers (An application is enclosed for your use).
2. Explanation of whether the property can be irrigated within the standard schedule (every third day based on address and within the hours of 6:00 p.m. to 6:00 a.m.)
3. *Map of Property* for which special schedule is being requested
4. Total square footage of irrigated property.
5. Number, size and location of water meters serving property (to include account numbers)
6. Zone of information: date, start and runtime, number of cycles, type and gallons per minute output of irrigation heads.
7. Total weekly application rate, as applied throughout the irrigation season (must be no greater than 1.5")

Please be aware that properties for which special schedules are not approved will be unable to operate outside of the regular every-third day schedule. Serious penalties, up to and including discontinuance of service will occur for any out of compliance irrigation.

**Incentive Programs** – The Board would also like to encourage water savings among commercial and industrial customers by make your business more water efficient. Outdoor rebate offers include discounts for reduction in summertime usage, installation of rain or humidity sensors, and rebates for irrigation clocks. More information is available by contacting the District office.

### **THE DISTRICT WILL ENFORCE CPN'S WATER RESTRICTIONS!**

**Commercial & Large Irrigation Users** - 1<sup>st</sup> account – warning, no charge incurred; 2<sup>nd</sup> incident - surcharge of \$75; 3<sup>rd</sup> report – surcharge of \$100; 4<sup>th</sup> violation \$150; all subsequent violations - \$200 and possible water suspension. Charges will be applied to the customer's water bill and will be due and payable as set forth on the water bill.

Your participation in this process is appreciated, and should you have further questions related to special schedules, please contact me via email at [judy@cpnmd.org](mailto:judy@cpnmd.org) or call the number below. We can reduce water waste, preserve our water supply, and reduce our future reliance on alternative water sources if we all work together and use our water wisely.

Sincerely,

Judy G. Dahl, District Manager

(O) 303-688-8550 (C) 303-901-2253 E-mail [judy@cpnmd.org](mailto:judy@cpnmd.org)  
 7404 Yorkshire Dr., Castle Rock, CO 80108 (303) 688-8550 Fax (303) 688-2529 E-Mail [cpnmd@cpnmd.org](mailto:cpnmd@cpnmd.org)



# **APPENDIX C**

## **Executive Summary**

### **Residential Customer Letter And Commercial Customer Letter**

# CASTLE PINES

NORTH  
METROPOLITAN DISTRICT

April 14, 2003

Dear Castle Pines North Resident:

On April 7, 2003, the Castle Pines North Metro District (the District) adopted a Water Conservation Program (WCP). The District promotes effective and wise use of water resources for the long-term benefits of its residents, and the WCP provides guidance to all residential and commercial water users on how to preserve District-supplied water.

The District has developed an extensive water supply system, consisting of underground aquifers, to meet CPN's water needs for both indoor and outdoor purposes. Since water is a precious, non-renewable resource, it is important for all Colorado residents to conserve, regardless of water source (e.g. groundwater (aquifer) vs. surface water).

During drought conditions, which still exist despite the recent blizzard, residents use more water for outdoor use. In fact, from May through September during irrigation season, water usage increases by over 300 percent, which accounts for about 40 percent of CPN's annual water demand. This additional use of water drives up the cost of retrieving, storing, treating, and distributing water.

Therefore, the District is requiring all residential and commercial customers to reduce our community's overall **OUTDOOR** water consumption by implementing mandatory watering restrictions.

Following is an outline of the WCP (a copy of the full Water Conservation Plan is available upon request):

- ☒ Irrigation schedules - identification of regular days and hours of landscape irrigation during designated peak demand months, i.e. irrigation schedule development;
- ☒ Alternative schedules due to various hardships and/or irrigation system limitations, and applicable criteria;
- ☒ Special watering needs, including hand watering;
- ☒ Enforcement of water use management strategies by issuance of warnings, surcharges and ultimately the potential of discontinuance of water service;
- ☒ Appeals and variance issues;
- ☒ Best Management Practices – Turf and Landscape Irrigation;
- ☒ Under continuing drought conditions, the District may implement further restrictions.

The District will also focus on the following:

- ☒ Public education regarding water use management;
- ☒ Assistance with programming residents' irrigation clocks and performing water audits to determine and recommend ways to reduce water waste;
- ☒ Free inspection of indoor fixtures to check for efficiency;
- ☒ Water-saving incentive programs (more information is available from the District).

We can reduce water waste, preserve our water supply, and reduce our future reliance on alternative water sources if we all work together and use our water wisely.

Sincerely,

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(O) 303-688-8550 (C) 303-901-2253 E-mail [judy@cpnmd.org](mailto:judy@cpnmd.org)  
7404 Yorkshire Dr., Castle Rock, CO 80108 (303) 688-8550 Fax (303) 688-2529 E-Mail [cpnmd@cpnmd.org](mailto:cpnmd@cpnmd.org)



***Save This Page!***

**MANDATORY WATERING SCHEDULE MAY 1 to SEPT 30**

Every Third-Day Watering Schedule

Water between the hours of 6:00 p.m. and 6:00 a.m. Children can play in sprinklers

Residential/Small Commercial – (Card enclosed for easy reference)

Addresses ending in 0,1,2,3 are represented by a square □ for the watering day.

Addresses ending in 4,5,6 are represented by a circle ○ for the watering day.

Addresses ending in 7,8,9 are represented by a diamond ◇ for the watering day.

- **Hand Watering:** Trees, shrubs, perennials and vegetable gardens may be watered by hand or through drip irrigation any day, but only before 9:00 a.m. and after 6:00 p.m. Hand watering means holding a hose in the hand or using a watering can. Hand watering does not include irrigation with a hose and sprinkler, manual operation of an automated irrigation system, or leaving a hose running.
- **New Turf and New Irrigation Systems:** An exemption may be granted to establish new turf or new seed for up to 25 days provided the Responsible Party applies to the District for an Exemption Permit. Information is available at the District office.

More information is available on the following web sites: [www.irrigation.org](http://www.irrigation.org), click on Conservation-Water Management Resources-Landscaping BMPs for CO; [www.greenco.org](http://www.greenco.org), click on Best Management Practices-CSU Extension Service [www.ext.colostate.edu](http://www.ext.colostate.edu)

Watering Table for Blue Grass				
Healthy lawns require just $\frac{3}{4}$ - 1 $\frac{1}{2}$ " of water every week – even in the heat of summer.				
Sprinkler Type	June	July	August	Sept
Time in minutes per zone based on type of sprinkler head				
Rotor Head	50	52	46	34
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A run-time scheduler is available on line at <a href="http://www.watersaver.org">www.watersaver.org</a> . It will guide you through a short questionnaire, and ask you questions about the type of lawn and plants you have, and the types of sprinkler heads you have. It will calculate how long you need to run your sprinklers to provide adequate irrigation for each month of the year. Water audits are available to help you with this.				

**Incentive Programs** – The District is offering Indoor and Outdoor rebates to reward customers who reduce their water usage. Outdoor rebate offers include discounts for reduction in summertime usage, installation of rain or humidity sensors, and rebates for irrigation clocks. More information is available by contacting the District office.

**THE DISTRICT WILL ENFORCE CPN'S WATER RESTRICTIONS!**

**Residential Users** - 1<sup>st</sup> account – warning, no charge incurred; 2<sup>nd</sup> incident - surcharge of \$50; 3<sup>rd</sup> report – surcharge of \$75; 4<sup>th</sup> and subsequent violations - \$125 and possible water suspension.

Surcharges will be applied to the customer's water bill and will be due and payable as set forth on the water bill.

Judy G. Dahl, District Manager (O) 303-688-8550 Ext 11 (C) 303-901-2253 E-mail [judy@cpnmd.org](mailto:judy@cpnmd.org)  
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April 14, 2003

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During drought conditions, which still exist despite the recent blizzard, residents use more water for outdoor use. In fact, from May through September during irrigation season, water usage increases by over 300 percent, which accounts for about 40 percent of CPN's annual water demand. This additional use of water drives up the cost of retrieving, storing, treating, and distributing water.

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Surcharges will be applied to the customer's water bill and will be due and payable as set forth on the water bill.

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# **APPENDIX D**

## **Temporary Irrigation Exemption Application**



## 2003 TEMPORARY IRRIGATION EXEMPTION APPLICATION

Date of Application Submittal: \_\_\_\_\_

Name of Property Owner/ Responsible Party \_\_\_\_\_

Name of Property and Location \_\_\_\_\_

Address of Property Requiring Exemption: \_\_\_\_\_ Email Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_ Phone: \_\_\_\_\_

Account Number(s) to all applicable services \_\_\_\_\_

Reason for Special Schedule Request: \_\_\_\_\_

Sod Installer Contractor: \_\_\_\_\_

Contact: \_\_\_\_\_ Phone: \_\_\_\_\_ Cell: \_\_\_\_\_

Pager: \_\_\_\_\_ Fax: \_\_\_\_\_ Email: \_\_\_\_\_

Mailing Address \_\_\_\_\_

Reason for exemption request:

New: Seed / Sod / Other Plant Material (Circle appropriate request(s))

Installation Date: \_\_\_\_\_ Total Property Square Footage \_\_\_\_\_

Location: Front  Back  Side  Other

Total Square Footage of Yard \_\_\_\_\_ Total Square Footage of Landscape \_\_\_\_\_

Builder/Developer Installation: Yes  No

Soil Preparation Materials: \_\_\_\_\_

Backflow prevention test: \_\_\_\_\_

Hydro Seed Installation: \_\_\_\_\_

Fertilization: \_\_\_\_\_

Other (explain) \_\_\_\_\_

### For Office Use Only

Duration of Exemption (25 days)

Extension may be granted for another 15 days)

Application Disapproved:

From: \_\_\_\_\_ To: \_\_\_\_\_

Installation Inspection: \_\_\_\_\_ Date \_\_\_\_\_ Inspected by: \_\_\_\_\_

I undersand that this is a temporary exemption that allows daily watering for the identified property and locations, between the standard scheduled hours of 6:00 p.m. to 6:00 a.m., for the identified duration of the permit. A onetime extension for an additional 15 days may be requested. I have received the exemption placard and will place it in a clearly visible location from the street.

Signature \_\_\_\_\_ Date \_\_\_\_\_

[7404 Yorkshire Dr., Castle Rock, CO 80108 \(303\) 688-8550 Fax \(303\) 688-2529 E-Mail cpnmd@cpnmd.org](http://7404_Yorkshire_Dr._Castle_Rock_CO_80108_(303)_688-8550_Fax_(303)_688-2529_E-Mail_cpnmd@cpnmd.org)

# **APPENDIX E**

## **Enforcement Forms**

**Warning Letter**

**Water Violation Notification**

**Violation Affidavit**

# CASTLE PINES

**NORTH  
METROPOLITAN DISTRICT**

## Water Waste Warning

(Date)

(Name)

(Address)

(City, State, Zip)

Re: Address/Location: \_\_\_\_\_

Specific Water/Waste Violation: \_\_\_\_\_  
\_\_\_\_\_

Date of Violation: \_\_\_\_\_ Time of Violation: \_\_\_\_\_  
\_\_\_\_\_

Account Number: \_\_\_\_\_

Dear Owner/Occupant:

This letter constitutes notice of water waste according to the Castle Pines North Metro District adopted Water Conservation Plan. This notice is a warning only and warnings are not subject to appeal. Subsequent notices to this property during the watering season of 2003 will result in surcharges.

All customers were notified of the mandatory watering schedule by first-class mail in April, and upon establishment of a new water account thereafter. An additional copy of the watering schedule is enclosed with this letter. Please note the watering days and times you are allowed to water. Everyone's cooperation in the effort to conserve water is essential to accomplish the endeavor to conserve our water supply.

Please call 303-688-8550 between the hours of 8:00 a.m. to 4:30 p.m., if you have any questions regarding the watering conservation plan.

Sincerely,

Judy G. Dahl, District Manager

Enclosure:

cc: Management Company (if applicable)  
Maintenance Contractor (if applicable)



Water Waste Notification with Surcharge

(Date)

(Name)

(Address)

(City, State, Zip)

Re: Address/Location: \_\_\_\_\_

Specific Water/Waste Violation: \_\_\_\_\_

Date of Violation: \_\_\_\_\_ Time of Violation: \_\_\_\_\_

Account Number: \_\_\_\_\_

Dear Owner/Occupant:

This letter constitutes notice of water waste according to the Castle Pines North Metro District adopted Water Conservation Plan.

This is the (2<sup>nd</sup> Notice, 3<sup>rd</sup> Notice, 4<sup>th</sup> or Subsequent Notices) A surcharge of \$\_\_\_\_\_ will be added to your utility bill. Please be aware the subsequent notices of water waste will result in additional enforcement actions, including additional surcharges and potential termination of water service.

Request for waiver of this water waste notification must be done in writing to the address listed below within ten business days of the date of the notice.

All customers were notified of the mandatory watering schedule by first-class mail in April, and upon establishment of a new water account thereafter. A warning notice was mailed to you on \_\_\_\_\_ (Date) \_\_\_\_\_. Everyone's cooperation in the effort to conserve water is essential to accomplish the endeavor to conserve our water supply.

Please call 303-688-8550 between the hours of 8:00 a.m. to 4:30 p.m., if you have any questions regarding the watering conservation plan.

Sincerely,

Judy G. Dahl, District Manager

Enclosure:

cc: Management Company (if applicable)  
Maintenance Contractor (if applicable)





## Watering Schedule Violation Affidavit

I, \_\_\_\_\_, am an employee of Castle Pines North Metro District employee.

I swear or affirm that I observed the following apparent water waste as outlined in the Castle Pines North Metro District watering restrictions guidelines.

Address: \_\_\_\_\_

\_\_\_\_\_ Front

\_\_\_\_\_ Automated Sprinkler System

\_\_\_\_\_ Side

\_\_\_\_\_ Hose & Sprinkler

\_\_\_\_\_ Back

\_\_\_\_\_ Other (explain) \_\_\_\_\_

Date: \_\_\_\_\_

Time: \_\_\_\_\_ am/pm

Nature of Violation: Date: \_\_\_\_\_ Time: \_\_\_\_\_ am/pm

\_\_\_\_\_ Waste (explain) \_\_\_\_\_

\_\_\_\_\_ Other (explain) \_\_\_\_\_

Owner (as listed on Utility Billing) \_\_\_\_\_

Account Number: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Owner (if different than above)

(O) 303-688-8550 (C) 303-901-2253 E-mail [judy@cpnmd.org](mailto:judy@cpnmd.org)  
7404 Yorkshire Dr., Castle Rock, CO 80108 (303) 688-8550 Fax (303) 688-2529 E-mail [cpnmd@cpnmd.org](mailto:cpnmd@cpnmd.org)

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# **APPENDIX F**

## **Schedule of Surcharges**



### **Schedule of Surcharges - Residential**

Surcharges may be issued against owners for watering schedule non-compliance and for water wasting. The District reserves the right to terminate irrigation or other water services for due cause, and not reinstate service until the system or use comes into compliance. The charges will be applied to the appropriate utility billing account.

For non-public common areas, the private party that is managing the property is responsible for adhering to the criteria outlined in this WCP and all charges incurred for non-compliance.

All surcharges will be applied to the customer's water bill and will be due and payable as set forth on the customer's water bill. Please note that all District fees and charges constitute a statutory perpetual lien on the property until paid.

#### **1<sup>st</sup> Violation – Warning, no surcharge incurred**

A Notice of Warning will be sent via first-class mail to the property where and when the water waste occurred. The notice will include information reminding the customer of the watering restrictions and their purpose, etc., as well as another watering schedule, and other educational materials.

#### **2<sup>nd</sup> Violation – \$50.00**

The enforcement form will be processed identifying where the where and when the water waste occurred and left at the residence or property. If a repair is needed a second or third violation will not be issued until the repair times described in 3.4.5 have passed to allow the owner or responsible party adequate time to rectify the situation once they are notified of the problem. Notice of violation will be sent to the property via certified mail.

#### **3<sup>rd</sup> Violation – \$75.00**

The enforcement form will be processed identifying where the where and when the water waste occurred and left at the residence or property. If a repair is needed a second or third violation will not be issued until the repair times described in 3.4.5 have passed to allow the owner or responsible party adequate time to rectify the situation once they are notified of the problem. Notice of violation will be sent to the property via certified mail.

#### **4<sup>th</sup> Violations – \$100.00**

The enforcement form will be processed identifying where and when the water waste occurred, and will be left at the residence or property and will be mailed, certified mail, to the appropriate parties. Whenever possible and appropriate, District Management will attempt to notify the water customer by telephone.

#### **Subsequent Violations - \$125.00**

Every violation after the fourth warning will cause a surcharge of \$125.00. After five \$125.00 surcharges, termination of service may be enforced.



## **Schedule of Surcharges – Commercial & Large Irrigation Users**

Surcharges may be issued against owners for watering schedule non-compliance and for water wasting. The District reserves the right to terminate irrigation or other water services for due cause, and not reinstate service until the system or use comes into compliance. The charges will be applied to the appropriate utility billing account.

For non-public common areas, the private party that is managing the property is responsible for adhering to the criteria outlined in this WCP and all charges incurred for non-compliance.

All surcharges will be applied to the customer's water bill and will be due and payable as set forth on the customer's water bill. Please note that all District fees and charges constitute a statutory perpetual lien on the property until paid.

### **1<sup>st</sup> Violation – Warning, no surcharge incurred**

A Notice of Warning will be sent via first-class mail to the property where and when the water waste occurred. The notice will include information reminding the customer of the watering restrictions and their purpose, etc., as well as another watering schedule, and other educational materials.

### **2<sup>nd</sup> Violation – \$75.00**

The enforcement form will be processed identifying where and when the water waste occurred and left at the residence or property. If a repair is needed a second or third violation will not be issued until the repair times described in 3.4.5 of the Water Conservation Plan has passed, to allow the owner or responsible party adequate time to rectify the situation once they are notified of the problem. Notice of violation will be sent to the property via certified mail.

### **3<sup>rd</sup> Violation – \$100.00**

The enforcement form will be processed identifying where and when the water waste occurred and left at the residence or property. If a repair is needed a second or third violation will not be issued until the repair times described in 3.4.5 have passed to allow the owner or responsible party adequate time to rectify the situation once they are notified of the problem. Notice of violation will be sent to the property via certified mail.

### **4<sup>th</sup> Violations – \$150.00**

The enforcement form will be processed identifying where and when the water waste occurred, and will be left at the residence or property and will be mailed, certified mail, to the appropriate parties. Whenever possible and appropriate, District Management will attempt to notify the water customer by telephone.

### **Subsequent Violations - \$200.00**

Every violation after the fourth warning will cause a surcharge of \$200.00. After five \$200.00 surcharges, termination of service may be enforced.

All charges will be applied to the customer's water bill and will be due and payable as set forth on the customer's water bill. All District charges constitute a statutory perpetual lien on the property until paid.

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# **APPENDIX G**

Appeals Process Form

Appeal Request Response Letter



## Water Waste Notification – Appeal Form

Date Initial Request Received: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Violation Waiver Request Date: \_\_\_\_\_

### **Waiver Request Information:**

	<b><u>YES</u></b>	<b><u>NO</u></b>
Request Received within 10 day	_____	_____
Type of Request:     Power Interruption	_____	_____
Mechanical malfunction (Controller/valves/other)	_____	_____
Previous violations waived:	_____	_____

Reason: \_\_\_\_\_

### **Staff Recommendation:**

Water Conservation Technician:     \_\_\_\_\_ Approve Request     \_\_\_\_\_ Disapprove Request

Manager:     \_\_\_\_\_ Approve Request     \_\_\_\_\_ Disapprove Request

### **Notification:**

Receipt of Request to Applicant:    Yes / No (circle)     Date: \_\_\_\_\_

Approval/Waiver amount sent to Utility Billing Department:    Date: \_\_\_\_\_

# CASTLE PINES

NORTH  
METROPOLITAN DISTRICT

(Date)

(Name)

(Address)

(City, State, Zip)

Re: Water Use Appeal Request

Account Number: \_\_\_\_\_

Dear \_\_\_\_\_:

Castle Pines North Metro District is in receipt of your request to waive the recent water restriction program violation. Your request is being reviewed and you will be notified of the decision regarding your request as soon as possible.

Please be aware that surcharge amounts associated with the violation in question may be applied to your utility billing account. Pending a decision regarding the waiver, associated surcharges are due at the same time as charges for your water/wastewater services. Failure to pay your utility statement in full will result in late charges. Should your request for waiver be granted, only the associated surcharge values will be credited to your account within one week of the decision to waive the surcharge. Incurred late charges will not be waived.

Please call 303-688-8550 between the hours of 8:00 a.m. to 4:30 p.m., if you have any questions regarding the processing of your request.

Sincerely,

Judy G. Dahl, District Manager

Enclosure:

cc: Management Company (if applicable)  
Maintenance Contractor (if applicable)  
Owner (if different than above)

(O) 303-688-8550 (C) 303-901-2253 E-mail [judy@cpnmd.org](mailto:judy@cpnmd.org)  
7404 Yorkshire Dr., Castle Rock, CO 80108 (303) 688-8550 Fax (303) 688-2529 E-mail [cpnmd@cpnmd.org](mailto:cpnmd@cpnmd.org)

**APPENDIX H**

Incentive Program  
Schedule of Rebates  
Rebate Forms

# CASTLE PINES

**NORTH  
METROPOLITAN DISTRICT**

## Rebate Request Form

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Telephone No: \_\_\_\_\_

Account Number: \_\_\_\_\_

Rebate Request: \_\_\_\_\_

(The list of approved rebates is attached)

Location of Rain sensor and clocks: \_\_\_\_\_

Proof of Purchase: \_\_\_\_\_

1. Attached a copy of the receipt, make and model, and a picture of purchase
2. Follow the required steps according to the list of rebates your are applying for
3. For the water usage rebate, document usage for last year and this year.

The District reserves the right to schedule an appointment to inspect the new fixture(s). Inspections are conducted Monday-Friday from 8:00 to 3:30 p.m. You must show the inspector the original receipt, dated after January 31, 2003. All old toilets must be rendered inoperable and are NOT to be sold for reuse. If you have any questions, please call 303-688-8550

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_



## **Rebate Offers**

### Outdoor Rebate Offers

Anyone can submit an application for a discount on his or her water bill for the months of May to September. The District will review the water bills for 2002 and 2003 to verify that the customer did reduce their water usage by 20 percent. Following review and confirmation that the discount is warranted, the credit will be applied the water bill.

Anyone who installs a rain or humidity sensor that will override the irrigation cycle of the sprinkler system when rainfall has occurred will receive a rebate of \$100 for the sensor. The rebate will be credited to your water bill. (Proof of purchase and installation is required.)

Anyone who installs a programmable irrigation clock will be given a onetime \$75.00 rebate for the clock. (Proof of purchase and installation is required.)

### Indoor Rebate Offers

#### **A. Residential**

Residents who replace guzzling toilets and clothes washers with water efficient models will get cash back. The program is open to all single and multi-family residential customers in the District. Customers who wish to take advantage of the rebate program will be required to show proof of purchase and have the toilet and/or washer inspected by District staff. The rebate will be credited to the customer's water bill.

The program will be retroactive to January 1, 2003 and will offer a \$100 rebate for each older model toilet replaced with one certified ultra-low-volume (ULV). Older model toilets use anywhere from 3 to 5 gallons per flush; ULVs use 1.6 gallons per flush. The rebate is limited to three toilets per household. For Toilet Rebate: break the old toilet(s), take a picture of the old broken toilets; attach a photocopy of the sales receipt for the new toilets to the rebate application form.

The program will be retroactive to January 1, 2003 and will offer a \$125 rebate is available to customers who replace traditional top loading clothes washers with horizontal axis/front loading washers. While typical clothes washers use 45 gallons per load, horizontal axis/front load models use only 20 gallons. The rebate is limited to two washers per household. Washers that qualify for rebates include all front loading, horizontal-axis models and the following top loading models: Kenmore/Whirlpool Calypso, Whirlpool Resource Saver, Whirlpool GSW9559L\*, Fisher & Pakel brand and Staber HXW204 For Washer Rebate: attach a copy of your sales receipt showing the model of the washer you purchased to your rebate application form.

#### **B. Commercial**

The Board would also like to encourage water savings among commercial and industrial customers by make your business more water efficient. These include the following items with rebate amounts. The program will be retroactive to January 1, 2003.

\$100 - Toilets \$100 (tank-type, flush-valve and ADA approved)

\$200 - Coin Operated Laundry Equipment \$200

Air-cooled Refrigeration Equipment – \$450 Cooling Tower - \$500 Conductivity Control  
Systems - \$300 Cooling Tower Water Softening Equipment