



# INSIDE *your water* SYSTEM

IMPACT REPORT FOR 2022

WITHOUT WATER *life would be* PRETTY DRY





# *water* FOR ALL.

Your water system has many moving parts – from the mountain snowmelt that fills our 18 reservoirs, supplying our two drinking water treatment plants, through the underground pipes to your homes and businesses, where it is ultimately delivered through the sewer system to Metro Water Recovery in Denver.

Our fundamental goal is to provide our thriving community with a safe and reliable water supply. We constantly work to improve the water system and protect our water resources. When you pay your monthly bill, you're investing in an entire water system – your system.

This report provides our customers, with examples of our impact in 2022.

## **Your water utility is comprised of 107 dedicated employees in:**

- Water Resources,
- Utilities Operations,
- Water Treatment & Quality,
- Wastewater,
- Agricultural Stewardship,
- Engineering,
- Finance, and
- Legal.



Photo: Farmers Highline Canal into Standley Lake



# WORKING FOR YOU *today* AND FOR *tomorrow*.

Water Resources oversees the operation and maintenance of current and future raw water supply, water efficiency initiatives, as well as agricultural stewardship of Thornton properties in Larimer and Weld counties linked to our water rights.

Thornton continuously monitors climate conditions and customer water usage to help manage water supply. In 2022, mountain snow levels and water supply conditions were plentiful enough to avoid water restrictions and Thornton water customers saved a combined 14 million gallons of water through water efficiency efforts.

**16,460**  
**19,827**

Utilized Thornton's water rights from **Clear Creek (16,460 Acre Feet)** and **South Platte (19,827 Acre Feet)** for reservoir storage and treatment.

Maximized water storage capacity in **18 reservoirs.**

**18**

**3**

Assisted a Thornton HOA to **remove and replace 3 acres of turf** with a prairie grass mix.



**Saving 700,000 gallons/year.**

**77**

Efficient average residential water usage at **77 gallons/capita/day** (gpcd) in 2022.

**A 27% decrease over 20 years.**



**79**

Staff **completed 79 site visits** to assist customers with high water use issues.

**2,076**

Customers used the WaterSmart portal to **help find and fix leaks.**

**438**

Incentivized a Thornton apartment complex **to replace 438 toilets** with high efficiency toilets, and upgrade showerheads and faucet aerators.



**Saving 3.3 million gallons of water in 2022.**

**36,000**

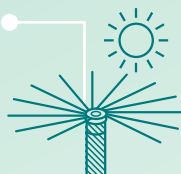
57 residential landscape rebate participants replaced **36,000 square feet of lawn** with water-wise alternatives.



**For a combined savings of up to 575,000 gallons a year.**

**3.4M**

204 residential weather-based irrigation controller rebate participants will save an estimated **3.4 million gallons of water a year.**



**2.3M**

244 toilet rebate participants will save an estimated **2.3 million gallons of water annually.**



# THORNTON WATER PROJECT – *working* FOR COLORADO.

The Thornton Water Project is a pipeline that will bring high quality water purchased by Thornton in the 1980s, through Larimer, Weld, and Adams counties, to our city. This investment will help deliver the clean, safe water our community needs well beyond 2050. At the same time, the city's efforts will protect and improve the Cache la Poudre River, plus support agriculture with new programs and initiatives. This project is a model that demonstrates how water utilities can acquire water while also partnering with agriculture neighbors to ensure environmental stewardship.



**70** A **70-mile-long**, 42-inch underground welded steel pipeline will be installed.



Thornton's project does not impact existing river flows in the Poudre River. The water will be diverted from the river in the same manner, amount, and location as it has been **for over 130 years.**

**130**



**600**

Over **600 permits or approvals** are being acquired in Adams, Weld and Larimer counties.



**95%** Acquired more than **95% of easements** needed for pipeline construction in Weld county.



Thornton successfully obtained Colorado Water Court approval that changed the water rights from agricultural uses to **municipal uses in 1998.**

**1998**

# KEEPING IT ALL FLOWING *smoothly.*

Utilities Operations is responsible for metering/meter reading; the operation, maintenance, and repair of the treated water distribution systems; drinking water treatment plants; and wastewater collection systems. This includes over 660 miles of water lines and related facilities like fire hydrants, valves, and water taps, and 511 miles of sewer lines/infrastructure.



**30**

Responded within **30 minutes**



**552**

to **552 after-hours emergency calls.**



**66**

Repaired **66 water line breaks** with minimal service disruptions.



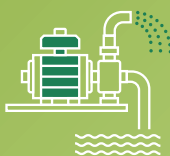
**39,296**

Provided accurate monthly meter readings for **39,296 residential customers** and



**2,045**

Replaced/upgraded **2,045 residential meters** to be compatible with Advanced Metering Infrastructure (AMI) technology.



**16**

Monitored/maintained **16 pump stations** and



**6**

**6 emergency generators.**

**2,632**

**commercial customers.**



**5,696**

Operated **5,696 fire hydrants,**



**179**

Identified **179 manholes for rehabilitation.**



**6**

Monitored, operated, and repaired **6 non-potable irrigation systems** to supply water to parks and open space.

**27**

repaired **27 hydrants,**



**0**

**Zero residential service disruptions** due to water treatment equipment or maintenance failures.

**6**

and replaced **6 hydrants.**

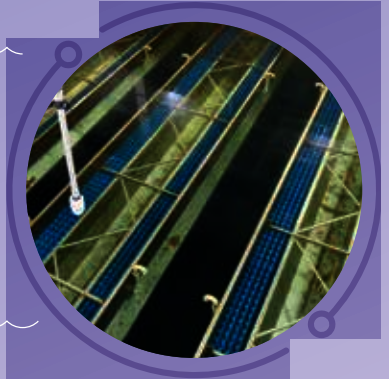
# QUALITY *water* AND *service* TO EVERY CUSTOMER.

Water Treatment & Quality handles all the water treatment activities, source water monitoring, drinking water compliance, customer service, and much more.



Collected **1,900** compliance water samples  
and performed **14,000** analyses on those samples.

Produced an average of **22.45** million gallons of drinking water  
every day, with a peak production of **47.1** million gallons on July 18, 2022.



Responded to all emergencies within **30** minutes through  
the **24-hour/7-days-a-week** Emergency On-Call program.

Performed **23,800** process control laboratory analyses  
to monitor each segment of the water treatment process.



**\$10,000**  
**Received grant** from  
CDPHE to monitor PFAS in  
our source waters.

**Decreased PFAS levels**  
in our finished water through  
source water selection and  
treatment optimization.



# ALWAYS *going* THE EXTRA MILE.

Our mission is to be a top water utility by always providing safe and reliable drinking water to our customers 24/7/365 – all in an environmentally responsible manner. We're honored to help ensure the health and safety of our community, and to play a vital part in keeping Thornton a great place to live and work.

## ON THE HORIZON FOR OUR *future* WORK :

- Purchase PFAS detection and treatment technology to meet new EPA regulations, with support of \$210,000 from Colorado Dept. of Health grant funding.
- Complete major permitting and construction milestones for the Thornton Water Project.
- Update the city's Water Efficiency Plan.
- Implement Advanced Metering Infrastructure.
- Adopt Thornton's Northern Properties Stewardship Plan.







**WITHOUT WATER** *life would be* **PRETTY DRY**

**720-977-6600**

**THORNTONWATER.COM**



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Photo: Thornton Water Treatment Plant