

Your Town *News From Around the Rock* Talk

JANUARY 2023

GOOD TO KNOW Help monitor Colorado Bluebirds

Some say that seeing a bluebird means good luck is headed your way. Increase your chances by becoming a Colorado Bluebird



Project volunteer. Families and individuals of all ages will find this a rewarding, fun and educational

way to interact with local wildlife in their community.

Bluebirds are migratory songbirds that brighten up Castle Rock with their blue coloring. Over time, development has decreased the availability of natural bluebird nesting places. Setting up man-made nest boxes helps to bring back the population. Since 2007, the Town's local Bluebird Project has maintained and monitored 190 nest boxes at 32 different sites throughout Castle Rock, with two new sites to be added in 2023.

The Bluebird Project is seeking volunteers to visit nest boxes weekly and collect important data. An informational open house for those interested in helping will be held from 7 to 8 p.m. Thursday, Feb. 16. Monitor training is scheduled for 6:30 to 8 p.m. Wednesday, March 1. Both programs are at The Millhouse at Philip S. Miller Park.

The program begins April 1, just after bluebirds return from their winter migration, and runs through mid-August.

For more details and registration, visit CRgov.com/Bluebird.

Upgraded Castle Rock Water billing system launches Feb. 1

Castle Rock Water's new billing system and online portal will be available on Feb. 1. Online customers must visit CRgov.com/MyWaterBill on or after that date to update their accounts.

If you currently pay your water bill online — whether you have scheduled your payments using autopay or make one-time payments — you must reenter your account information for your February payment.



Current online customers:

- You must reregister: login at CRgov.com/MyWaterBill after Feb. 1 — you will need your bill with your Castle Rock Water account number.
- Create a username and password and verify your phone number and email address.
- Update any payment information. You must reenter your credit card or bank account if you pay online. Your encrypted data was not transferred to our new billing system.
- Enroll in e-billing to receive statement alerts to your email and pay your bill from your device or set up autopay.

Phone payment customers:

- The phone payment system will be unavailable from Jan. 1 to Jan. 18.
- After Jan. 18, use and save this new number: 844-519-1806.

Customer service information:

- Stop by our administrative office or use our payment dropbox at 175 Kellogg Court, Building 171.
- Have questions or need assistance? Please call 720-733-6000 or email MyWaterBill@CRgov.com.
- Please note, our customer service representatives are unable to process credit cards over the phone.

Don't have an online account? Sign up after Feb. 1. It's quick and easy — all you need is your bill with your account number.

Castle Rock Water's new, upgraded billing service and online portal will give you access to additional automated self-service options at any time of day, while allowing our customer service representatives to better serve your personalized needs. Visit CRgov.com/Water to sign up.

Review 2022 improvements, others to come in new year

The community celebrated the opening of Cobblestone Ranch Park in northeast Castle Rock last June. Additional festivities are ahead this year, when renovated parks are expected to reopen in Founders Village and The Meadows. The Parks and Recreation Department is also planning community uses for the historic Cantril School, which the Town intends to acquire.

Improving roadways — including Plum Creek Parkway and Ridge Road — was another focus in 2022 that will carry forward. Look for continued work this year on those projects; on the Crystal Valley interchange; on a roundabout at Crystal Valley Parkway and Plum Creek Boulevard; and at the “Four Corners” intersection, where Fifth Street meets Ridge Road.

Ensuring outstanding public safety and securing the Town’s water future will remain top Town priorities this year. New personnel for both Castle Rock Fire and Rescue and Castle Rock Police Department were added last year and are planned again. Water initiatives include a new prohibition on grass turf in front yards for homes being permitted in Castle Rock, along with continued long-term water-supply projects.

A report and video highlighting the Town’s key 2022 achievements — and efforts to come in 2023 — will be shared later this month. Watch your mailbox, and visit CRgov.com/MajorProjects.

Have an enchanted evening at Winter Ball

Snowflakes and magic will be in the air for the annual Winter Ball. On Saturday, Feb. 4, from 6 to 9 p.m., the Douglas County Events Center will transform into a wintry enchanted forest. Dads and daughters, mothers and sons, and families of all shapes, ages and sizes are invited to a night of dancing and fun. Enjoy light refreshments, prize drawings and more. Professional photos and flowers will be available to purchase. Tickets are available now at CRgov.com/Dance for \$15 per person, and everyone who attends must register.

Town installs snow route signage Downtown

If you are heading Downtown, you may notice the new snow route signs on portions of Third and Fourth streets. As part of the Town’s new pilot program, from Dec. 1 through March 31, motorists should not park in areas designated as a snow route between midnight and 7 a.m. The route will help Downtown businesses by providing a designated spot for snow placement. Plows have a designated area to place the snow, and visitors will have clear and predominantly ice-free spaces to park as they shop and dine Downtown after snow events.



Water conservation and efficiency tip:
CRconserve.com

Castle Rock Water 2023 rates went into effect Jan. 1. With inflation, rising energy costs and supply chain issues, monthly fixed fees will collectively rise by about 4%. Though the overall rates for 2020 and 2021 either remained level or decreased, the annual rates-and-fees analysis prescribed an increase to water service, water resources and stormwater rates for this year. Wastewater and variable rates were not impacted. Castle Rock Water rates remain in the mid-range compared to other regional water providers. Visit CRgov.com/WaterRates for more information.

EVENTS CRgov.com/Events

Jan. 17: Town Council meeting, 6 p.m., Town Hall Council Chambers

Feb. 4: Winter Ball, 6 to 9 p.m., Douglas County Events Center

Feb. 7: Town Council meeting, 6 p.m., Town Hall Council Chambers

Feb. 16: Colorado Bluebird Project open house, 6:30 to 8 p.m. at The Millhouse at Philip S. Miller Park

CRPD welcomes three officers; celebrates nine promotions

The Castle Rock Police Department is ringing in the new year with fresh faces and new titles. CRPD hosted a formal swearing-in and promotional ceremony on Wednesday, Jan. 4.

The celebration began with the swearing-in of three officers who joined CRPD in September and November 2022. The department also recognized seven sworn and two professional staff members who were promoted last year. This included promotions to Commander, Sergeant and Corporal.

“When I look at this group, I can see the future of our department is incredibly bright,” said Chief Jack Cauley. “All of the individuals we honored exemplify our One-By-One Policing philosophy. They are committed to treating those we serve as if they were family and creating environments where Castle Rock can thrive as a community. I can’t wait to see what this next year brings for our department.”

The Castle Rock Police Department will also send four cadets through the Highlands Ranch Law Enforcement Training Academy beginning in January.



On the web: Winter/Spring Rec Guide

With the new year comes new recreation program offerings for 2023. The Winter/Spring 2023 Rec Guide is available online and in mailboxes now. An outline of summer camp offerings is included in this edition, and registration goes live on Jan. 16. Take a look and start planning your fitness and fun for 2023 at CRgov.com/RecGuide.