

# Pueblo's Water





## Mission Statement

Pueblo Water is committed to providing the highest quality water at the lowest possible cost. We are equally committed to the workforce that helps achieve that goal. We strive to create and maintain an environment that encourages and recognizes teamwork, individual contribution, and the integrity of each employee while providing the opportunity for each employee to grow within the organization.

# A Billion Touches

---



*Seth Clayton*  
Executive Director

What could Pueblo Water possibly have in common with a mammoth internet business such as Amazon?

Last year, customers of both Pueblo Water and Amazon touched each service **more than a billion times**. It's true! The average customer touches Pueblo Water at least 25 times per day - touches that satisfy life's necessities such as drinking water, bathing, cooking, operating a business or industry, and everything in between. Water for those services is delivered reliably, at the highest quality, at a price lower than any other utility along Colorado's Front Range.

We at Pueblo Water take great pride in meeting our primary mission to support public health by supplying safe drinking water to homes, schools and businesses 24 hours a day, every day of the year.

Each time we see someone passing on the street, when we enter a business or speak with friends and neighbors, we are reminded of the magnitude of our mission and knowing each decision we make or action we take in our utility every day impacts the health and viability of the entire Pueblo community.

It's no wonder that all of us at Pueblo Water value and take seriously each of those **BILLION** touches!

## Introduction

---

Pueblo's drinking water system is owned by the citizens who are served by the system, and is financed with revenue provided by everyone's monthly water bill payments.

Our five-member Board of Directors is made up of community and business leaders elected by Pueblo citizens. Pueblo is extremely fortunate to have a Board that not only performs its expected duties capably - formulating policy, reviewing and approving the budget, setting rates and conducting long-range planning - but also maintains a passionate dedication to the health and well-being of our community with their service. They have a history of serving multiple six-year terms, and are dedicated to acquiring the complex knowledge required to make the best decisions to ensure Pueblo's water system is operated and maintained in an effective and cost-efficient manner.



**Pueblo Water Board of Directors include (from left): Sam Krage, Mike Cafasso, Board President Dr. Tom Autobee, Sandy Gutierrez and Chris Woodka.**

Pueblo Water employs 134 professionals who specialize in the many skills needed to manage and operate Pueblo's water system. Most of Pueblo's water originates in the Rocky Mountains above Leadville, flowing into canals, creeks and streams and eventually into the Arkansas River. It is diverted from the river to the Whitlock Treatment Plant either through intake structures located within Pueblo Dam (flowing through a pipeline) or from the Northside river intake downstream of Pueblo Dam. At the Whitlock plant, the raw water is treated to a standard of excellent quality. The finished water is pumped through a system of transmission mains to storage tanks and adjoining pump stations throughout the city, then is delivered to homes, businesses, schools - all our customers in Pueblo - by a vast network of more than 582 miles of water mains. These water treatment and delivery processes continue 24 hours a day, every day of every year.

Pueblo's water system has been self-supporting throughout its history. Major capital expansion and improvements are funded with debt financing, while routine operation, maintenance and capital replacements are paid for with operating revenues. The future prosperity of Pueblo is tied directly to this readily available supply of high-quality water.

# Origins



Delivering water by the barrel



Original pump house at 4th & Grand Ave.



Southside reservoirs and pump house



Installing water mains

*The history of the public water supply in Pueblo, Colo., begins not only before Colorado became a state, but before several smaller towns combined to form one Pueblo.*

## EARLY YEARS

In the earliest days of the community at the confluence of the Arkansas River and Fountain Creek, water was delivered to users from the river via barrels delivered by horse-drawn wagons. The region included the separate towns of Pueblo, South Pueblo, Central Pueblo, and Bessemer.

After a number of fires in the downtown business district made it clear that barrels of water were not an adequate system of fire protection, the city passed a bond issue to develop a municipal water system. The Holly pump station and a network of pipelines to distribute water were completed in 1874. The three Pueblos consolidated to become one Pueblo by 1886, and the town of Bessemer was annexed in 1894.

Since the entire service area for Pueblo's first water system was north of the Arkansas River, a private company built a separate water supply system to serve areas south of the river. When that company began to fail as a private business, the City of Pueblo purchased it in 1906, resulting in the city operating two completely separate drinking water systems north and south of the Arkansas River.

## SEPARATE DEVELOPMENT

Separate was not equal, and as the two systems grew over time, it became apparent that combining the two into one made sense. As a result of a municipal charter convention in 1954, the systems were merged and the Board of Water Works of Pueblo, with a 5-member elected governing board, was created in 1957 to serve all Pueblo's water needs.



Water treatment settling pond under construction

# Origins

## BUILDING A MODERN SYSTEM

Following the creation of the unified water utility, the new Board faced the challenge of efficiently upgrading the aging infrastructure across the whole city.

A main replacement program was put in place, investing large sums of money every year to replace water mains that had been identified as being the most fragile and subject to major breaks. That program continues to this day.

The Whitlock Treatment plant was built in 1977 and added carbon filtration to Pueblo's water treatment regime, helping to protect the health of everyone in the community.

Water quality was not the only concern, however, as the Board realized the water rights Pueblo held to serve its customers would not be sufficient to meet the needs of future growth in the community. To meet those needs, they invested in the additional water resources we benefit from today.

The completion of Pueblo Reservoir as part of the Fryingpan-Arkansas Project in 1975 provided boosts to both water quantity and water quality, as a portion of the water imported from the west slope is available for Pueblo's use, and a water supply pipeline built in 2003 from Pueblo Dam to the Whitlock Treatment Plant conveys higher-quality source water than is available from the previously-used surface intake on the river itself.

As the city grew, customer demand for water naturally increased with it. By the late 1990s, summer demands were approaching the capacity of the treatment plant, so a major expansion was designed and was completed in 2003.

In 2009, the St. Charles Industrial Park extended Pueblo's water system southward to serve new industries, including the Vestas wind tower plant and the Rockla railroad tie plant.



Pump house and offices, circa 1950s



Hellbeck tank



Water pipeline from Pueblo Reservoir



Whitlock Treatment Plant



Pueblo Dam

# Water Resources



Plowing the Wertz Ditch



Clear Creek Dam and Reservoir



Wertz Ditch in summer



Busk-Ivanhoe Diversion

## WHERE OUR WATER COMES FROM

Pueblo Water crews maintain the infrastructure that conveys our water from its source high in the Rocky Mountains to Pueblo for our use. Each spring, they plow snow from the ditches that bring some of our water supply from the west slope into the Arkansas River basin. Once that snowmelt starts to flow, there are miles of ditches and tunnels to be kept in working order, along with Pueblo Water-owned Clear Creek Dam and Reservoir north of Buena Vista. Our Water Resources Division not only manages reservoir storage and the timing and amount of releases from storage to meet demand for water in Pueblo, but also works with state agencies and recreation businesses to assure proper river flows for other river users and the health of the river itself.

Pueblo Water's water rights consist of a mix of direct flow rights, native storable rights, transmountain rights and exchange rights. The transmountain water can be recaptured and reused after its initial use, and Pueblo Water currently reuses most of its transmountain water by exchange. Storage space at Turquoise, Twin Lakes, Clear Creek and Pueblo Reservoirs is used to store and manage the storable water supplies.

## DIRECT FLOW RIGHTS

Pueblo Water owns several *direct flow* water rights that can be used as needed when they are in priority. These direct flow water rights cannot be reused after the initial use and, with the exception of the West Pueblo Ditch, they cannot be stored for later use. These rights include the so-called "Old Pueblo Rights," which were the original water rights used by Pueblo for its municipal water supply. As the city grew, additional water rights were purchased from farmers and changed to municipal use. These rights include the Booth-Orchard Grove Ditch, the Hobson Ditch and the West Pueblo Ditch. The change of water rights decree for the West Pueblo Ditch allows these water rights to be used as either a direct flow right or stored for later use. The direct flow rights total 93 cubic feet per second (cfs) or 42,000 gallons per minute. More recently, Pueblo Water purchased about 28% of the shares of the Bessemer Ditch. Currently, that water is used for irrigated agriculture, but may one day become part of Pueblo Water's municipal supply as the need arises.

The majority of Pueblo Water's direct flow rights are very senior. Of the 93 cfs of direct flow water, 73 cfs have a priority date of 1874 or earlier. With the exception of several weeks in July and August of 2002, the rights with priorities of 1874 or earlier have always been in priority, so at least 73 cfs should be available to Pueblo Water in all but the most severe and infrequent of drought conditions.

Currently, these direct flow rights meet the majority of Pueblo Water's potable water and Comanche raw water demands. On average, over 91 percent of the potable and Comanche demands are met by direct flow rights. Even during the exceptional drought

year of 2002, when the availability of the direct flow rights was limited, those rights accounted for over 80% of the water delivered to the potable system and to Comanche.

### **NATIVE STORABLE RIGHTS**

*Native storable rights* are water rights that can be held in storage until needed, but they cannot be reused after the initial use. These rights include Clear Creek Reservoir, the Arkansas River component of the Twin Lakes Reservoir water storage right, and the West Pueblo Ditch when it is not taken as direct flow.

Pueblo Water's native storable rights are relatively junior and, therefore, their yield can vary a great deal from year to year. In recent years the yield from these rights has ranged from a high of over 22,259 acre-feet (af) in 2015 to a low of 2,627 af in 2012.

The native storable rights are typically used to meet the small amount of potable demand not met by the direct flow rights and to serve as a reserve supply in case of emergency or severe drought.

### **TRANSMOUNTAIN RIGHTS**

*Transmountain water* is water collected in one river basin transported into another river basin via ditches, tunnels, or pipelines. Once it is moved into the Arkansas basin, water provided by Pueblo Water's transmountain rights, which originate in the Colorado River basin, can be held in storage until needed and can be reused and completely consumed. These water rights include the Busk-Ivanhoe Water System, the Ewing Ditch, the Fryingpan-Arkansas Project, the Homestake Project, the Independence Pass Transmountain Diversion System (Twin Lakes Reservoir and Canal Co.), the Wurtz Ditch and the Wurtz Extension Ditch.

The transmountain water rights' diversion structures are located at high elevations and therefore have relatively small drainages above them. Their annual yields are dependent on the amount of snow pack in the specific drainage area for each right and those yields can vary greatly because of the year-to-year and spatial variability of snowfall. In recent years the yield from these water rights has ranged from a high of 30,396 af in 2009 to a low of 10,650 af in 2012.

### **EXCHANGES**

Pueblo Water has several decreed exchanges that allow reuse of its transmountain water and enable more efficient utilization of all of its storage space. Pueblo Water can exchange the transmountain component of its water returning to the Arkansas River after its initial use back upstream to its intakes and reservoirs. This includes water discharged from the City of Pueblo Wastewater Treatment Plant, from the discharge of the Comanche Plant to the St. Charles River, and from the percolation of landscape irrigation to the Arkansas River alluvium. Pueblo Water can also exchange water among reservoirs and exchange water from its transmountain sources into reservoirs that are not on the main-stem of the Arkansas River, such as Clear Creek, Twin Lakes and Turquoise Reservoirs. The successive reuse of transmountain water by exchange essentially doubles the yield of that water.

### **WATER STORAGE**

Pueblo Water stores its storable water rights in a number of reservoirs, including Clear Creek Reservoir that



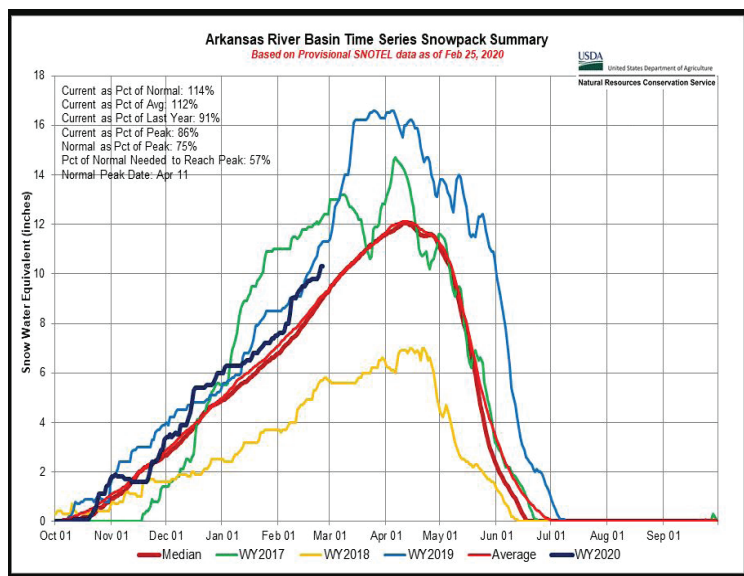
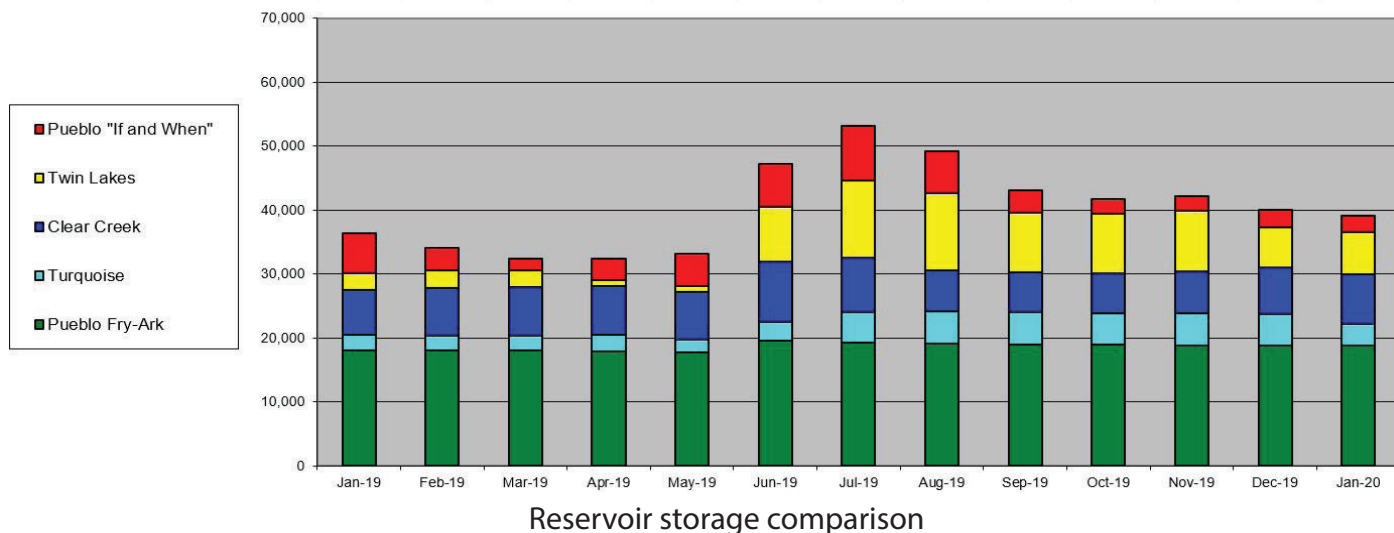
Boating at Pueblo Reservoir

is owned and operated by Pueblo Water. Pueblo Water stores water in Twin Lakes Reservoir by virtue of its ownership of Twin Lakes Reservoir and Canal Co. shares. This reservoir was enlarged and incorporated into the Fryingpan-Arkansas Project, and the Twin Lakes Reservoir and Canal Co. has a storage contract with the Bureau of Reclamation (Reclamation). Pueblo Water also stores water in Turquoise Reservoir (another reservoir that was enlarged and incorporated into the Fryingpan-Arkansas Project), by virtue of its purchase of a portion of CF&I's storage contract with Reclamation. Pueblo Water's Fryingpan-Arkansas Project allocations are stored in Pueblo Reservoir, along with up to 12,000 acre-feet of non-Project water in Pueblo Reservoir on an "if and when" space is available basis.

The following table summarizes Pueblo Water's storage space:

| <u>Reservoir</u>                    | <u>Storage Capacity (af)</u> |
|-------------------------------------|------------------------------|
| Pueblo Reservoir long-term capacity | 12,000                       |
| Pueblo Reservoir Fryingpan-Arkansas | 31,200                       |
| Clear Creek Reservoir               | 9,213*                       |
| Twin Lakes Reservoir                | 12,600                       |
| Turquoise Reservoir                 | 5,000                        |
| <b>TOTAL 70,013</b>                 |                              |

\* Storage capacity at Clear Creek currently is limited for safety; full capacity is 11,439 af



Annual snowpack

### WHY IS STORAGE SO IMPORTANT?

The graph of the Arkansas Basin snowpack shows how much the amount of water provided by Mother Nature can vary from year to year. In order to supply a consistent, adequate amount of water for all uses in Pueblo, some water from bountiful years can be stored in our various reservoirs for use in those years in which the basin is experiencing drought conditions due to the scarcity of water from melting snow.

The different colors on the bar graph represent the various reservoirs we use for storage.

Although we should always use water wisely and not waste a drop of this precious resource, Pueblo Water plans and works to provide adequate supplies so that our customers' use is not restricted.



# Water Quality and Treatment



Water quality laboratory



Filter plant pipe gallery



Process calibration

## WE TREAT IT RIGHT

Pueblo Water is proud to constantly work to produce drinking water that meets or exceeds all state and federal drinking water standards. As these standards continue to become more demanding, we continue to adopt the newest, best methods of treating and delivering the best quality drinking water to you. At the same time, we have managed to keep Pueblo's rates for water well below the average for Front Range cities.

## WHITLOCK TREATMENT PLANT

The Whitlock Treatment plant ushered in the modern era of water treatment for Pueblo upon its completion in 1977. The plant was expanded in 1983, and an additional expansion completed in 2003 resulted in a treatment capacity of 84 million gallons per day (mgd). With Pueblo's peak day water usage currently in the low 50 million gallon range, the plant's treatment capacity is capable of handling Pueblo's growth well into the future.

## TREATMENT PROCESSES

Pueblo Water's treatment regimen meets all requirements of the Safe Drinking Water Act and Amendments. Regulations for water quality are set by the Environmental Protection Agency (EPA) and administered in our state by the Colorado Department of Public Health and Environment (CDPHE).

Treatment processes include:

- Taste and odor control using powdered activated carbon and potassium permanganate
- Disinfection with chloramines (chlorine and ammonia)
- Chemical coagulation with liquid alum and cationic polymers
- Filtering with dual media filters
- Fluoridation for prevention of tooth decay

The average flow in the treatment facility is about 27 mgd with sufficient detention time through the process to meet all State and Federal requirements for drinking water.



Settling pond at Whitlock Treatment Plant

---

## WATER QUALITY CONTROL

Pueblo Water employs one of the most extensive quality testing programs for drinking water in the state. These procedures ensure that Pueblo Water's customers receive high-quality water through rigid quality control measures.

Ensuring the highest quality water possible is not an easy task. Pueblo Water employs seventeen quality control personnel, including eleven Certified "A" Operators, one Assistant Operator Floater, One Treating Plant Supervisor, two Laboratory Specialists and one Water Quality Supervisor. It is their job to see that the highest quality water is produced at the lowest possible cost. Quality assurance and quality control functions include routine testing, treatment process control, and addressing customers' water quality concerns.

At least 180 water quality samples are collected throughout Pueblo's water distribution system each month. These samples are tested for bacteria and basic water chemistry and may be analyzed for inorganic and organic contaminants. Approximately 1,800 process control samples are collected within the treatment plant each month and tested for quality assurance. In addition, a continuous water quality monitoring system maintains quality control not only within the treatment plant, but also the water storage tanks in the distribution system throughout the city. These quality control efforts have been successful, as our water supply has never failed to meet quality standards specified in the Safe Drinking Water Act or its amendments.

Pueblo Water's laboratory personnel were among the first public water utilities to meet EPA laboratory testing standards. Each year Pueblo Water's personnel are required to retest to maintain EPA and CDPHE certification. Just this year, the state's Water Quality Control Division issued a statement recognizing Pueblo Water's outstanding achievements in providing high quality drinking water:

*"The Pueblo Board of Water Works should be recognized as exemplary in water quality, regulatory compliance and transparency. In the regulatory record, Pueblo Board of Water Works has accomplished invariable compliance with all health-based standards for drinking water. Their responsiveness and openness in sharing information with regulators and customers establishes Pueblo Board of Water Works as a trusted partner in public health. The Pueblo Board of Water Works staff have consistently shown enthusiasm over continuous improvement. In terms of their attention to detail and knowledge of their water system, they are an exemplary water system that has set itself up as a leader in the region."*

*- Colorado Water Quality Control Division*

## WHAT ABOUT LEAD?

Possible lead contamination in drinking water has been a high-profile topic as a result of the crisis in Flint, Michigan a few years ago. Although there is no detectable lead in the finished water leaving the Whitlock Treatment Plant, water may possibly pick up lead from plumbing or fixtures in older homes. Pueblo Water protects the public from possible exposure to lead by removing all known lead service lines at no cost to homeowners and by educating customers to protect themselves from any lead that might possibly be contained in household plumbing fixtures.

Although there is not presently any law or regulation requiring lead testing of water in public schools, Pueblo Water has provided laboratory testing of the potable water sources (drinking fountains and kitchen sinks, for example) in every building in the Pueblo City Schools at no charge to the school district. The value of this service was approximately \$150,000.

Based on the laboratory data, Pueblo City Schools personnel have taken remedial action to remove offending fixtures from use, protecting the health of students and staff alike.

Our **Consumer Confidence Report** on water quality is available online at [www.pueblowater.org](http://www.pueblowater.org) under the *Your Water* tab. For more information on water quality or for any questions relating to your drinking water, please call Don Colalancia, Division Manager, Water Quality, Treating, and Pumping, at **584-0265**.

# Delivering Water to All



La Vista pump station



Platteville tank



Replacing main lines

## PUMP STATIONS

After water is treated at the Whitlock Treatment Plant, Pueblo Water's primary pump stations pump the water from the plant to various storage facilities throughout Pueblo Water's service area for delivery to customers of all categories. The total pumping capacity of the primary pump stations is approximately 114.7 million gallons per day (mgd).

Secondary pump stations pump the stored water to all water users, including residences, schools, and businesses. The total capacity of the secondary pump stations is approximately 55.6 mgd.

The Comanche Pump Station, downstream of Pueblo Dam, delivers untreated river water through a pipeline to the Xcel Energy's Comanche power generating station. Leasing this water to Xcel helps to keep rates low for our other customers.

## SYSTEM STORAGE

Pueblo Water's storage facilities include a combination of 18 elevated tanks, ground-level tanks, and an underground reservoir, ranging in size from 1.5 million gallons to 5 million gallons. These storage facilities are associated with each of the primary and secondary pump stations. The tanks have the capacity to store a total of 56.4 million gallons of treated drinking water.

## WATER MAINS

Pueblo's water system is made up of more than 580 miles of mains, varying in size from 3 inches to 84 inches. These mains consist of different materials, including cast iron, ductile iron, steel, galvanized, concrete cylinder, HDPE (high-density polyethylene), PVC (polyvinyl chloride), and Transite (AC).

The larger potable mains, from 20-inch to 66-inch, are used for the transmission of water to various areas throughout Pueblo. Mains from 3-inch to 16-inch are then used to distribute the water directly to customers.

Development within the City limits usually requires the extension of distribution mains only, whereas development outside the City limits may require extension of major transmission mains. Such was the case when Pueblo Water's service area was extended to include the St. Charles Industrial Park when the Vestas wind tower plant came to Pueblo.

The population served by Pueblo Water is approximately 113,000 people, with metered accounts totaling 40,262 as of December 2019. In 2016, a multi-year project to install an automatic meter reading system for all those meters was completed. A 10- to 12-year rotation program will continuously replace/update all the meters and wireless transmitting units.

## FIRE PROTECTION

A critical feature of the distribution system is the fire fighting capability provided by nearly 4,165 fire hydrants throughout the city that are owned and maintained by Pueblo Water. All fire hydrants must be routinely tested and serviced to be sure they will be ready to supply ample amounts of water to Pueblo Fire Department crews on demand when they arrive to protect lives and property by fighting fires. This testing requires opening and running the hydrants at high flow rates, which may appear to some citizens to be a waste of water, but is totally necessary to assure the safety of our community.

## PROJECT UPDATES

During 2019, Pueblo Water continued the Service Line Replacement Program (SLRP) that began in 2015 and protects residential customers from bearing the cost to repair or replace damaged service lines from Pueblo Water's main to their meter. The cost of the program is funded through a \$1 monthly charge to all customers eligible to participate in the program. In 2019, 83 service lines were repaired or replaced by Pueblo Water, of which 10 were lead service lines. The total cost of all service line replacements for 2019 was \$421,203 and the average cost per replacement was \$5,074.74.

In 2019, Pueblo Water continued to make progress with its main replacement program spending \$2.36 million replacing 2.56 miles of mains. Since 2010, Pueblo Water has spent \$15.9 million and replaced 16.14 miles of mains. Pueblo Water will contract to replace approximately 14,500 lineal feet of 8-inch cast iron water pipe, valves and fire hydrants in 2020 at a total budget cost of \$2.42 million. Pueblo Water also has utilized its own crews to install/replace water mains throughout the city. From 2010-19, Pueblo Water crews have installed/replaced 4.64 miles of mains at a budgetary cost of \$1.56 million (labor and equipment not reflected in budgetary costs).

Pueblo Water concluded the process to change the Bessemer Irrigating Ditch Company water rights, purchased in 2009 through 2011, to municipal use. Pueblo Water worked diligently during this 15-year process to ensure its customers' water needs will be met for generations to come.



Replacing main lines



Removal of last wooden main line



Winter at the Comanche pump station

# Taking Care of Business



Excellent customer service

## CARING FOR OUR CUSTOMERS

Our Customer Service Department provides many payment options to make paying a water bill as convenient as possible for our customers: by mail, online payments, monthly auto-pay, over the phone by check or credit card, or in person at our main office. We also offer budget billing to smooth out the seasonal highs and lows of water charges to make budgeting for this important need much easier.

The installation of Automatic Meter Reading (AMR) technology has improved our ability to serve our customers in many ways, including earlier leak detection and more responsive resolution of customer inquiries regarding water consumption.

When a customer has a temporary need for assistance in paying a water bill, our customer service representatives utilize our CARES program (funded by Pueblo Water and administered by Catholic Charities of Pueblo) to assist the customer in a time of need.



Maintaining infrastructure

## FACILITIES AND INFORMATION SERVICES

Every business depends on well-maintained facilities and rapidly evolving technology to stay on top of its game, and Pueblo Water is no exception. Although the plumbing, electrical, heating and cooling of our buildings is “behind the scenes,” they all must function efficiently every day to support all activity at Pueblo Water. Similarly, it is obvious that computer technology is at the heart of all our business processes, from water treatment to distribution system mapping, from financial operations to telephone communication. And it all needs to work, every day, at all hours of the day and night. As with all other departments at Pueblo Water, our professional work force is up to that task.



Pueblo Water's Meter Shop and fleet

# The Value of Water

*We don't often pause to consider the incredible value of a safe, reliable water supply - and the water system that delivers it - in our everyday lives. But consider what tap water does that no other water can do.*

## **ONLY TAP WATER DELIVERS . . .**

### **Public health protection**

In a world where an estimated 3 million people die every year from preventable waterborne disease, Pueblo's water system allows us to drink from any public tap with a high assurance of safety. Pueblo Water treats our drinking water to meet rigorous federal and state water quality standards to protect the health of all in our community.

### **Fire protection**

A well-maintained water system is critical in protecting Pueblo from the ever-present threat of fire. Pueblo Water crews maintain the city's fire hydrants, providing Pueblo's Fire Department the reliable water at an adequate pressure they need to keep lives and property safe.

### **Support for the economy**

Businesses and housing developments do not succeed without a safe and sustainable water supply. Tap water is critical to businesses' day-to-day operation and is often a primary ingredient in attracting new businesses to Pueblo. Since 1984, Pueblo Water has contributed over \$5 million in service to improve Pueblo's economy.

### **The quality of life we enjoy in Pueblo**

Any measure of a successful society - low mortality rates, economic diversity, productivity, and public safety - is in some way related to access to safe water. Add the beauty and recreational opportunities that our parks, golf courses and the Riverwalk Project bring to our lives, and you realize how valuable our most precious resource really is!



# Our Water Future

Pueblo Water maintains a sharp focus on continuing to provide a reliable supply of high-quality drinking water for Pueblo's future growth. To be sure, we can see there are potential threats to the health of our water system in future years – climate change, watershed health issues, invasive species, to name a few.

Although we know significant challenges will continue to emerge over time, our leadership's long-range planning ensures that we will meet those challenges effectively.

## WORKFORCE DEVELOPMENT

The most powerful tool in assuring readiness for what lies ahead is the continual development of our top-notch workforce. Despite the retirement of many long-tenured employees in recent years, Pueblo Water continues to provide excellent service to its customers. We will continue to achieve this through various means, including:

- Our existing workforce undergoes rigorous training to continue its excellent performance.
- Knowledge retention helps retain the wealth of knowledge amassed by retiring employees.
- We maintain very high standards in recruiting new employees.

## WATER SUPPLY

Pueblo Water possesses a strong portfolio of water rights that provides enough water to help us weather the yearly variation in the supply Mother Nature provides us, even through times of drought. To be sure of meeting the city's needs in the future, we are pursuing a change to municipal use of the shares we own in the Bessemer Ditch Company.

## INFRASTRUCTURE

Although infrastructure continues to age, Pueblo Water's 10-year capital plan proactively provides funding to replace aging components, from tanks to pumps and valves. Similarly, our water main replacement program will continue to identify and replace aging mains whose failure might cause disruptions in service.



Jones Tank No. 1 gets a new roof



Workforce development



Bessemer Ditch



Upgrades at the Whitlock Treatment Plant



## **WATER USE**

Water delivered to the Whitlock Treatment Plant (2019): 26,932 acre feet  
 Water delivered to Comanche Pump Station (2019): 12,181 acre feet

## **STORAGE**

|                                      |                         |                       |
|--------------------------------------|-------------------------|-----------------------|
| Water in storage as of Jan.31, 2020: | 7,733 acre feet         | Clear Creek Reservoir |
|                                      | 21,434 acre feet        | Pueblo Reservoir      |
|                                      | 3,373 acre feet         | Turquoise Reservoir   |
|                                      | 6,574 acre feet         | Twin Lakes Reservoir  |
|                                      | <b>39,114 acre feet</b> | <b>Total</b>          |

## **MISCELLANEOUS FIGURES**

|   |  |  |
|---|--|--|
| Customer taps as of December 2019:  | 40,262   |  |
| Population served:  | 113,077  |  |
| Average pumpage per day in 2019:  | 23.168 million gallons                           |  |
| Peak day pumpage in 2019:   | 47.519 million gallons                           |  |
| Record peak day pumpage (July 16, 1997)   | 62.93 million gallons                            |  |
| Per capita per day usage in 2019:   | 195.66 gallons per day (Entire System)           |  |
| Per capita per day usage in 2019:   | 104.42 gallons per day (Inside City Residential) |  |
| Metered consumption:  | 8.075 billion gallons                            |  |
| Treatment plant capacity:   | 84 million gallons per day                       |  |
| Treatment plant capacity will serve a population of up to 200,000* with associated business and industry. |  |  |
| Miles of pipeline:  | 582.07 (3" thru 84" in size)                     |  |
| Number of valves:   | 16,399   |  |
| Number of system fire hydrants:   | 4,165  |  |
| Full-time employees:  | 134  |  |

\* Based on current trends in maximum daily demand



# Resources

## Pueblo Water

[www.pueblowater.org](http://www.pueblowater.org) - 719-584-0250

*Please feel free to contact us with any questions or comments:*

**Seth Clayton** - Executive Director  
[sclayton@pueblowater.org](mailto:sclayton@pueblowater.org)

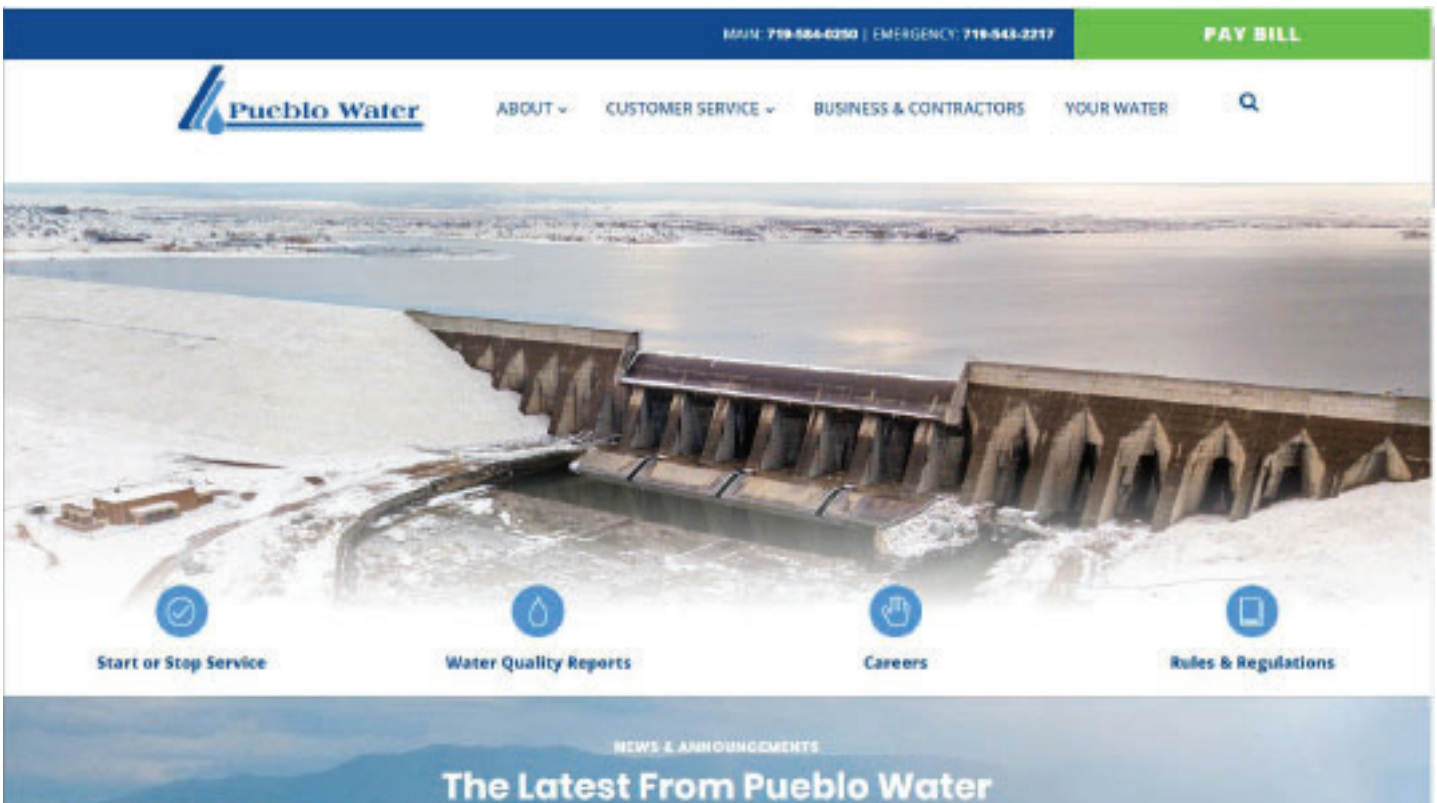
**Matt Trujillo** - Director of Operations  
[mtrujillo@pueblowater.org](mailto:mtrujillo@pueblowater.org)

**Jeanette O'Quin** - Director of Administrative Services  
[joquin@pueblowater.org](mailto:joquin@pueblowater.org)

**Alan Ward** - Division Manager, Water Resources  
[award@pueblowater.org](mailto:award@pueblowater.org)

**Don Colalancia** - Division Manager, Water Quality, Treating and Pumping  
[dcolalancia@pueblowater.org](mailto:dcolalancia@pueblowater.org)

**Joe Cervi** - Public Relations Specialist  
[jcervi@pueblowater.org](mailto:jcervi@pueblowater.org)



Visit our website at [www.pueblowater.org](http://www.pueblowater.org)

# Notes

---

# Notes

---



319 W. 4th Street, Pueblo, CO, 81003 | 719.584.0250 | [www.pueblowater.org](http://www.pueblowater.org)