

Inside Your Water System

Thornton Water Impact Report

Published October 2024

(Covering data from 2023)



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

THORNTONWATER.COM



Your Water Utility at Work

Every day your water travels through 673 miles of pipe connected to 16 water pump stations and two drinking water treatment plants to deliver clean, reliable water to your homes and businesses. As our thriving community grows, your water utility is growing with it to maintain a reliable water supply for our customers, now and in the future. When you pay your monthly bill, you're not only paying for the water you use, but also investing in the upkeep of your water system.

In 2024, Thornton Water celebrated major milestones toward a new water source, invested in maintenance and improvements to every aspect of the water system, and continued raising the bar for our customers' water quality. This report provides details of our full impact in 2023 and into 2024.

The future of water has been officially reimagined with the Thornton Water Project. This 70-mile water pipeline through Adams, Larimer, and Weld counties will provide Thornton Water customers with improved water quality and support a resilient community water system for generations.

Your water utility is comprised of 107 dedicated employees in:

- Water Resources
- Utilities Operations
- Water Treatment & Quality
- Engineering
- Finance
- Legal
- And more!



Water treatment pipes at Wes Brown Treatment Plant

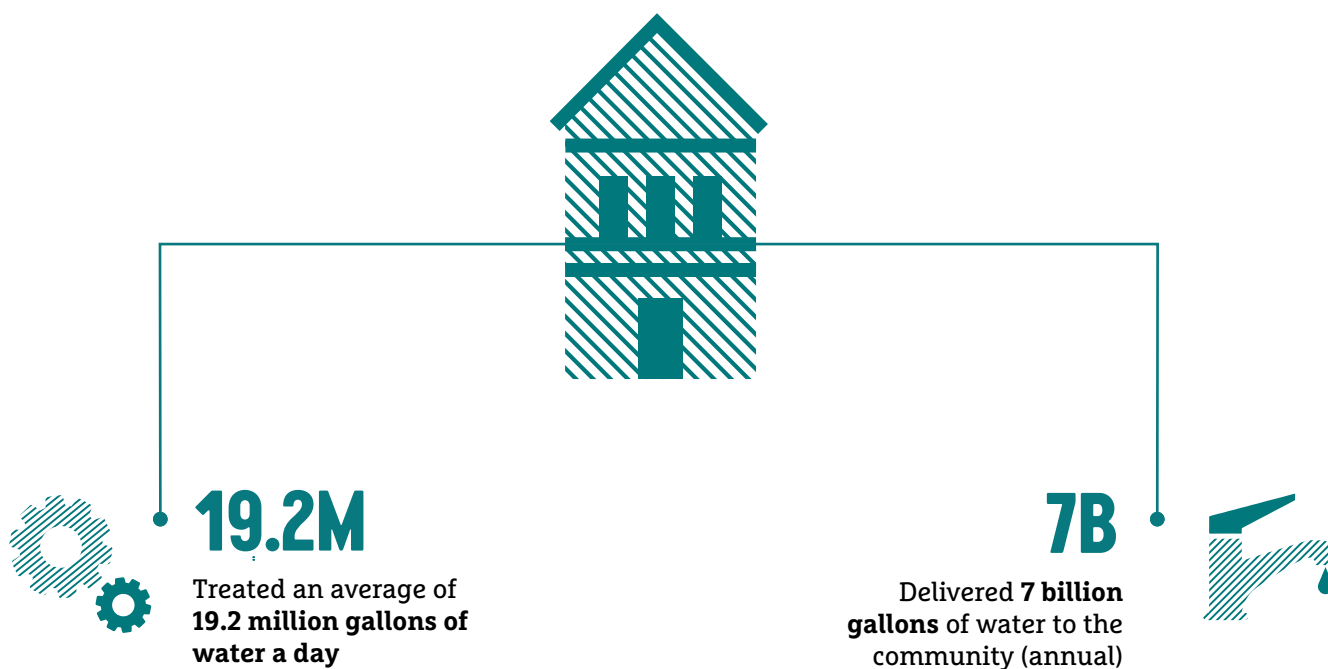
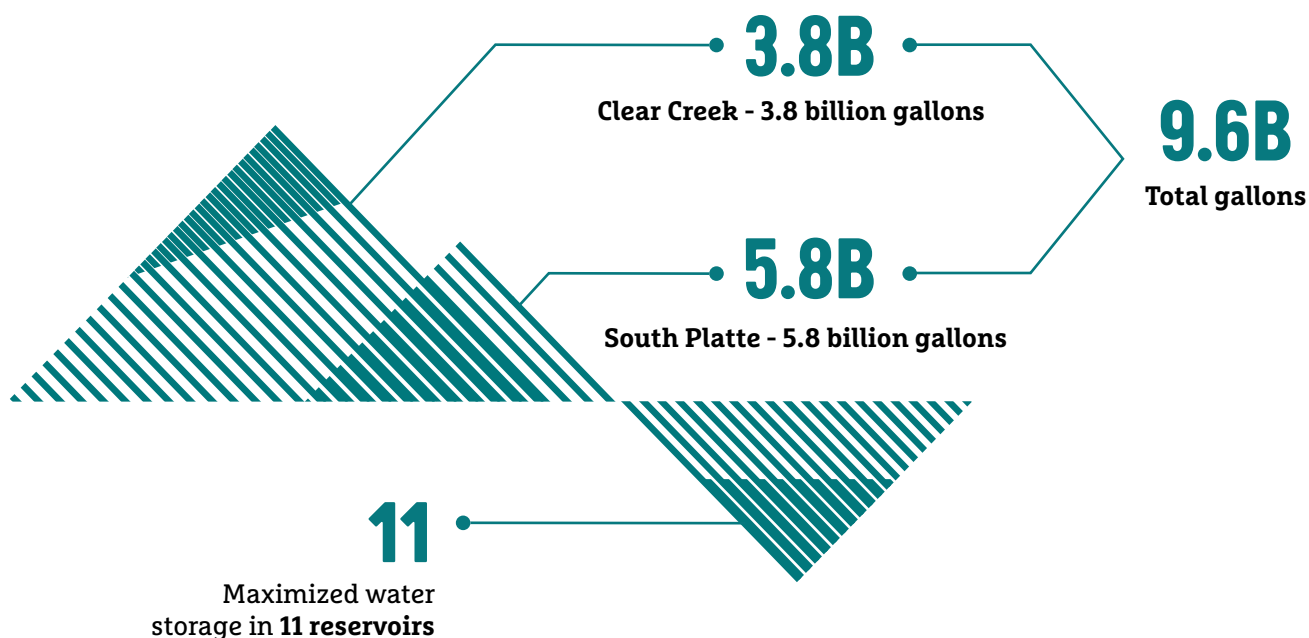


Taking a water sample during water treatment process

Maintaining a Dynamic System

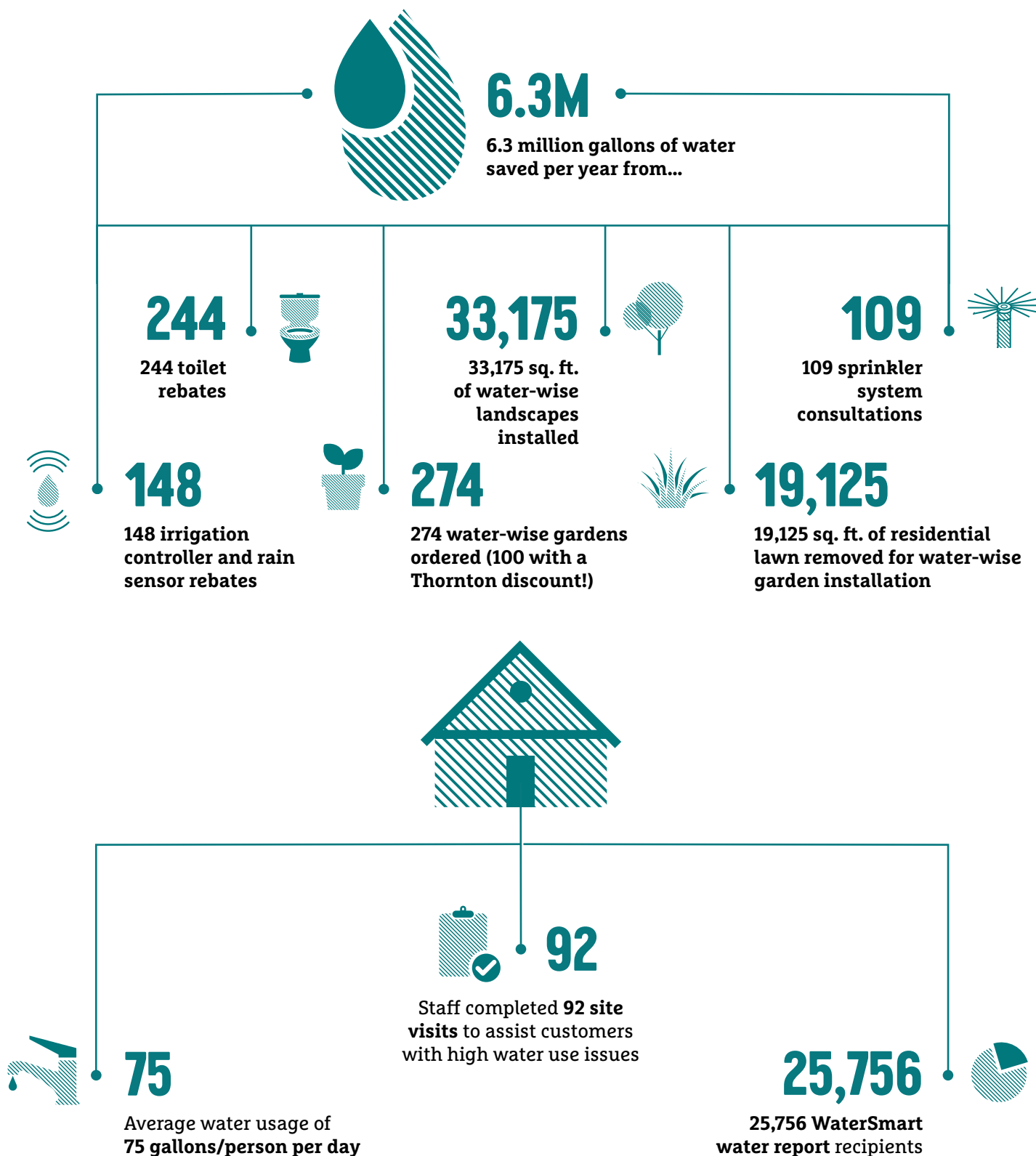
The city of Thornton Water Resources Division obtains and protects the city's water rights to ensure a reliable water supply for all Thornton water customers. Thornton's diverse water portfolio, including senior rights dating back to the 1860s, provides its customers with an adequate and reliable water supply.

How much water came to Thornton from:



Water Efficiency Programs in Action

Thornton provides resources and incentives to help residential and commercial customers save water and manage their utility bills. Visit ThorntonWater.com to learn all about our popular programs.



Thornton Water Project in Progress

The Thornton Water Project is a pipeline that will bring water purchased by Thornton in the 1980s, through Larimer, Weld, and Adams counties, to our city. This investment will help deliver the clean, reliable 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 agricultural neighbors to ensure environmental stewardship. Learn more at ThorntonWaterProject.com.



70 70-mile-long, 42-inch underground pipe



28 28 miles of pipe in construction in Adams and Weld counties (Segments A and B) as of Q4 2024



600

Over 600 permits are being acquired



7 7 miles of pipe installed in Weld County (Segment D)



95% 95% of easements acquired for construction in Weld County

100% of easements acquired for construction in Adams County

100%



21

21 miles of pipe in design in Weld and Larimer counties (Segments E and F)

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 623 miles of water lines and related facilities like fire hydrants, valves, and water taps, and 514 miles of sewer lines/infrastructure. To learn more about Utilities Operations, visit ThorntonCO.gov/city-services/water/lines-hydrants-meters.



1,250

Received and responded to **1,250** after-hours calls



30

all within **30 minutes** of contact



56

Repaired **56 water lines** with minimal service disruptions



40,890

Provided monthly meter readings for **40,890** residential and



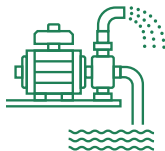
2,784

2,784 commercial customers



213

Completed **213 commercial meter** accuracy tests



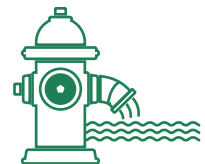
16

Continuously monitored and maintained **16 pump stations**



6

and **6 emergency** generators



5,774

Operated **5,774 hydrants**



18

repaired **18 hydrants**



3

and replaced **3 hydrants**



100%

Maintained all diversion structures and reservoirs for **100% operational capacity**



905

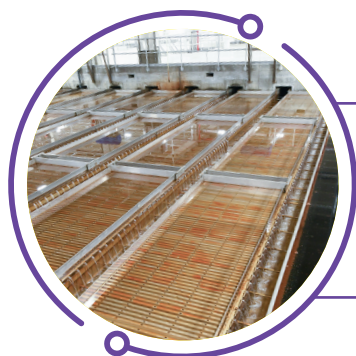
Exercised **905 distribution valves**

Quality Water, Quality Service

Water Treatment & Quality handles all the water treatment activities, source water monitoring, drinking water compliance, customer service, and much more. Visit ThorntonCO.gov/waterinfo for more information.



- Performed **12,700** analyses on **2,652** treated water samples
- Performed **17,888** analyses on **4,358** source water samples
- Performed **23,800** process control lab analyses



- Produced an average of **19.16** million gallons of drinking water per day
- Peak production of **37.79** million gallons on Aug. 23, 2023
- Resolved **284** cases of customer concerns



- Optimized **taste and odor control** best practices
- Maintained **PFAS removal** at the Wes Brown Water Treatment Plant below state and federal regulatory requirements

\$110,000

Received \$110,000 for monitoring and Powdered Activated Carbon to **reduce PFAS concentrations in customer's drinking water**

\$100,000

Received \$100,000 for **a state-of-the-industry PFAS lab instrument**





Long Draw Reservoir

Protecting and Providing Our Most Valuable Resource

Our mission is to be a top water utility by always providing 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.

Upcoming Priorities

- Energy efficiency measures added to the following facilities:
 - Zone 3-4 Pump Station.
 - Zone 5 Booster Pump Station.
 - Zone 3A Pump Station.
 - McKay Raw Water Pump Station.
- Complete the installation and implementation of Advanced Metering Infrastructure (AMI).
- Complete major construction milestones on the Thornton Water Project.
- Construct two new finished water storage tanks.
- Improvements at the Thornton Water Treatment Plant:
 - Solar installation.
 - Winter automation.
 - Installation of a PFAS removal treatment facility.



Grand Ditch



Spillway at Long Draw Reservoir



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