

Inside Your Water System

Thornton Water Impact Report 2024

Published June 2025

(Covering data from 2024)



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

THORNTONWATER.COM



An Effective Water System

When you turn on a faucet in Thornton, you are accessing water that has traveled from snowmelt in the Colorado mountains through a series of rivers, reservoirs, pipes and treatment and filtration process to reach your tap. The hardworking team at Thornton Water works around the clock to ensure our community maintains a clean and reliable water supply, now and in the future.

In 2024, Thornton was recognized with the Gold Award for Exceptional Utility Performance. This accomplishment recognizes member water systems that exhibit high levels of performance in the areas of community sustainability, customer experience and satisfaction, enterprise resiliency, financial viability, infrastructure strategy and performance, operational optimization, reliability and regulatory requirements, stakeholder understanding and support, water resource sustainability, and workforce development.

We are honored to deliver these high standards to our customers and are always looking toward the future of water quality and resiliency for our community. In 2024, we continued to expand your water supply through the ongoing construction of the Thornton Water Project, conducted necessary maintenance and improvements throughout your water system, and invested in additional testing and monitoring systems to ensure the quality of your water. This report details the full impact of your water utility for the year.

Your Water Team – 133 dedicated individuals working in:

- Utilities Operations
- Thornton Water Project Development
- Water Resources
- Agricultural Stewardship
- Water Quality
- Water Treatment
- Real Estate Management
- Utility Billing
- Water Law



Water treatment testing



Water pipes at Thornton Treatment Facility



Ozone injection and instrumentation in the treatment process



Spillway at Long Draw Reservoir



Snowy Egret at Thornton's Gravel Lakes

Maintaining a Reliable Water Supply

The Water Resources Division is responsible for acquiring, protecting and maintaining Thornton's water supply for now and into the future, all in an environmentally responsible manner. This division currently manages water rights in the South Platte, Clear Creek and Cache la Poudre River basins. For each basin, Thornton monitors streamflow conditions, weather, and drought indicators to anticipate impacts to the water supply and make operational changes to best utilize the supplies available.

Flow and reservoir levels are monitored, measured, and recorded daily to ensure that Thornton-owned water resources are accurately used. These levels are accounted for in the Thornton Water system to ensure dependable delivery of water to homes and businesses in Thornton.

Water Resources also ensures that future water needs will be met by securing water supplies and conducting continuous maintenance and operations throughout Thornton's diverse water system.

For more information, visit ThorntonCO.gov/City-Services/Water.



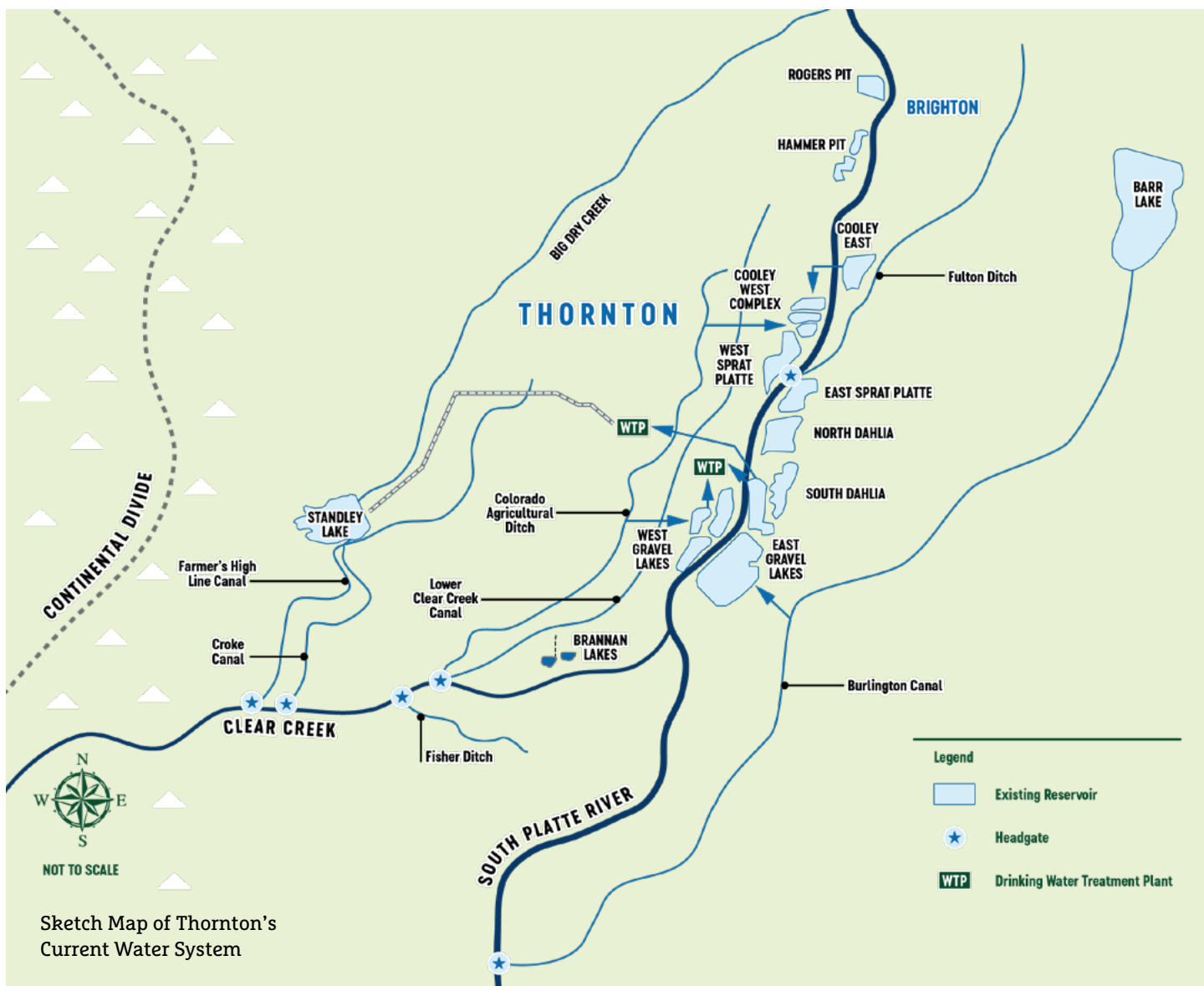
Standley Lake



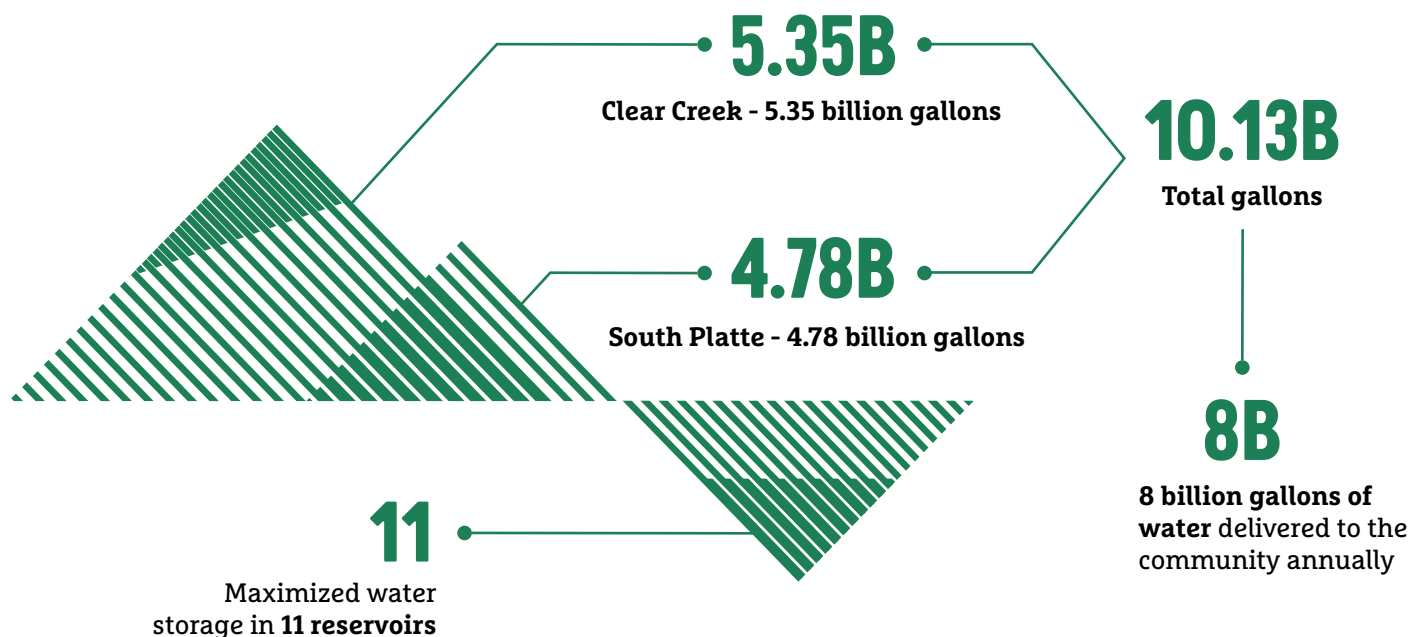
Supply staff monitoring daily water levels



The Grand Ditch



How much water came to Thornton from:



Quality Water, Quality Service

Each day, Thornton Water technicians monitor water demands and divert water from the reservoirs to Thornton's two water treatment plants. In each plant, the water is thoroughly analyzed, treated, and tested to ensure drinking water compliance. To verify every drop is up to Thornton's high standards, in 2024, Thornton Water team members:



- Performed **14,000** analyses on **3,436** treated water samples
- Performed **18,800** analyses on **4,300** source water samples
- Performed **23,800** process control lab analyses



- Produced an average of **21.74** million gallons of drinking water per day
- Peak production of **44.98** million gallons on July 13, 2024
- Resolved **163** cases of customer questions



- Optimized **taste and odor control** best practices
- Maintained **PFAS removal** at the Wes Brown Water Treatment Plant below draft MCL rules

As water quality needs continue to evolve, Thornton Water remains on the forefront of innovation and planning for a clean water future. In 2024, the EPA finalized health limits for six per- and polyfluoroalkyl substances, also known as “PFAS” compounds. The Thornton Water team has worked quickly to upgrade its drinking water laboratory and train staff to analyze for these compounds in-house. While the EPA limits won’t go into effect until 2029, Thornton has been able to meet PFAS limits by controlling source water blends and increasing treatment chemical dosing to continue delivering clean water to our customers each day.

To ensure long-term resiliency to contaminants, the city is also currently in the design phase for treatment upgrades at the Thornton Treatment Plant to remove PFAS. Construction is estimated to be completed in 2027. Meanwhile, the city remains involved in ongoing litigation against makers and users of PFAS compounds to help recoup capital improvement and ongoing treatment costs.

Visit ThorntonCO.gov/waterinfo for more information.

Investing in a Quality Water Future



\$308,000

Invested \$308,000 for additional Powdered Activated Carbon for **PFAS removal** at the Wes Brown Water Treatment Plant

\$1,000,000

Invested \$1,000,000 for the **design of PFAS removal system** at the Thornton Treatment Plant

\$1,050,000

Dedicated \$1,050,000 for **Powdered Activated Carbon storage improvements** at Wes Brown Water Treatment Plant



Wes Brown Water Treatment Facility and Gravel Lakes

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 675 miles of water lines and related facilities like fire hydrants, valves, and water taps, and 514 miles of sewer lines/infrastructure.



1,206

Received and responded to **1,206** after-hours calls



30

all within **30 minutes** of contact



54

Repaired **54 water lines** with minimal service disruptions



41,590

Provided monthly meter readings for **41,590** residential and



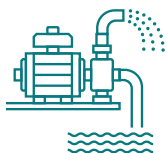
2,342

2,342 commercial customers



657

Completed **657 commercial meter** accuracy tests



16

Continuously monitored and maintained **16 pump stations**



6

and **6 emergency generators**



5,774

Operated **5,774 hydrants**



58

repaired **58 hydrants**



9

and replaced **9 hydrants**



100%

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



1,170

Exercised **1,170 distribution valves**

The Utilities Operations team works all hours of the day and night in all weather conditions to ensure clean and reliable water for Thornton's customers. We are proud of the quality customer service our staff delivers each day and attribute this success to extremely low staff turnover and a high-performing team led by an excellent group of supervisory leaders.

In addition to their day-to-day successes, in 2024, the Utilities Operations team completed a service line inventory and delivered a potable water report to the Colorado Department of Public Health and Environment. This service line inventory identified the materials on both the utility-owned and customer-owned portions of all service lines. We are pleased to announce that **no lead service lines** have been identified in the utility service area. Our team continues to monitor for the presence of lead and is here to help keep your water clean and lead-free.

Learn more about the Utilities Operations team at ThorntonCO.gov/city-services/water/lines-hydrants-meters.



Water pipe replacement

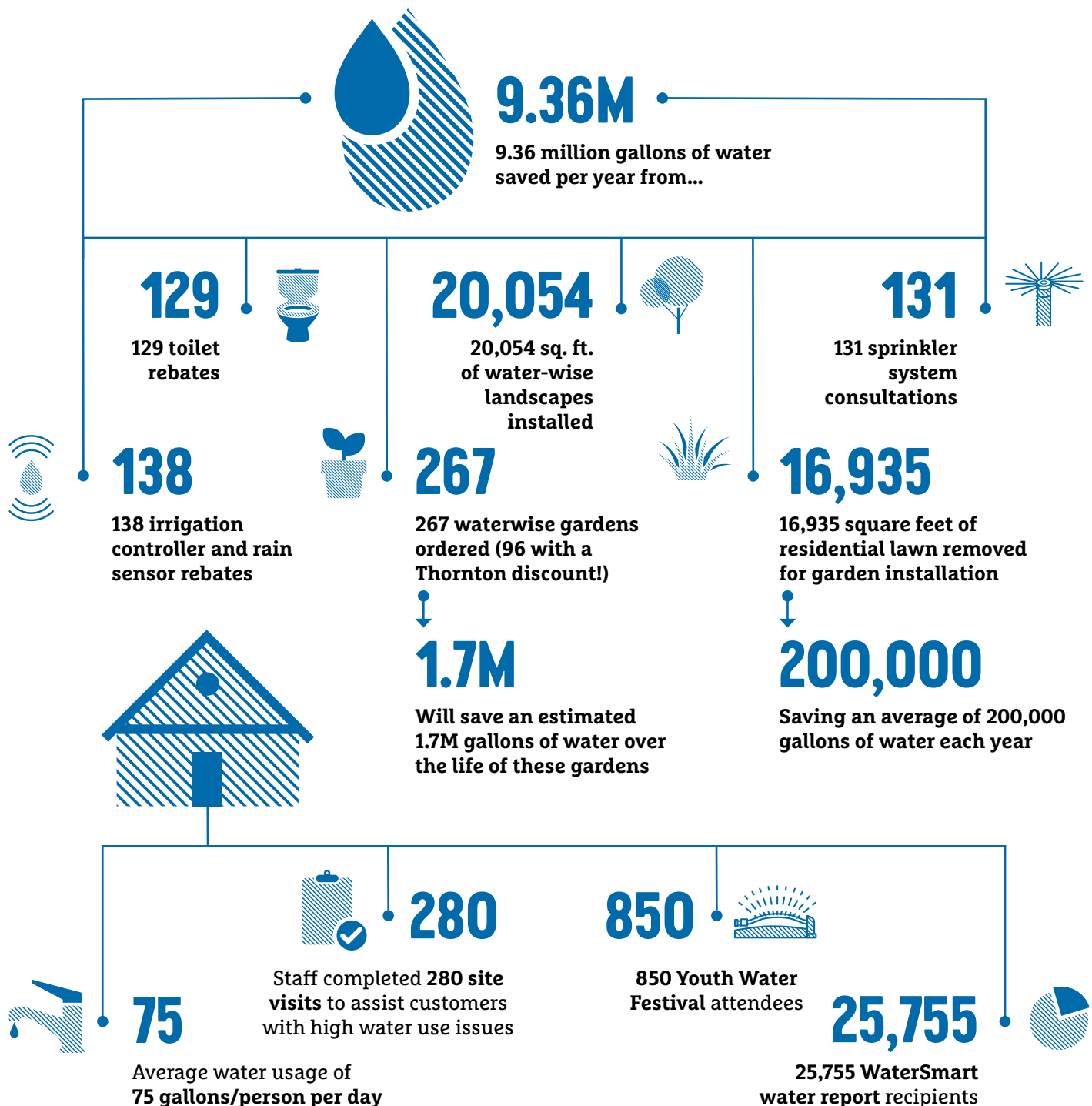


Hydrant flushing program

Conserving Our Most Precious Resource

The Water Efficiency team promotes and supports water efficiency in Thornton through free and discounted programs, services, incentives, and resources. Residential, commercial, and HOA customers can receive support to update outdated fixtures and toilets, overhaul their landscape with waterwise plants, install irrigation controllers and rain sensors, and more.

Water efficiency programs reduce water demand, and those savings extend our community's water supply. Water saved is much more cost-effective than purchasing expensive water rights.



The Water Efficiency Team continues to work closely with customers to reduce water demand. Our per-person daily water usage is among the lowest in the state and our team continues to focus on providing resources that help our customers save water and lower their water bills.

Through grants and partnerships with nonprofit organizations, our team has been able to move projects forward that will benefit our community's long-term water efficiency and support our customers. Working with the Alliance for Water Efficiency and the Mile High Youth Corps, we launched a pilot program to provide free retrofit services and fixture upgrades to income-qualified residents. In partnership with the WaterNow Alliance, we developed targeted commercial, industrial, and institutional (CII) water use benchmarks for key business types to help better track and forecast water demand and inform efforts to develop a more equitable tap fee structure in the future. And with Resource Central, we provided our customers with discounted Garden In A Box kits, lawn removal services, sprinkler evaluations, and educational seminars that will collectively save nearly a million gallons of water annually.

In addition, in 2024 Thornton Water completed the majority of the infrastructure updates needed for Thornton's Advanced Metering Infrastructure (AMI) Project. This exciting new program will roll out to customers in 2025 and will allow you to view near-real time measured daily water usage in the online portal. This information will help you understand your water use habits and spot potential leaks. You can also set up alerts to be notified of unusually high usage to catch and repair leaks quickly before losing too much water or causing costly damages.

Visit ThorntonWater.com for more information.



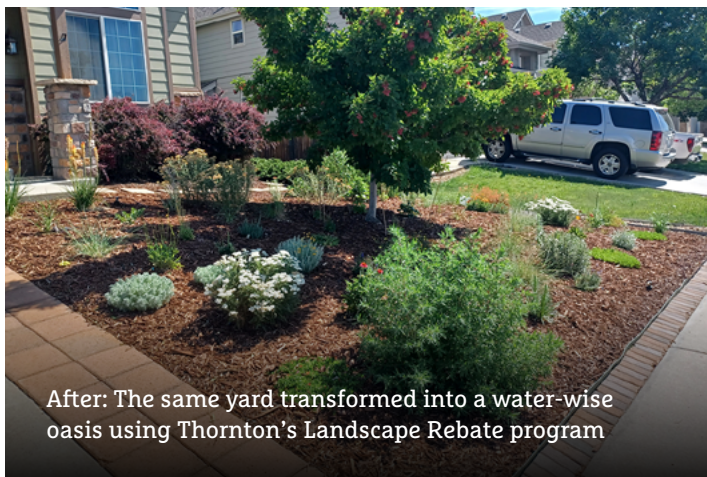
Before: A Thornton yard with traditional turf



After: The same yard transformed into a water-wise oasis using Thornton's Landscape Rebate program



Before: A Thornton yard with traditional turf



After: The same yard transformed into a water-wise oasis using Thornton's Landscape Rebate program

Thornton Water Project Underway

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 pipeline project will not divert additional water from the Poudre River. This water has been diverted from the river and used for farming within the Water Supply and Storage Company's irrigation system for over a century.

Thornton secured its permission to finish the Thornton Water Project in May of 2024 with the approval of the Larimer County 1041 permit. Construction is well underway and is expected to be completed in 2028. In addition to pipeline construction, in 2025 the Thornton Water team will continue with land acquisition work, source water pump station design and construction, miscellaneous facility construction, and testing and start-up of the pipeline and pump station to prepare for the addition of this new water source to the Thornton Water system.

Learn more at ThorntonWaterProject.com.



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



11.5 miles of pipe have been installed, 16% of the total

11.5



600

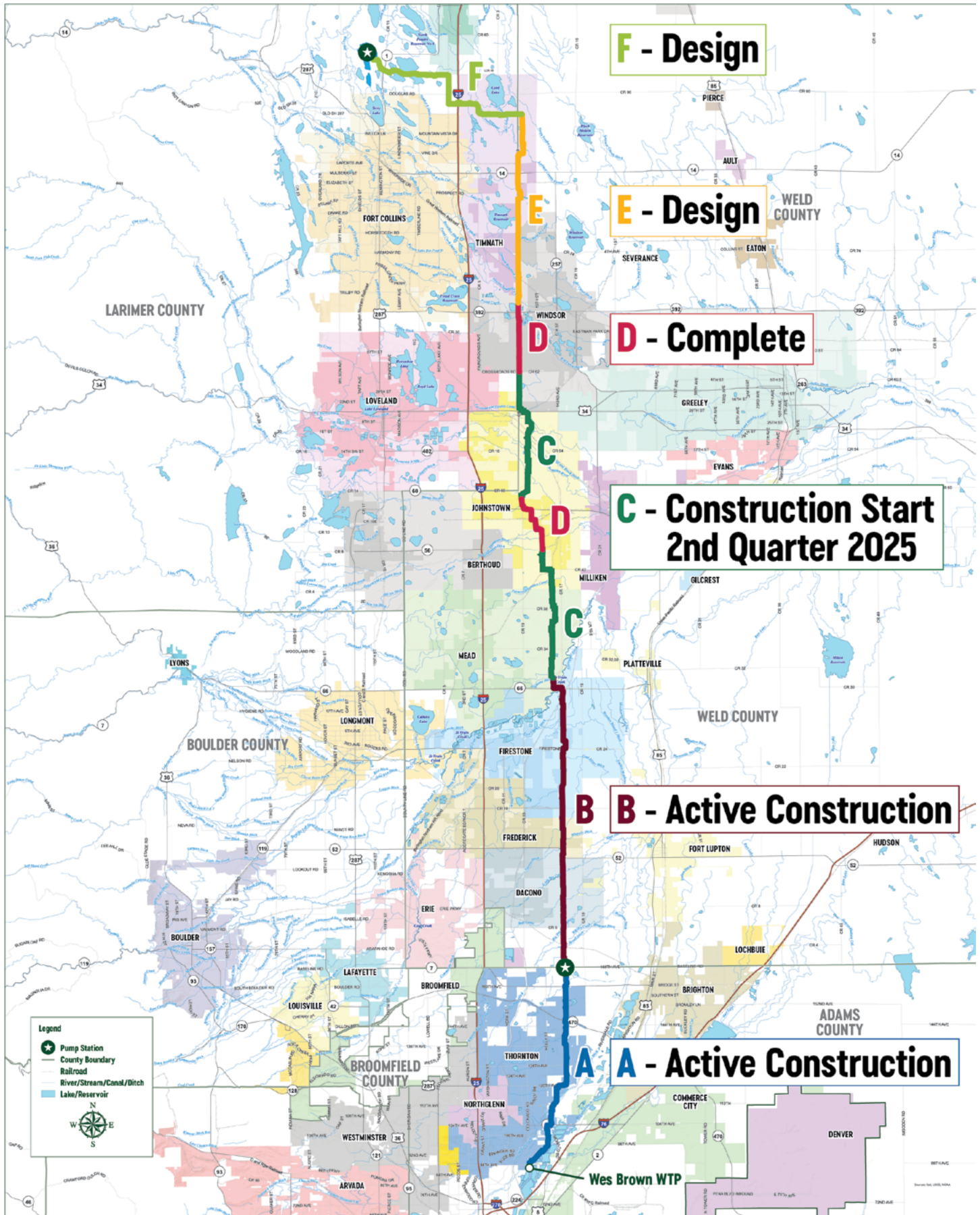
Over 600 permits are being acquired



100% of easements acquired for construction in Adams and Weld Counties

100%

Thornton Water Project Status





South Platte River

Protecting and Providing Our Most Valuable Resource

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

Upcoming Priorities:

- Implement Advanced Metering Infrastructure and roll out new features to customers.
- Complete major construction milestones on the Thornton Water Project.
- Update the Thornton Landscape Code to continue supporting new development with water efficiency in mind.
- Continue design and begin procurement for the construction of a new PFAS removal treatment facility at the Thornton Water Treatment Plant. This project will:
 - Continue optimization of water treatment systems
 - Implement the 2025 Water Efficiency Plan



Standley Lake



Water Flow Measurement Flume



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