

Inside Your Water System

Thornton Water Impact Report 2025

Published July 2026

(Covering data from 2025)



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THORNTONWATER.COM



Built for Resiliency

More than 226,000* Thornton Water customers reach for a faucet, turn on a hose or flush a toilet each day with the assurance that they will have clean, reliable water to meet their daily needs. Before that water arrives for their use, it starts as snowmelt high up in the mountains. Each spring, it travels downstream to Thornton where it is stored, treated, and delivered to customers. Along the way, dedicated Thornton Water team members test and treat the water to align with national and local safety standards and remove potential contaminants.

In 2025, the Advanced Metering Infrastructure (AMI) program officially launched, helping customers track their water use in near-real time to quickly catch leaks and learn how to improve their efficiency. On the infrastructure side, the construction of the Thornton Water Project continued, building toward access to a new water source that will improve resiliency and water quality for all customers. Meanwhile, 2025 also marked the start of design of an additional water treatment process to remove per- and polyfluoralkyl substances, also known as PFAS, enhancing the quality of the water we deliver to our customers.

Throughout the year, we 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 workers in:

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

*Thornton's service population includes City residents, extraterritorial customers, visitors, commuters, and people who work and go to school but do not live in the City.



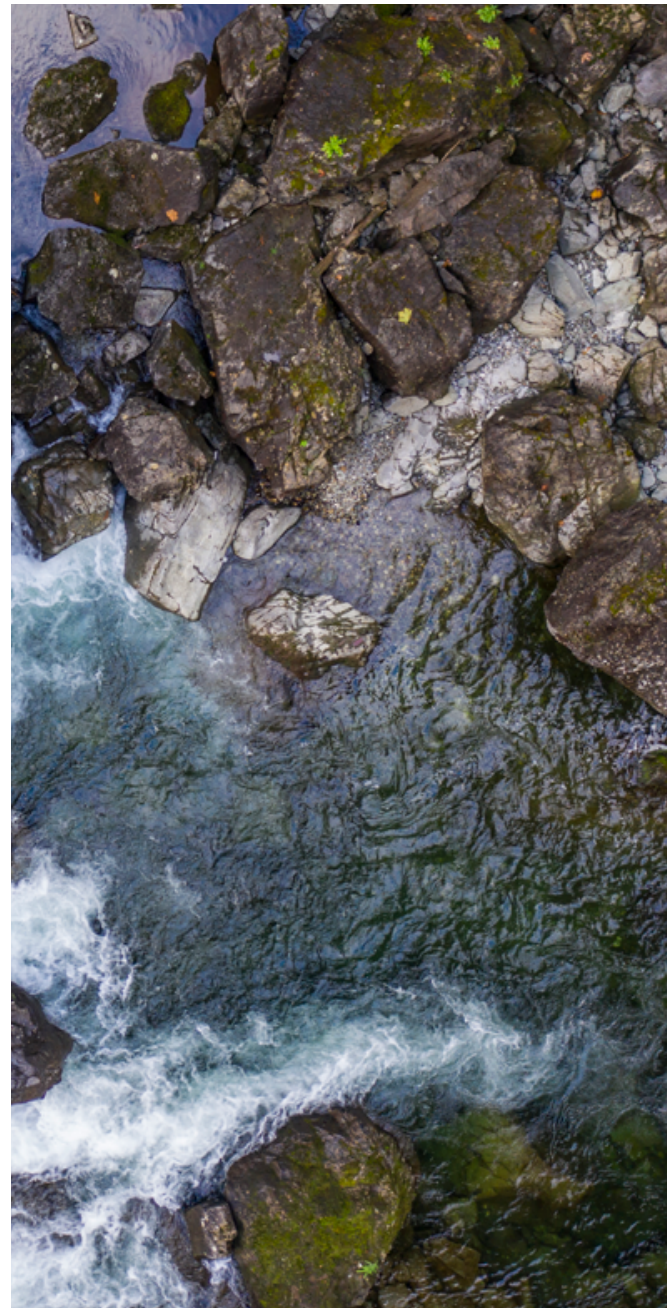
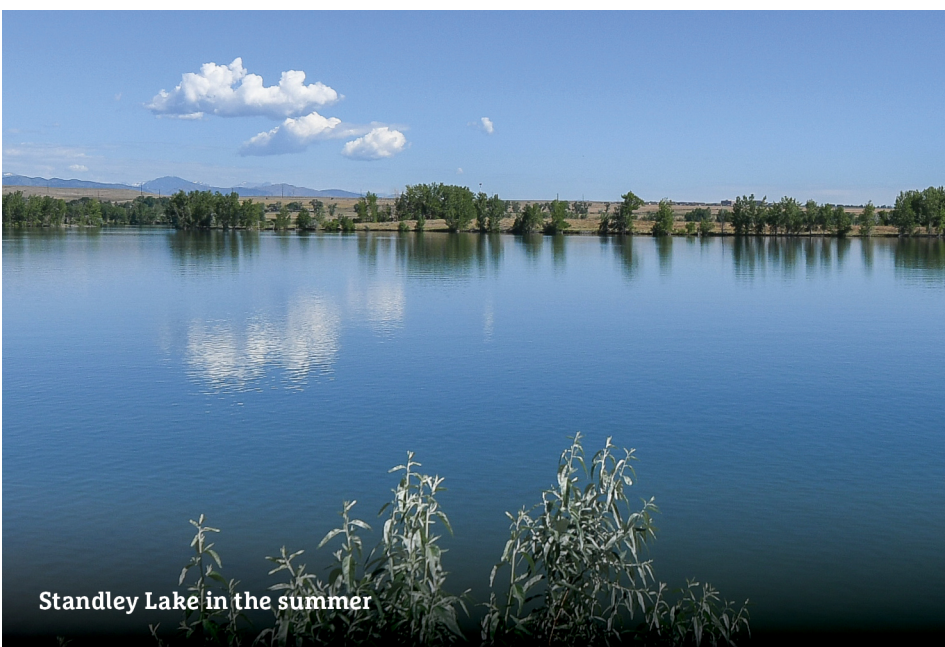


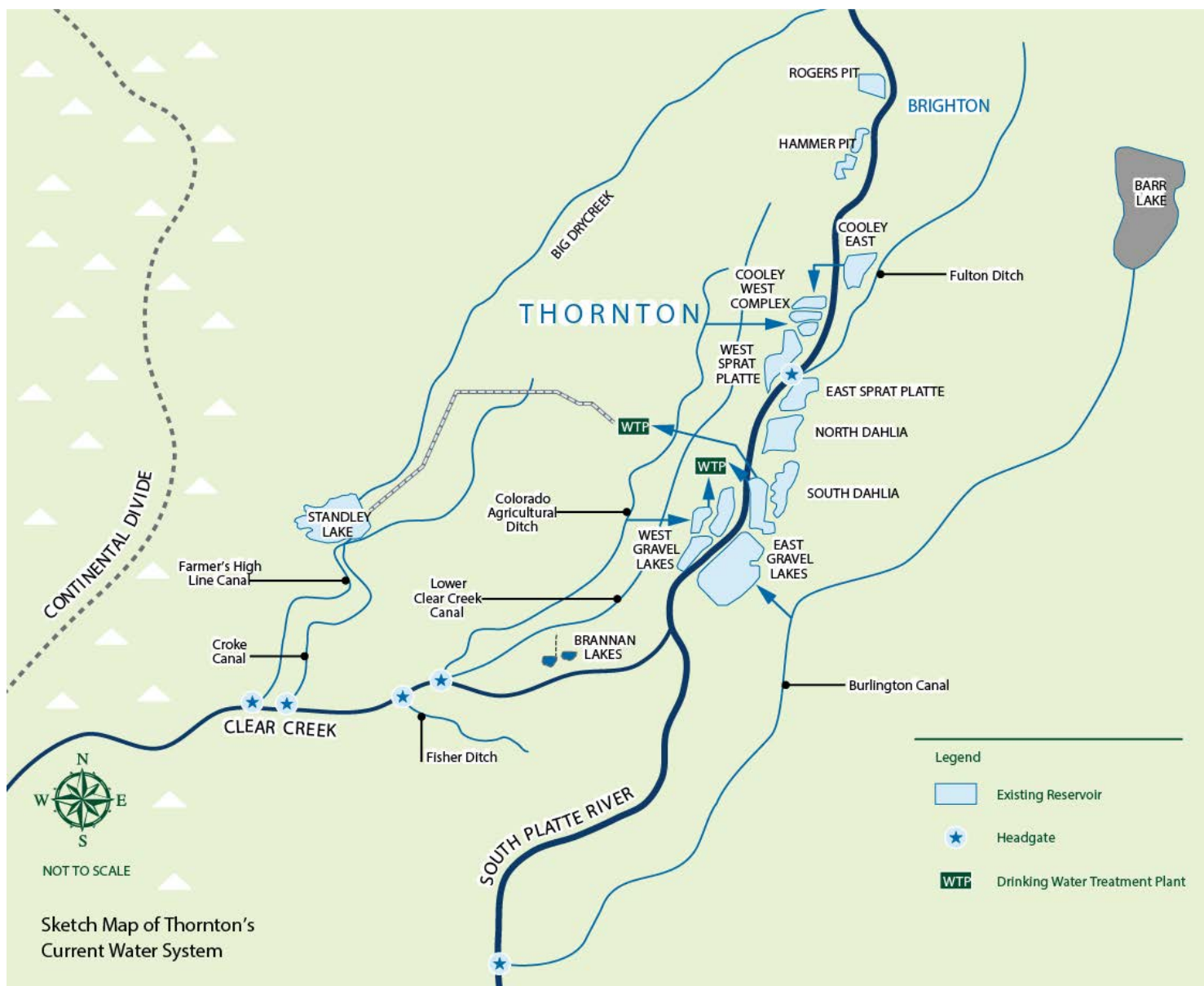
Balancing Water Resources

The Water Resources Division is responsible for ensuring that Thornton has an adequate water supply now and into the future. This division manages water rights in the Upper 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.

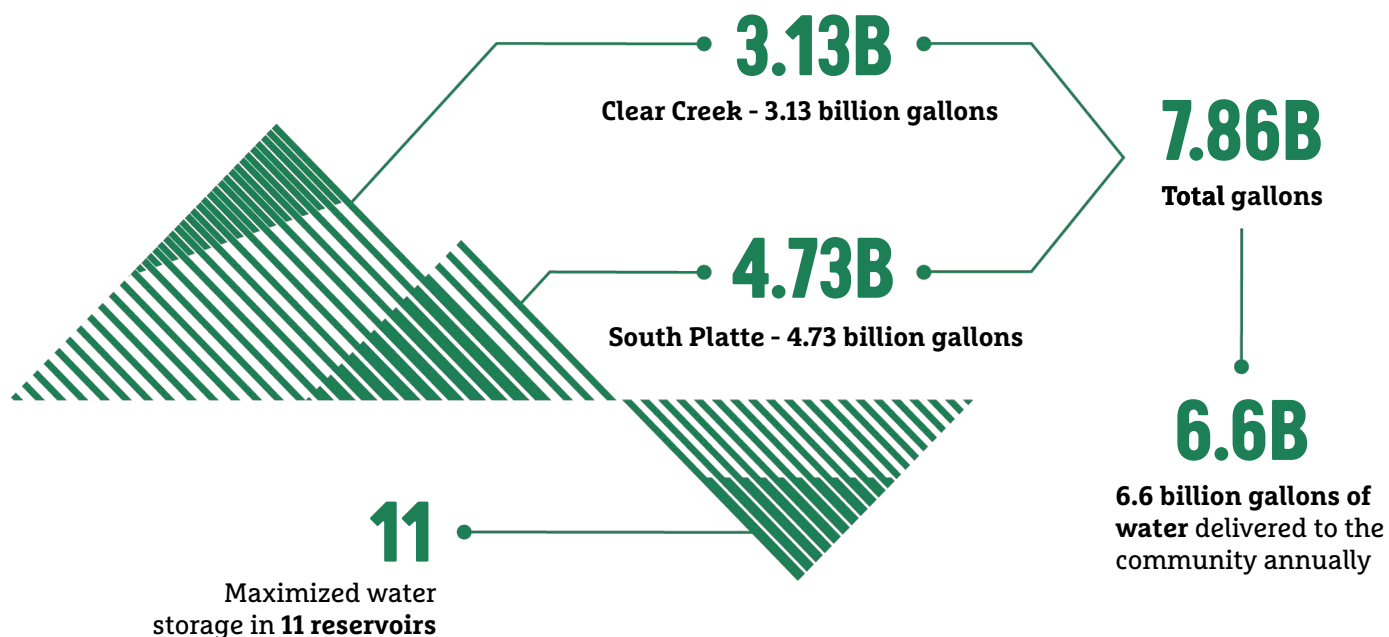
Each day, Thornton staff move the water rights the city owns from rivers to the city's reservoirs with the goal of keeping the reservoirs as full as possible. This water is measured and recorded on a continuous basis, and these water accounting records are then sent to the Colorado Division of Water Resources, which is charged with administering all water rights in the state.

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.





How much water came to Thornton from:



Quality Water, Quality Service

Lab Technicians and Analysts, Certified Plant Operators, and Instrumentation and Controls Experts with the Water Treatment and Quality team analyze, test, treat Thornton's water from source waters through the two water treatment plants and all the way to your tap to ensure drinking water compliance. In 2025, this team:



- Performed **14,000** analyses on **3,436** treated water samples
- Performed **18,000** analyses on **4,300** source water samples
- Performed **22,175** process control analysis throughout the water treatment plant process



- Produced an average of **21.06** million gallons of drinking water per day
- Peak production of **40.71** million gallons on 8/7/2025
- Resolved **162** 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

Investing in a Quality Water Future



- **2025 Pipe Rehabilitation – \$3,935,000**

This annual Pipeline Rehab program replaces segments of pipeline in the water distribution system that are damaged/deteriorated and most likely to fail. Approximately ~5,000 feet of pipeline are replaced every year. The annual Valve Replacement program replaces water distribution isolation valves that are damaged, deteriorated or non-operational. Typically, 25 to 35 valves are replaced every year.

- **Thornton Water Treatment Plant PFAS Treatment – \$89,908,636**

This program will span 2025/2026 between design and construction of granular activated carbon contactor basins for PFAS treatment at the Thornton Water Treatment Plant. The project also includes a pump station and building to be located west of the treatment plant.

- **West 112th Ave & Cherokee St Water Tank Painting and Repairs – \$1,700,000**

This four million gallon steel water storage tank underwent critical preventative maintenance, including installation of a new roof venting system and floor repairs. In addition, the interior of the tank was sand blasted, re-coated, and re-painted. This interior coating protects against corrosion, contamination and structural damage, helping to extend the tank's lifespan.

Visit ThorntonCO.gov/waterinfo for more information.



Water Treatment and Quality Team

Keeping It All Flowing Smoothly

Utilities Operations is responsible for metering/meter reading; the operation, maintenance, and repair of the treated water distribution and wastewater collection systems; and the maintenance of the drinking water treatment plants. This includes 675 miles of water lines and related facilities like fire hydrants, valves, and water taps, and 514 miles of sewer lines and related infrastructure.



744

Received and responded to **744** after-hours calls



30

all within **30 minutes**



78

Repaired **78 water lines** with minimal service disruptions



41,992

41,992 residential customers



2,378

2,378 commercial customers



384

Completed **384 commercial meter** accuracy tests



16

Continuously monitored and maintained **16 pump stations**



6

and **6 emergency generators**



6,004

Operated **6,004 hydrants**



47

repaired **47 hydrants**



4

and replaced **4 hydrants**



100%

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



953

Exercised **953 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 commitment of this team which performs both routine maintenance and emergency response with exceptional customer service.

In 2025, the Utilities Operations team finished upgrading 25,000 residential meters to meters that read water use by the gallon compared to the 10-gallon or even 1,000-gallon system used previously. With more specific data and daily readings, customers are able to detect water leaks early, preventing thousands of gallons of water lost to leaks. Customers can now use the WaterSmart portal to check for leaks, set alerts and track their daily water use online.

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

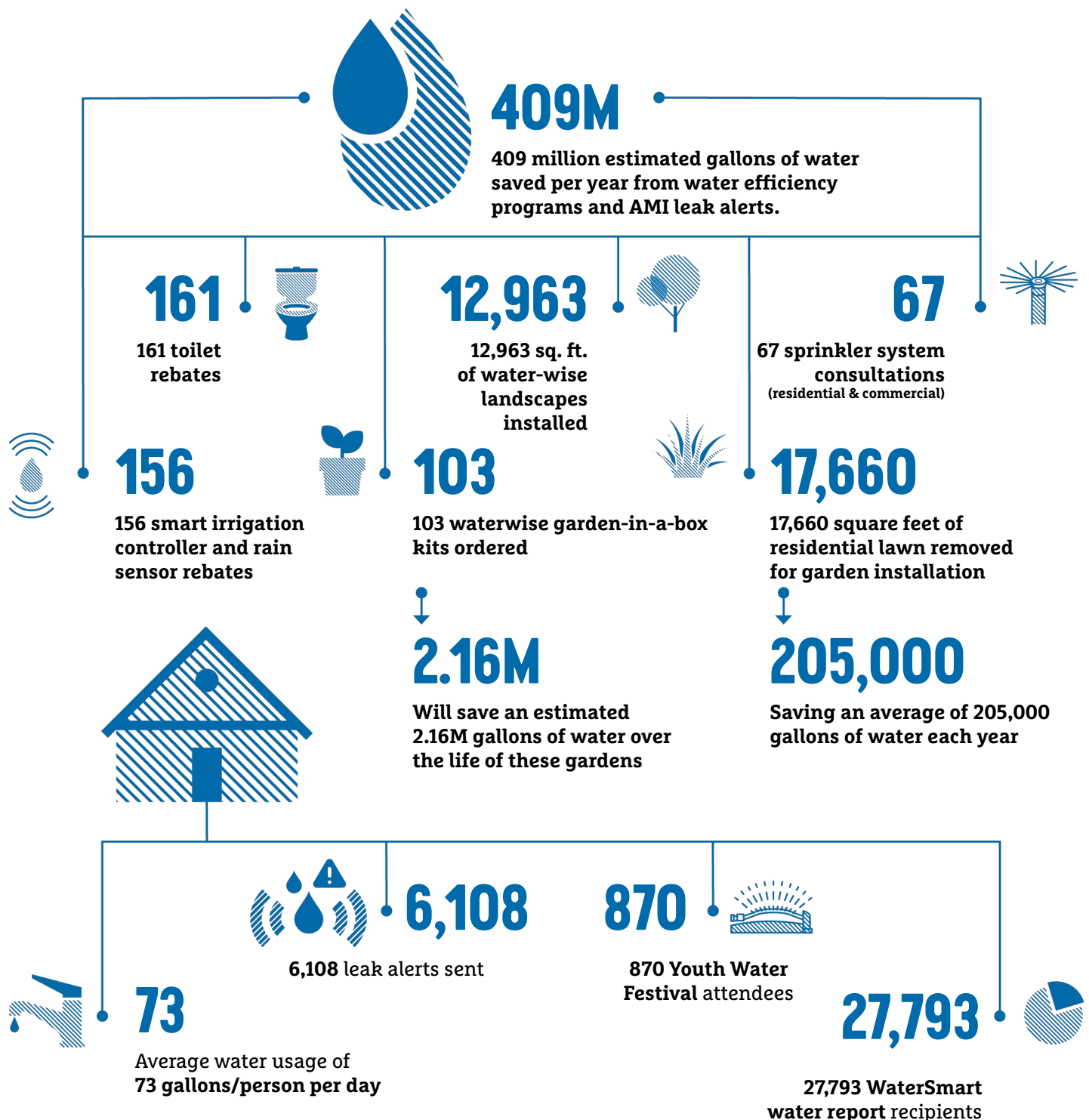


Meter staff meeting with a property manager about water

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/Multifamily customers can receive support to update outdated fixtures and toilets, overhaul their landscape with waterwise plants, install smart irrigation controllers 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.



Thornton Water is a Gold Level Member of the Colorado Green Business Network, a recognition of our leadership in resource reduction and environmental management. Thornton is committed to sustainability and actively supports water conservation, engaging the community in preserving natural resources. As part of the Colorado Department of Public Health and Environment's Green Business Network, Thornton Water's efforts contribute to a healthier Colorado.

The water efficiency team works closely with water 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 customers save water and lower their water bills. Thornton's latest Water Efficiency Plan was approved by City Council in August of 2025 and will guide Thornton's water efficiency efforts for years to come.

Visit ThorntonWater.com for more information.



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.

In 2025, pipeline construction status is half-way complete, 35 miles of pipeline construction remain through 2026 to 2028. In 2026, the Project team will complete its Larimer County land acquisition work, as well as all remaining designs for pipeline, pump station and development planning for testing and start-up operations.

Learn more at ThorntonWaterProject.com.



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



35 miles of pipe have been installed, 49% of the total

35



600

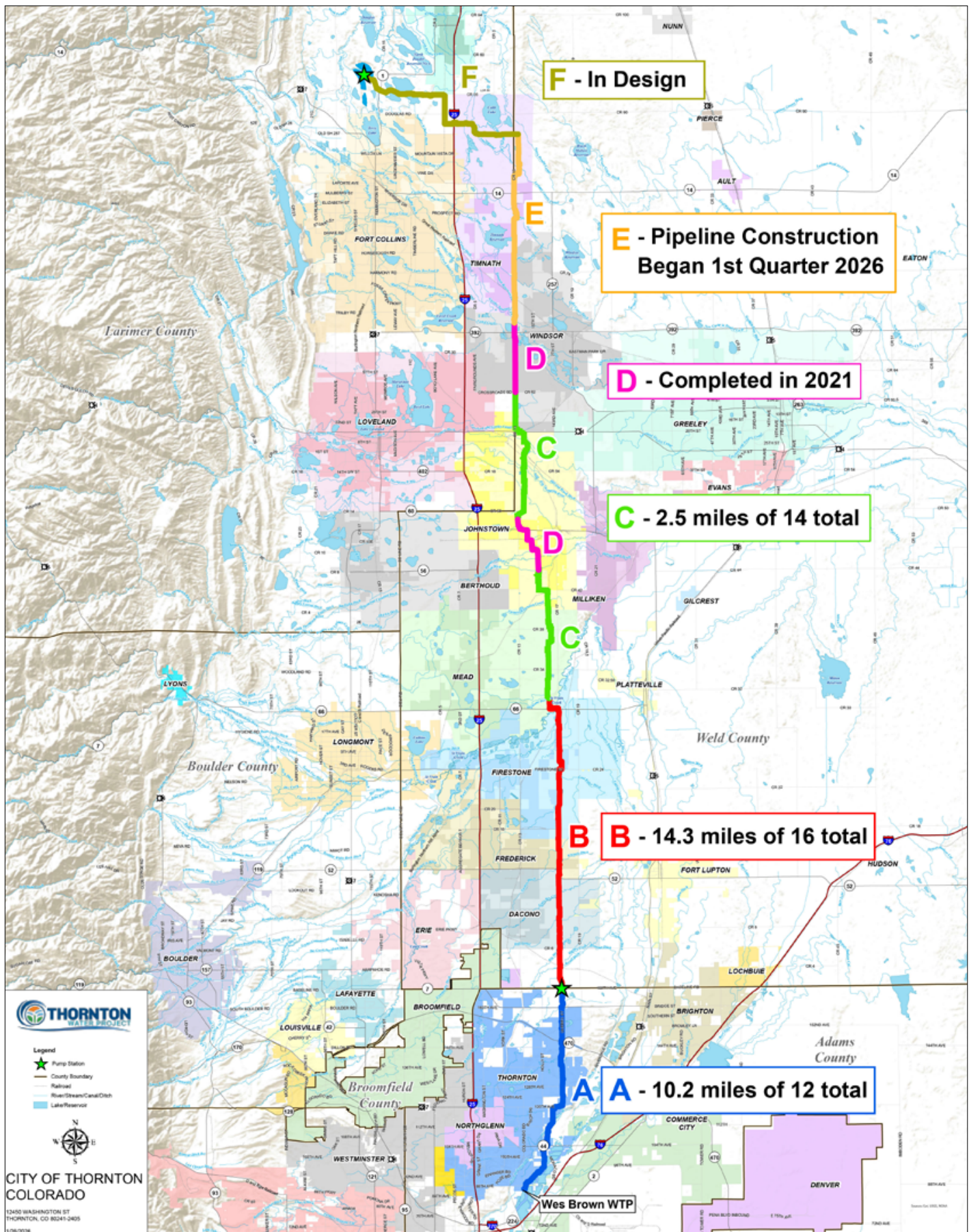
Over 600 permits are being acquired



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

100%

Thornton Water Project Status by Segment in 2025





Carpenter Park in Thornton

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, work and recreate.

Upcoming Priorities:

- With historically dry conditions, Thornton has declared Stage 1 drought restrictions for the first time since 2012. In 2026, Thornton Water will be working closely with customers to conserve water resources and manage demand during the drought.
- Start construction of a new PFAS removal treatment facility at the Thornton Water Treatment Plant to lower PFAS levels in our source water, thus providing improvements to long term public health.
- Continue optimization of water treatment systems.
- Implement the 2025 Water Efficiency Plan.
- Use Advanced Metering Infrastructure to implement leak detection protocols and notifications for customers.





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