

COVID-19: How we kept our distance



Loveland City Council members and City staff followed stay-at-home orders during their March and April meetings, participating via Zoom conferencing.

Pandemic changed the way City does its day-to-day business

No one can fix a date on when the City of Loveland went “virtual” in the ways it delivers services and offers programs.

COVID-19 had, at first, been a far-away story. It was in China, then appeared on the West Coast of the United States. Only in mid-March did the World Health Organization declare it a global pandemic.

Once Northern Colorado residents learned what would be in store, change cascaded. The words “social distance” were on everyone’s lips.

As this edition of City Update was headed to press, a vision of May was still cloudy. Talk of reopening City facilities such as the Loveland Museum, the Rialto Theater and the Chilson Recreation Center and Senior Center was non-specific.

While we might have assumed that readers of this publication in late May could schedule a work-out at the Chilson, or view an exhibit at the museum, no guarantees were at hand.

Adaptations to COVID-19 this spring included virtual workouts, with Parks and Recreation instructors taking to Facebook Live and other platforms to deliver classes.

The Loveland Museum rose to the occasion with activities available online for homebound families, and even opportunities to participate in collecting pandemic history.

The Loveland Public Library also turned to the internet for children’s story times, adult book clubs and other offerings. (See story, page 2, for more.)

March and April meetings of the City Council were conducted via Zoom, the online conferencing platform that became a staple for all of us. By mid-April, all City staff members were required to wear masks.

Through all the uncertainty, City employees continued to deliver basic services. They collected trash and recycling, maintained the Water Treatment Plant, flushed hydrants and even hit the road with plows after a pair of spring snowstorms.

We hope that City Update readers in May will have at least part of the COVID-19 challenges behind them. In the months ahead, we will deliver more information on ways a “new normal” might unfold.

Pulse in progress: Utility achieves gigabit speeds in early testing environments

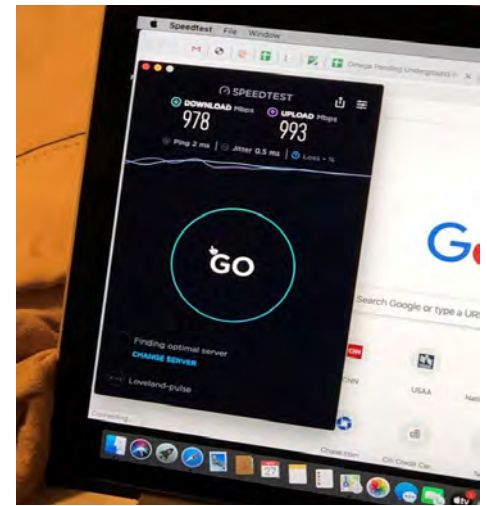
Pulse, the City's broadband communications utility, is making steady progress on its promise to provide reliable, high-speed internet service to all Loveland residents and businesses.

The team has successfully connected the first part of the network, achieving gigabit speeds. The next key steps include finalizing utility processes and Beta-testing of the network in a real-life environment to ensure Pulse is scalable and operating efficiently before launching to its first customers this year.

"We have seen significant

progress over the past four months," Pulse Engineering Manager Ryan Smith said. "The focus on strategic planning, network design coupled with the hard work of our team from the beginning have set us up to do what we are here to do – deliver to Loveland a reliable, fast internet connection through fiber."

Construction began in November 2019 and will take three to four years to complete. Learn more about the project and fill out the Early Interest Form at LovelandPulse.com.



Resources, community and diversion await at the Loveland Public Library

In this unprecedented time, staying strong, staying connected, learning, accessing resources and being entertained are all just a click away with the Loveland Public Library.

The library offers an array of technology classes, including classes on video chat and conferencing software so residents can stay in touch with family and friends, career and financial literacy seminars to help grow and stabilize finances, crafts and

activity workshops, and many other resources that are here for-the-taking, to help Loveland residents stay strong and improve

their overall wellbeing as we navigate this challenging time.

We want to know how you are adapting and staying strong. Please share with the library on social media your photos, stories and experiences on what you are doing to stay strong and connected. Use the hashtag **#HowLovelandStaysStrong**. We will get through this, Loveland, because you and the Loveland Public Library are staying strong together!



City Update is a monthly publication of the City of Loveland. City Update is also available on the City's website at www.cityofloveland.org. Your comments are welcome. Please call 962-2302, or email Tom.Hacker@CityofLoveland.org. The City of Loveland is committed to providing equal opportunity for citizens and does not discriminate on the basis of disability, race, color, national origin, religion, sexual orientation or gender. The City will make reasonable accommodations for citizens in accordance with the Americans with Disabilities Act. For more information, please contact the City's ADA Coordinator at 962-3319.



UTILITY NEWS

DRINKING WATER WEEK IS...

May 3rd *through* 9th

IN CELEBRATION, WE THANK LOVELAND WATER AND POWER PLANT OPERATORS WHO WORK AROUND THE CLOCK TO MEET THE NEEDS OF OUR COMMUNITY.

WATER TREATMENT PLANT

Operators at Chasteen's Grove Water Plant control the inputs of the conventional process like coagulant feed, plant flows and disinfection dose to provide the highest quality Rocky Mountain drinking water.



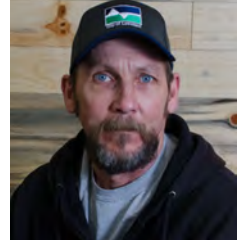
CHRIS GIESTING
Water Treatment Plant Manager



CHERI BARRICKLOW
Plant Operator A



PAUL GILBERT
Plant Operator A



JEFF FEAVEL
Plant Operator A



BRANDON TEMPLETON
Plant Operator A



BILL CONNER
Plant Operator B



CHUCK LEMON
Plant Operator B



PAUL JOHNSON
Plant Operator B



BUTCH RAMIREZ
Plant Operator C



MIKE EASTIN
Plant Operator C

WATER RECLAMATION FACILITY

Operators at the Water Reclamation Facility treat water the Loveland community already used and prepare it for the communities downstream. Operators monitor plant parameters, flows and apply process control methods that produce the highest quality effluent. Operators sample water at every stage of the process. Thanks to the hard work of LWP's plant operators, water leaving the Water Reclamation Facility is often cleaner than the water taken from the mountains at Chasteen's Grove!



JOE CREAGHE
Wastewater Treatment Plant Manager



TAD JURGENS
Plant Operator A



BRANDON CAYOU
Plant Operator A



JERRY SCHRAG
Plant Operator A



KELLY DAVIS
Plant Operator C



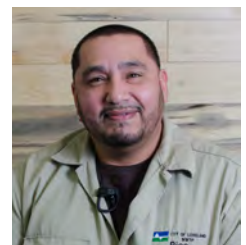
CLINTON DUNKELBERGER
Plant Operator C



JADEN KRABbenhOFT
Plant Operator C



MATTHEW GUNION
Plant Operator D



MIKE RIOS
Maintenance Worker

A 99H'H<9'B9K '5B8 'A DFCJ98 **EFFICIENCY WORKS STORE**

GUj Y'a cbYmUbX 'YbYf[mik]h ']bghUbhfYVUH'g'cb 'YbYf[n!glUj]b ' 'dfcXi W'g'

START SHOPPING AND SAVING TODAY AT
EFFICIENCYWORKSSTORE.COM



Efficiency Works
Estes Park | Fort Collins | Longmont | Loveland

STORE



UTILITY NEWS



MAIN SWITCHBOARD
970-962-3000

visit us online...
cityofloveland.org/LWP

UTILITY BILLING
970-962-2111



Renewable energy is derived from natural sources like solar, wind, geothermal, biomass generation or small hydroelectric systems. Loveland Water and Power purchases clean energy from Platte River Power Authority, Loveland's wholesale energy provider, for the City's GreenSwitch program.

GreenSwitch empowers Loveland customers to purchase electricity generated from clean, renewable sources in 100 kilowatt-hours blocks for \$2.80 each. This charge would be added a premium to your monthly bill. Residents, small businesses or large corporations can make the switch to clean, renewable energy by investing in GreenSwitch.

The 2019 and 2020 product content labels list the content mixes for Loveland's renewable electricity last year and the prospective content mix for this year. To join GreenSwitch go to cityofloveland.org/GreenSwitch or call 970-962-2111.

LWP RECOGNIZES...

National Small Business Week

May 3 - 9, 2020 | sba.gov/nsbw



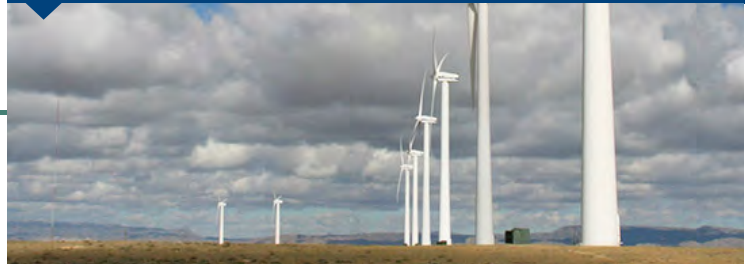
The U.S. Small Business Administration (SBA) has celebrated National Small Business Week for more than 50 years. National Small Business Week, May 3-9, honors the critical contributions, innovations and dedication of America's entrepreneurs and small-business owners. More than half of Americans either own or work for a small business that creates nearly two out of three new jobs in the U.S. each year.

LWP recognizes the impact of Loveland's outstanding entrepreneurs and small-business owners. Every day they make our community more vibrant by creating new jobs and increasing America's global competitiveness. Our nation's 30 million small businesses fuel our economy through tremendous dedication and perseverance.

LWP is grateful to our outstanding community members who own and operate their own businesses. We appreciate your contributions to our city.

The SBA will co-host a free, two-day virtual conference featuring educational workshops and networking. For more information on how to get involved visit sba.gov/NSBW.

GREENSWITCH



PRODUCT CONTENT LABEL¹

GreenSwitch is sold in blocks of 100 kilowatt-hours (kWh).

This table provides the renewable resource mix in GreenSwitch in 2019 as well as the projected resource mix in 2020.

GREEN-E ENERGY ELIGIBLE NEW² RENEWABLES IN GREENSWITCH

	2019 - Historic		2020 - Prospective	
	%	Generation Location	%	Generation Location
Wind	100%	Colorado	100%	Colorado and/or Wyoming

1. Prospective 2020 figures reflect the renewables that we have contracted to provide. Actual figures may vary according to resource availability. We will annually report to you before August 1 of next year in the form of a Historic Product Content Label the actual resource mix of the electricity you purchased. Historic 2019 figures reflect the power delivered to GreenSwitch customers in 2019.
2. New Renewables come from generation facilities that first began commercial operation within the past 16 years.

For comparison, the current average mix of resources supplying Loveland Non-Renewable Subscribers includes: Coal (63.2%), Natural Gas (0.6%), Hydroelectric (18.8%), Renewables (9%), and Other (8.4%)*. This resource mix was provided to Loveland by Platte River Power Authority for the year 2019.

The average home in the United States uses 914 kWh per month. [Source: U.S. EIA, 2018]

For specific information about this electricity product, please contact Loveland Water and Power, 970-962-3000, cityofloveland.org/GreenSwitch.

*Other refers to unspecified purchases.



Energy
CERTIFIED

GreenSwitch is Green-e Energy certified, and meets the environmental and consumer-protection standards set forth by the nonprofit Center for Resource Solutions. Learn more at www.green-e.org.