

Loveland Pulse unveils residential service plans

Loveland Pulse's high-speed internet and voice services are starting to roll out to city residents as the utility announced residential plans and pricing in June.

"High-speed internet is essential to our residents, and that has become even clearer over the past few months," said Brieanne Reed-Harmel, manager of Loveland Pulse.

Pulse residential plans are designed for all of Loveland, providing value-added features to subscribers including:

All-inclusive: All Pulse residential internet plans come with a Wi-Fi gateway, symmetrical speeds, unlimited data with no caps or throttling, and no long-term contracts.

"We have made Pulse service affordable, simple to understand and easy to access so that our residents can spend more time connecting, learning, and living."

Internet speed and fair rates for everyone's needs: Pulse's My Gig plan offers 1 gigabit per second (1,000 megabits per second) upload and download speed for \$74.95 per month.

An affordable starter plan offers 30 megabits per second for \$44.95 per month and a 10 gigabits-per-second plan is also available for \$299.95 per month.

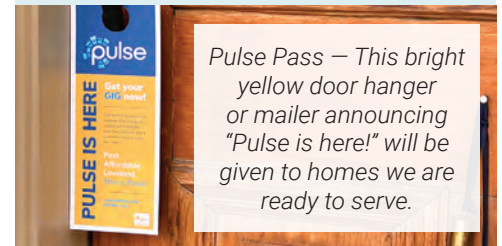
Reliable voice: Our voice service provides all the features you expect from a home phone, unlimited local and long-distance,

and the reliability and call clarity you can count on for only \$24.95 per month.

Stay Tuned: We are reviewing TV service options and will have more to announce on that later this year. We are also finalizing business services.

Can I sign up now?

Maybe. Service is now available to select areas and will continue to roll out over the next three to four years as network construction is completed. Residents are encouraged to fill out the Early Interest Form at [LovelandPulse.com/EarlyInterest](https://www.LovelandPulse.com/EarlyInterest) for ongoing service updates and direct notification. Neighborhoods that are eligible for service will receive a Pulse Pass notifying them they can sign up.



Pulse Pass – This bright yellow door hanger or mailer announcing "Pulse is here!" will be given to homes we are ready to serve.



Fast. Affordable. Loveland. This is Pulse.

We believe the Loveland community deserves fast and affordable internet. Pulse brings residents the speeds and reliability they need with excellent customer service and fair rates.

Every Pulse internet package includes:

- Pulse Wi-Fi gateway to connect all your devices
- Unlimited data – no caps
- Symmetrical upload and download speeds
- 24/7 Local technical support
- Local customer service
- No additional taxes or hidden fees
- No long-term service contracts
- Waived installation fees for a limited time

TYPICAL DOWNLOAD SPEEDS WITH ONE GIG

-  **3.5 MIN SONG**
4 MB = .03 seconds
-  **10 HR AUDIO BOOK**
280 MB = 2.3 seconds
-  **2 HOUR MOVIE**
1-1.5 GB = 8 seconds

Variance under threat due to spike in COVID-19 cases following Fourth of July

By Aug. 3, long before most readers will receive this City Update edition but well after its press date, the region's COVID-19 picture will have changed.

Larimer County will have learned by then if the exemptions from State public health orders that allow most businesses in our region greater flexibility in serving their customers were revoked, or remain in place.

The crux of the issue is pandemic case numbers and an infection rate that spiked in the

County following the Fourth of July holiday, threatening the statistical formula that allowed restaurants to welcome dine-in customers and retailers to bring shoppers inside their stores.



Gov. Jared Polis' July 16 statewide order requiring that masks be worn, with few exceptions, in every public indoor space was intended to roll back a tide of new COVID-19 cases, and to preserve the greater opportunities enjoyed by businesses and their customers.

We hope, in advance of knowing, that the strategy worked. Meanwhile, the three words behind the order are still worth heeding: Wear a mask.

Home-bound receive, enjoy variety of library materials despite pandemic

For more than 20 years, the Loveland Public Library has offered a special delivery service to people who are unable to leave their homes, and this service has continued with only a 4-week interruption at the beginning of the lock-down, despite the COVID-19 pandemic.

Using the library's outreach delivery service is much like hiring a personal shopper. Those wanting to receive materials just contact the library's senior services coordinator to get started. The service coordinator then gathers information on the patron's

interests and preferences. Materials generally arrive on the patron's doorstep, or at a designated location within a living facility, within a week. The library serves more than 14 senior care facilities in Loveland.

"I love my job because I get to help connect people to information and resources that enrich their lives and broaden their knowledge, and I've met some wonderful people in the process," said Dixie Huff, senior services coordinator. "Our mission at the library is to inform, inspire and engage, and we are definitely doing that through home delivery."

Huff delivers more than 5,000 items per year to people who would go without if it weren't for this program.

To set up a home delivery, contact Huff at 970-962-2592 or email her at outreach@cityofloveland.org.



LOVELAND VISITORS CENTER
970.667.3882

HOME OF THE LOVE LOCK SCULPTURE

LOVE LOCKS SCULPTURE GIFTS

City of Loveland
Farmers Market
Sundays
June 7 - Sept 27 | 9A-1P
Fairgrounds Park, 700 S. Railroad Ave.
Preorder and no-contact pick up available
DETAILS: cityofloveland.org/farmersmarket
SNAP & DUFEB accepted

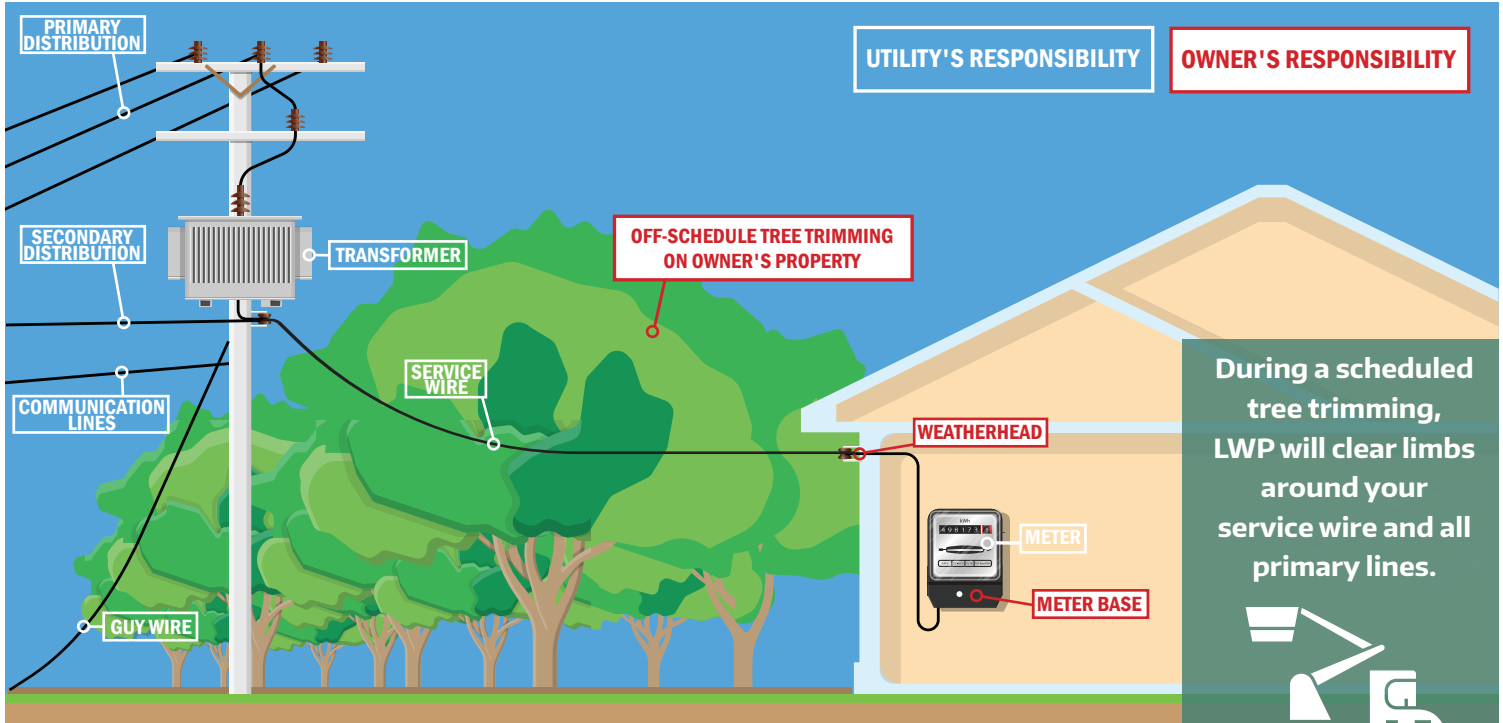
Fall back into fun.

City of LOVELAND PARKS & RECREATION

For fall programs & activities, visit:
cityofloveland.org/activityguide



TREE TRIMMING: A QUICK GUIDE



TREES ARE AN IMPORTANT PART OF EVERY COMMUNITY.

They enhance our quality of life by bringing natural elements and wildlife habitats to our neck of the woods. Although trees are a symbol of beauty and resiliency, tree interference in power lines causes more than 50% of power outages nationwide. Loveland Water and Power maintains a rigorous tree maintenance schedule with professional tree trimmers to protect the value of your property and avoid interruption to your electric service.

BE SAFE WHEN TRIMMING AROUND YOUR SERVICE WIRE!

Do not climb or work in trees that are near electric wires. For safety reasons, always treat all wires as high-voltage wires, energized and dangerous to touch, whether such wires are covered or bare, on the pole or on the ground. If you need assistance, LWP will disconnect your service during normal business hours at no charge. Call (970) 962-3581 at least 24 hours in advance to schedule.

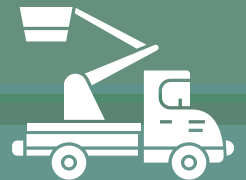
TREE INTERFERENCE OUTSIDE OF PRIVATE PROPERTY?

To report trees in the distribution lines (utility's responsibility), give LWP a call at (970) 962-3581. Be prepared to provide your name, address and telephone number so LWP can locate the fixture in need of service.

DON'T SEE ANY LINES CONNECTING TO YOUR HOUSE?

You may have an underground electric line. No tree-trimming is needed, but you'll want to take extra caution when digging on your property! **CALL BEFORE YOU DIG.** Visit Colorado811.org or call 811 to request a utility locate.

During a scheduled tree trimming, LWP will clear limbs around your service wire and all primary lines.



The tree-trimming companies contracted by LWP are responsible for removing tree debris once trimming is complete in public areas.



Property owners are responsible for trimming around the service wire on privately owned property. Debris removal is the owner's responsibility.



MAIN SWITCHBOARD
970-962-3000

UTILITY BILLING
970-962-2111

visit us online...
cityofloveland.org/LWP



LWP is a municipally owned utility providing Loveland customers power, water, wastewater and broadband services. Staff is governed by the Loveland Utilities Commission and the Loveland Communications Advisory Board, both serve as advisory boards to the City Council.

WHERE'S MY HOME ENERGY REPORT?

A NEW ERA FOR HOME ENERGY REPORTS.

Loveland Water and Power has been sending electric customers quarterly Home Energy Reports since 2012. The reports compared a customer's energy usage to that of customers in similar homes and provided tips on how to reduce energy use efficiently. It's no mystery that you haven't seen a Home Energy Report in your mailbox recently. With careful consideration of the needs of our community and our vision for customer efficiency programs, LWP contracted a new report provider. The new Home Utility Report, complete with an online portal, will reach your mailbox in early 2021.

WHAT YOU CAN EXPECT FROM YOUR NEW REPORT

As a provider of water and electric service, LWP is committed to providing our customers insight into both resources. The new Home Utility Report comes complete with a water comparison report that will compare water usage in homes with similar attributes (size, age, etc.) and provide customized tips for saving money on your utility bill. Additionally, the new report will capture more information about your home and lifestyle and provide more personalized tips than before.

Do you own an electric vehicle? Are all your windows south facing? Is someone in your household home all day? These are all tidbits that the old report couldn't factor in but the new report will.

If you opted out of Home Energy Reports in the past, you won't receive a new Home Utility Report. However, if you are interested in receiving a Home Utility Report, watch for sign up information in your City Update or on our website at CityofLoveland.org\LWP. Similarly, customers who wish to opt out of the new Home Utility Report will be able to do so via phone or online.

WHY WE DO THIS?

Research shows that comparison reports like the one we send are a cost-effective way of helping customers reduce their energy use. Our customers tell us they see meaningful savings through their reports. We believe the new Home Utility Report will provide more value than ever before.

If you wish to save paper, an online version of the report will be available along with additional tools for saving on your utility bill.

Lending a "helping hand" to your neighbors in need has become more important than ever.



HELP A NEIGHBOR IN DISTRESS (HAND) PROGRAM

Donate at cityofloveland.org/HAND
or call: 970-962-2111



Administered by the House of Neighborly Service

