



We want to hear from you - Let's Talk Loveland



What do you want to know?



Metro Districts



Fake or Fact

City's new online forum paves way for meaningful two-way discussion

The City has launched a new online communications and engagement channel called Let's Talk Loveland.

It's a dedicated, easy-to-use, secure channel where Lovelanders can engage with City officials and their neighbors directly without having to pick up the phone, email, or visit in person.

Let's Talk Loveland offers something that the City hasn't had before – an official and publicly accessible online channel that is meant for two-way communication and information sharing. The public can connect with the City through email, by calling, attending public meetings or responding via City social media channels. All of those channels connect the public to the City, but do not offer one centralized place to gather comments, questions, feedback and answers between the City and the public to help more people stay informed on City-related topics.

That's what sets Let's Talk Loveland apart. It provides an avenue for meaningful dialogue that can be contained, filtered and analyzed, and then developed into action items, plans and future initiatives.

Currently, citizens can ask the City questions and provide input on matters important to them, such as affordable housing, the City budget, metropolitan districts, as well as City diversity and inclusion efforts. Participants can ask for updates on development projects or share opinions on topical City issues. They can also suggest topics for upcoming Town Halls or fact-check whether something they've heard is valid or not, in the 'Fake or Fact' section.

The platform directly addresses and supports the City's larger organizational effort to move beyond just informing the public in a traditional, one-way manner. There is new emphasis and importance placed on actively seeking citizen engagement, public outreach and community collaboration.

"The City of Loveland is committed to inclusive decision making and Let's Talk Loveland is the perfect platform for that," said Nicole Yost, the City's engagement coordinator. "That's why we are proud to launch this City channel where we can work together, discuss, share ideas and collectively chart a course forward. The City is listening – and this new tool is a great way for the public to be active participants by engaging with each other and with City staff on a public, online channel."

In January, the City introduced its 2021 Communication and Engagement Roadmap, which details this push towards direct engagement and two-way communication with residents and outlines measurable actions designed to drive progress.

"The Roadmap shifts our focus to a two-way communication model. We will always hold in-person meetings, as health guidelines allow, but you can't do that with thousands of people at a time. Let's Talk Loveland allows us to reach and engage many more citizens in a two-way dialogue. That greatly extends our reach and fosters transparency and inclusion," said Justine Bruno, assistant to the city manager. "This kind of in-depth community discussion is a top priority for city leaders."

How to participate

Submit your topic ideas for an upcoming town hall, or educational opportunity, check out current idea boards and submit your questions to our Fake or Fact section. Log onto www.LetsTalkLoveland.org and let's talk!

What to expect when you're expecting Pulse network construction

Pulse, the City of Loveland's 100% fiber-optic, community-owned internet service provider is now in year two of what will be an approximately 4-year construction process. Excited residents contact the Pulse team to learn more about what to expect when construction will occur in their neighborhoods. We have created a number of resources to help everybody understand what they will see when network construction happens in their area.

Before locally-owned-and-operated construction partner Colorado Boring begins work in your area, you will receive a letter letting you know we're on our way. When you see a letter in your mailbox with a vibrant yellow banner reading "Important Notice: Pulse Core Network Construction is Coming to Your Neighborhood" you'll know construction is a week or two away. You can view a copy of this letter on our website, in the documents section at www.LovelandPulse.com/PulseInProgress.

When construction is about to begin our field professionals will deliver a door hanger to your home. This door hanger contains the "Construction Introduction" hotline. Our teams strive to restore yards to as-good-as or better-than-when-we-arrived. If something out of the ordinary occurs while we are there we will let you know. If you notice something that needs attention please give us a call to let us know. We also understand

that residents may need to contact us to come back and repair a sprinkler head or do a bit more work to achieve this goal. You can contact us directly with questions or fix-it needs at: 970-962-2011.

We have a prepared a short video for residents to "see" what to expect, which can be viewed on our website channel at: www.LovelandPulse.com/PulseInProgress.

The final big question that comes up is, "After network construction is complete, how long until I can sign up?" This is the first step in a multi-step process and there are many pieces of the puzzle that must be assembled. Because of this there isn't a set period of time as to when service will be available. What you can do is sign up on our Early Interest Form so that we can email you when service becomes available in your neighborhood. That form can be found at: www.LovelandPulse.com/EarlyInterest.



Library's Summer Learning Program combines learning with fun activities



The Loveland Public Library invites you to join its virtual Summer Learning Program, running from June 1-July 30, for opportunities to be inspired, ask questions, keep reading skills fresh and discover something exciting and new! Define your own summer experience by completing activities like reading, crafts and exploring – all of which can be done online or at the library. Completing activities allows participants to earn prizes that support local businesses! Learn more and register at: www.lovlb.org/SLP.

OPEN LANDS EVENTS—FREE!

JUNE	JULY
5 National Trails Day	10 Fireflies Program
16, 19 Geology Walk	14, 28 Nature Cabin*
16, 30 Nature Cabin*	15 PEEPs Exploration
17 PEEPs Exploration	16 Nature Journaling
18 Nature Journaling	17 Guided Bird Walk
19 Guided Bird Walk	21 Geology Walk
22 Bats in the Canyon	22 Volunteer Training
24 Volunteer Training	24 Family Wildlife CSI
26 Family Wildlife CSI	31 Coyotes on the Rim

PLUS! Volunteering: Weed Warriors & Budburst
*open house

REGISTER: OFFERO.CITYOFLOVELAND.ORG

Men|Women Doubles Grass
VOLLEYBALL TOURNAMENT
Saturday, July 17 | 8:00A
 Loveland Sports Park, Fields 8 & 9
 Register at lovgov.org/webtrac
 with #371001 (beginning 5/3)

Visit teamsideline.com/loveland for all sports.
Register NOW for youth & adult programs!

Learning Colors your World!
 Summer Learning Program 2021

Join the Library's summer of learning! Participate virtually or in-person. Register at: loveland.readsquared.com

Earn prizes
 Explore Read Share Make Learn!

City Update is a monthly publication of the City of Loveland. City Update is also available on the City's website at www.lovgov.org. Your comments are welcome. Please call (970) 962-2302, or email coe@cityofloveland.org. The City of Loveland is committed to providing equal opportunity 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 ADA. For more information, please call (970) 962-3319.



LWP MOVES BOLDLY INTO THE DIGITAL FUTURE



No technology-driven business change comes without risk. As businesses realize that paper is an expensive and inefficient way to manage their information, they are streamlining processes by switching to paperless paper work.

Loveland Water and Power is no exception. The Utility Application Services team modernized an outdated, archaic paper trail leading to hydrant flushing data by employing a new digital technology that will save time and money for the boots on the ground servicing those hydrants.

Every year, LWP water operations crews inspect and flush every fire hydrant in town. Flushing hydrants ensures the interior of pipes stay clean, helps maintain excellent water quality and ensures hydrants are operating properly. Operators historically shuffled through paper maps stretched across their dashboard to capture critical inspection information. After completing field operations, multiple staff members duplicated the data for review and safekeeping. The process required 1,000 pieces of paper off of the printer.

UAS recognized an opportunity to streamline and accelerate this critical business process. They introduced a mobile app, CityWorks Mobile, that allows operators to view LWP's distribution system real time on a tablet, including pre-created maps and remote access to report inspections. The mobile application reduces the time and cost of editing and redistributing documents and protects documents from getting lost or destroyed. The UAS team also developed a custom dashboard that instantaneously displays inspection details. As field crews complete inspections, customer service representatives gain access to the dashboard and relay critical information to customers.

The project aligns perfectly with our utility's commitment to transparent, timely and accurate information.

"This will provide up to the minute data of where are crews are flushing, giving staff the information they need to accurately inform customers of what is going on their neighborhood, at that very moment." said Cree Goodwin, Utility Application Services Manager.

Old habits die hard. Although electronic documents may provide more efficiency, it takes time to migrate away from paper documents. With a simple switch to a mobile app, LWP crews are saving resources, boosting security and sharing information with a click of a button. The Utility Application Services team leads our utility into the future by leveraging new technology. Simply put, that collaboration allows LWP to provide outstanding utility services to our customers for years to come.

WE'RE UPDATING YOUR UTILITY BILL!



In June, you will receive a completely new bill that provides more information about your utility charges. Your new bill also includes new online features that empower you to manage services and pay online. Of course, customers who prefer to pay by phone, in person or at a drop box may continue to do so.

Watch for more exciting news about the new billing system in next month's issue of City Update.



WORKING ON YOUR SPRINKLER SYSTEM?

Don't forget your lawn sprinkler permit.

If you are planning to install a new sprinkler system, repair, expand or modify your present sprinkler system, you must meet the requirements of the Loveland Municipal Code and the Colorado Cross-Connection laws. **Permits are free and required for all homeowners and contractors.**

Property owners can perform normal maintenance activities on their sprinkler systems including replacing sprinkler heads or repairing a leak without obtaining a permit.

To obtain a permit or for more information visit: cityofloveland.org/Backflow or call: (970) 962 3721

UTILITY NEWS



MAIN SWITCHBOARD
970-962-3000

UTILITY BILLING
970-962-2111



visit us online...

lovelandwaterandpower.org

BACKFLOW PREVENTION



Water supply systems must contain a certain level of pressure so the water flows as intended when you turn on a faucet or flush a toilet. A major drop in pressure causes the flow to reverse, which can happen if a pipe freezes or bursts unexpectedly. Without a valve to prevent backflow, foreign substances enter the clean water supply. Responsible water users protect their clean water supply with proper backflow assembly on sprinkler systems.

WHAT IS AN "APPROVED BACKFLOW ASSEMBLY?"

The Colorado Water Quality Division identified approved backflow assemblies that assure effective backflow prevention methods. Assemblies must be ASSE or USC approved.

HOW CAN SPRINKLER SYSTEM OWNERS PREVENT BACKFLOW?

New Installations and Repairs: Permits are required for installing new sprinkler systems or if a system is repaired, expanded or modified. A sprinkler permit assures proper installation of the backflow assembly on a sprinkler system.

Current Sprinkler Systems: Sprinkler systems installed before regulations were developed, unapproved installations and simple wear-and-tear of backflow assemblies all pose serious risks to our drinking water. Commercial, multi-family and dedicated irrigation backflows are required by Colorado Law to undergo annual backflow prevention testing. Single-family homeowners are also encouraged to have backflow prevention assemblies tested annually. For a list of certified backflow prevention testers in Northern Colorado approved by the Backflow Prevention Education Council of Colorado, go to bpecc.us/find-a-tester.html.

Learn more about backflow prevention and sprinkler permits at: lovelandwaterandpower.org/backflow

WATER WISE GARDENS

Life is about to get warmer. Spring brings the return of the sun's warmth, new growth and the reappearance of color to our landscape. Spring also brings summer savings for those who are willing to weed out the old and plant something bold and beautiful in the garden.

It is estimated that as much as 50 percent of the residential outdoor water we use is wasted through evaporation, wind or runoff caused by improper irrigation system design and maintenance. Investing time into improving your landscaping and irrigation practices produces savings when the dog days of summer arrive.

Start by not watering too much or too often:

- ✓ **Familiarize** yourself with both your lawn and your irrigation system. Depending on the season and sun exposure, different zones may need different watering. Also note water run-off after sprinkler use (don't water your sidewalk), and know your controller settings and maintenance schedule.
- ✓ **Avoid** running sprinklers days before or after a decent rainfall, during the heat of the day when the water will evaporate or on windy days when your water will simply blow away.
- ✓ **Change** your watering schedule to the cycle and soak method, allowing an hour break between 10-minute watering periods. Cycle and soak allows the soil to absorb more water while using less.

Then get some dirt under your fingernails:

- ✓ **Discover** how beautiful a water-smart yard can be at waterwiseyards.org/inspiration-hub. Local nurseries are also great venues for plant education and tips. Pop in for some advice.
- ✓ **Convert** an awkward or unused area of your lawn into an attractive drought-friendly garden or a sitting area, grow your own medicine or vegetables.
- ✓ **Install** thick layers of mulch (at least 3 inches deep) in gardens to keep soil cooler, retain moisture and keep weeds from sneaking in.

