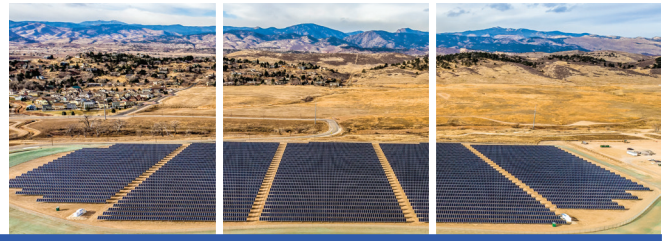




# THE LOVELAND CITY UPDATE

Special Issue



## LOVELAND, YOU DESERVE A FRESH START



Get more insights into your usage at [lovelandwaterandpower.org](http://lovelandwaterandpower.org)



### WATER USAGE

THIS MONTH 13,000 gal



## City utility billing system gets long overdue update

Innovation and imagination will collide when the City of Loveland transitions to a brand-new, interactive customer information system. When City of Loveland utility customers open their utility bills this month, they will find a completely revamped bill. The redesigned bill is part of a larger endeavor to modernize the City's utility billing system that also includes a new self-service online tool and efficiencies for City staff. The system replaces a more than 30-year-old billing system that is both limited in its capabilities and no longer supported by the software vendor.

## New online tools for viewing and paying your utility bill

For the first time ever, Loveland customers will have the option to go completely paperless with their bill through the new online customer service portal. There, users will be able to manage their utility services, view their water and electric consumption in real time, pay their bill, and more - all in one place.

*“The My Account portal is a one-stop-shop for Loveland customers to pay their bills, get the information they need, access assistance and create service requests right from their own device,” **said Joan Schultz, group leader on the project.** “We are thrilled to be able to provide customers with enhanced service through this modern tool.”*

*Customers who prefer to mail in their bills can continue to do so – same as before. Bills can also be paid by phone or at a secure drop box, and help with a bill or other utility questions is always just a phone call away at 970-962-2111.*



## UTILITY BILLING SYSTEM HIGHLIGHTS



Modern, easy-to-read utility bill



New online tools for managing utility service



E-bill option lets you go paperless



Efficiencies for utility staff that result in more accurate recordkeeping and faster response times for customers





## MODERNIZING THE UTILITY BILLING SYSTEM FROM START TO FINISH

Most utility departments manage only a handful of services for their customers. The City of Loveland's service offering is considerably more complex than the average utility, and the new billing system consists of more than 3,000 requirements. These functional requirements affect everything from how meter readers enter water/electric consumption from the field, to how information displays on the utility bill and the internal processes for updating customer information.

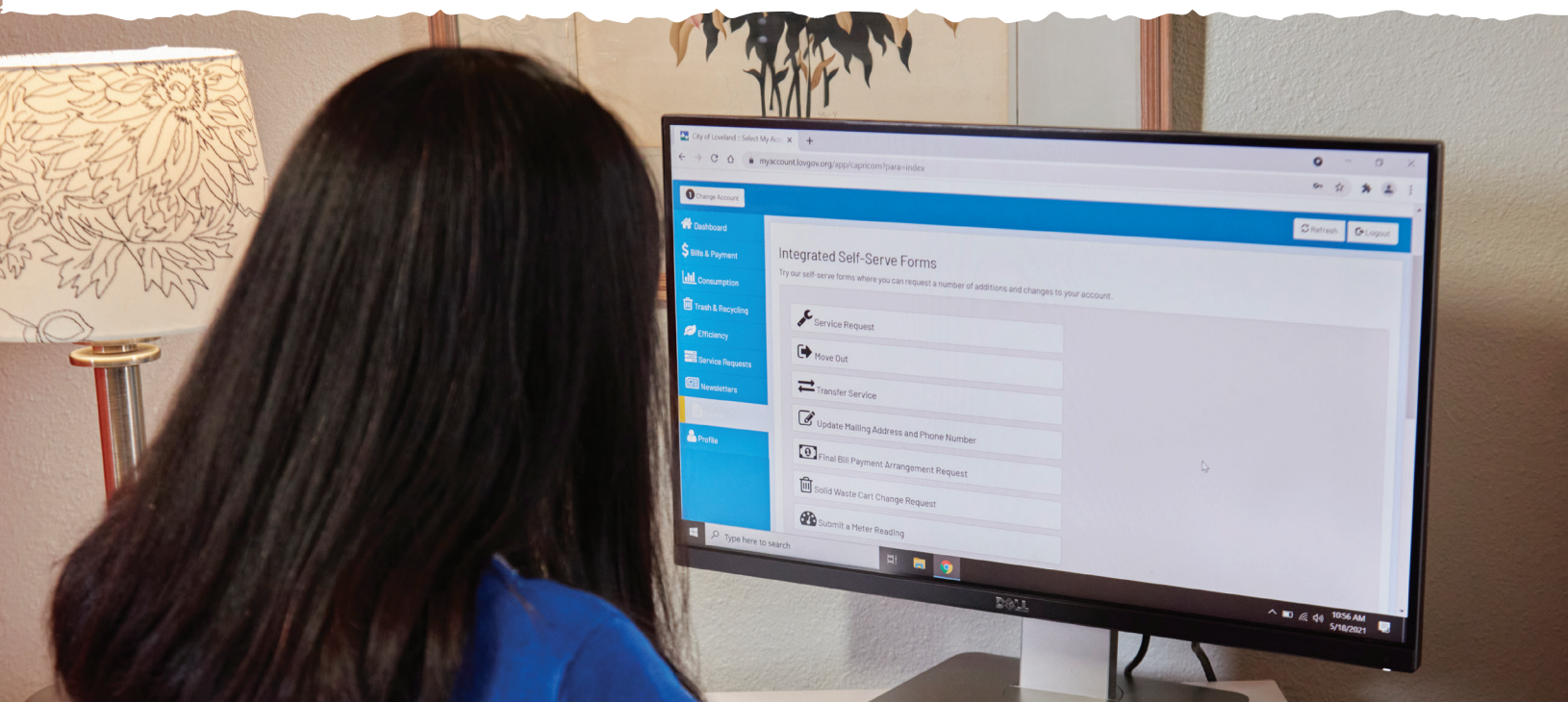
Historically, the City lagged behind other industry leaders in bill-pay and customer convenience. The new system offers customers a first-class experience, smoother operations and more control over utility bills. Getting the project from start to finish has required five years of careful planning and rigorous testing to ensure that the resulting bill and online experience are accurate, complete and meet the needs of Loveland residents.



## INCREASED EFFICIENCY FOR STAFF

While the customer experience was the primary focus for the new billing system, what happens behind the scenes will also be a significant improvement on how things have been done for more than three decades.

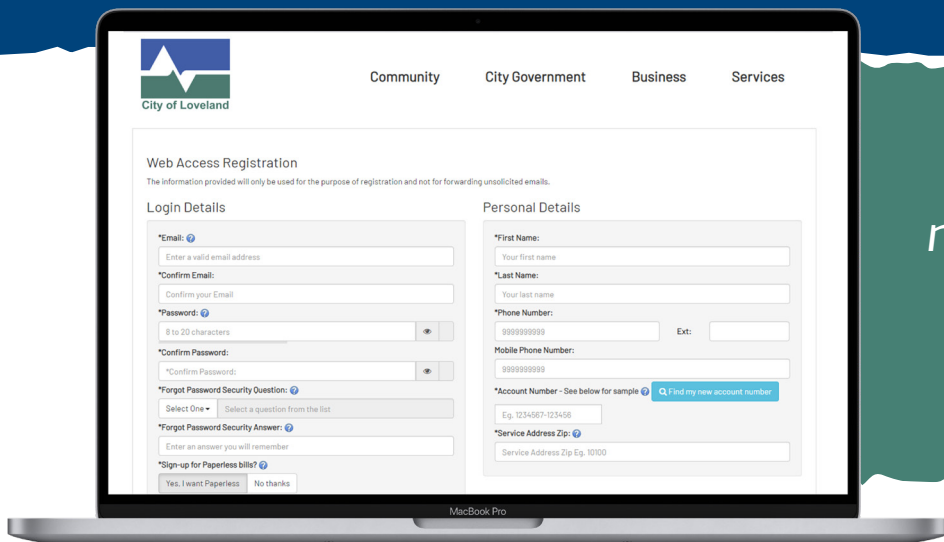
Employees including meter readers, system repair staff and customer service representatives will also be able to securely manage information entirely online, instead of through paper work orders and manual data collection. This will enable staff to respond more quickly to emergencies in the field, complete service requests digitally, and improve the accuracy of data collected from utility customers.





## CREATING AN ACCOUNT IS EASY

All you need is your account number, the address where you receive City of Loveland utility service and a valid email address.



*Enroll now at*  
***myaccount.lovgov.org***

Current online bill pay customers will be directed to reset their password before logging into the new My Account portal.

Customers who prefer to pay by phone, in person or at a secure drop box can continue to do so.



## TAKE CONTROL OF YOUR UTILITY SERVICE WITH NEW ONLINE TOOLS!

City of Loveland customers now have more ways to pay their bill and manage their utility services online. Introducing the City of Loveland's Customer Service Portal! Some of the new features that are now available with this tool include:

- View and pay your utility bill online from any mobile device or computer using our secure payment system.
- Enroll in Auto Pay and never miss a bill!
- Go paperless with the new e-bill option.
- Make changes to your trash and recycling service, transfer utility service to a new location, update your contact info and more, all in one place!

## Contact Utility Billing

Monday-Friday 7 a.m. to 7 p.m.  
Saturday 10 a.m. to 2 p.m.  
500 E. 3rd St., Suite 100

970-962-2111  
utilitybilling@cityofloveland.org  
lovgov.org/UtilityBilling



## How to Pay Your Loveland Pulse Bill Online

Loveland Pulse – our community-owned, 100% fiber-optic internet, voice, and (coming soon!) television services provider, is billed separately from other City Services. Current Pulse customers can log into their accounts by visiting [LovelandPulse.com](http://LovelandPulse.com).

# UNDERSTANDING YOUR BILL



Each month you receive one bill for each house, apartment or business that you own or rent. Your bill includes all charges and fees for electricity, water, sewer, storm drainage, street maintenance, trash, recycling and mosquito control. Other charges for Greenswitch energy, HAND contributions or optional trash-related services appear on the bill, if applicable.

For more information about your utility rates, charges and fees, please visit [lovelandwaterandpower.org/UtilityRates](https://lovelandwaterandpower.org/UtilityRates).

## Front of Bill



500 E. 3rd St., Suite 100  
970-962-2111  
[utilitybilling@cityofloveland.org](mailto:utilitybilling@cityofloveland.org)

**Bill Date:** 05/04/2021

### Contact Us

Monday-Friday 7 am to 7 pm  
Saturday 10 am to 2 pm

### After-Hours Emergency

Electric: 970-663-1043  
Water: 970-962-3456

Para recibir una copia gratuita en español, llame al 970-962-2111 o envíe un correo electrónico a [utilitybilling@cityofloveland.org](mailto:utilitybilling@cityofloveland.org). To request a copy in Spanish, free of charge, contact 970-962-2111 or email [utilitybilling@cityofloveland.org](mailto:utilitybilling@cityofloveland.org).

### Customer Name:

JANE DOE

### Service Address:

123 MAIN ST

### Total Amount Due

Current charges  
due by 05/20/2021

**\$141.29**

### ACCOUNT SUMMARY

<b>Account Number</b>	1234567-123456
Last bill amount due on 04/19/2021	\$148.57
Payments received as of 05/04/2021	\$-148.57
<b>Balance Forward</b>	\$0.00
<b>Adjustments/Misc Charges</b>	\$0.00
<b>Current Charges</b>	\$141.29
<b>Total Amount Due</b>	<b>\$141.29</b>
(Balance Forward + Adjustments/Misc Charges + Current Charges)	

### This Section Includes:

- The date your bill was printed (charges and payments processed after this date will appear on your next bill).
- Utility contact information.
- The service address to which the City provides service. In some cases, your mailing address may be different from your service address.

### This Section Includes:

- Your payment due date.
- Your unique account number.
- Total balance due, including any balances or credits that have carried forward from the previous bill, adjustments and current amount due based on calculations from the back side.

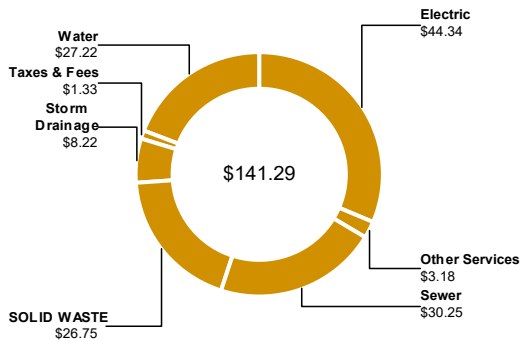
Get insights into your usage, learn about factors that influence your bill amount and check out LWP's free or low-cost efficiency programs and rebates that can help you lower your utility bill.

Visit [lovelandwaterandpower.org/HUR](https://lovelandwaterandpower.org/HUR) to create a custom savings plan and explore cost-saving energy and water efficiency programs.

# Back of Bill

## BREAKDOWN OF CURRENT CHARGES

Account # 1234567-123456



## METER READINGS

Electric meter #0000012345	
Current reading taken on 04/27/2021	21,345
Previous reading taken on 03/26/2021	21,029
Usage	316 kWh
Water meter #0012345678	
Current reading taken on 04/27/2021	1,079,000
Previous reading taken on 03/26/2021	1,076,000
Usage	3,000 gal

## ELECTRIC

Base Charge Res - In		\$16.05
Energy Charge - In	316 kWh x \$ 0.08953	\$28.29

**\$44.34**

## WATER

Base Charge Res 3/4" - In		\$16.87
Water Charge - In	3,000 gal x \$ 3.45	\$10.35

**\$27.22**

## SEWER

Base Charge Res WQA - In		\$15.47
Sewer Charge - In	2,882 gal x \$ 5.13	\$14.78

**\$30.25**

## STORM DRAINAGE

Storm Drainage		\$8.22
----------------	--	--------

**\$8.22**

## SOLID WASTE

Solid Waste Programs Fee		\$11.50
Trash Cart - 35 Gal		\$6.50
Yard Waste Cart		\$8.75

**\$26.75**

## OTHER SERVICES

City Streets Rehabilitation		\$2.88
Mosquito Control		\$0.30

**\$3.18**

## TAXES & FEES

City Tax		\$1.33
----------	--	--------

**\$1.33**

## CURRENT CHARGES

**\$141.29**

## ADJUSTMENTS/MISC CHARGES

**\$0.00**

## BALANCE FORWARD

**\$0.00**

## TOTAL AMOUNT DUE

**\$141.29**

(Current Charges + Adjustments/Misc Charges + Balance Forward)

## This Section Includes:

- A visual breakdown of your utility costs.
- Your electric and water usage calculated as the difference between your current and previous meter readings.

## This Section Includes:

- Monthly base charges, which also indicate the rate class for which you are being billed.
- Calculations for your water, sewer and electric charges.
- Charges for solid waste, additional utility components, City services and optional services.

# How You Are Billed

**Base Charge:** This flat fee is charged each month for the infrastructure that provides electricity, water or wastewater services to your home. This fee also includes bill administration, customer service and meter reading.

**Consumption Charge (electric):** This charge covers the amount of energy used in kilowatt-hours (kWh), including the cost of wholesale electricity and distribution system maintenance.

**Use Fee (water):** This fee covers the amount of water consumed in 1,000-gallon increments. This fee also covers the cost of source water, treatment and distribution maintenance.

**Volume Charge (sewer):** This fee covers the cost of wastewater collection and processing as determined by your winter quarter average. The winter quarter average is calculated by the actual amount of water you

used in December, January and February, which is typically the lowest consumption in a year. Between March and November, the winter quarter average is applied unless actual water consumption is lower than the winter quarter average. If actual water used is less, you will be billed for the lower amount.

**Solid Waste Programs Fee:** This monthly fee provides funding for waste diversion efforts, including curbside recycling, yard waste processing and Recycling Center operations. The fee is mandatory for all single-family residents in Loveland.

**Service Address Location:** Your rates, charges and fees are determined by whether your service address is located inside (IN) or outside (OUT) Loveland city limits.