



Loveland will light up for the holidays



Holiday art displays lit up the Foote Lagoon at the City of Loveland Civic Center last year. Light the Lagoon 2021 is expected to be just as festive and beautiful.

Festive holiday light displays promise good cheer for residents and visitors

After a muted holiday celebration last year residents will delight in what lies ahead for 2021. Light the Lagoon at the Civic Center Foote Lagoon - 500 E. Third St., combines holiday lighting with art. It kicks off at 5:30 p.m. on Friday, Nov. 19 with the grand unveiling of original installations by three featured artists. The Loveland Public Library will again offer 'StoryWalk,' which gives the whole family a reason to walk the entire length of the lagoon, reading and taking in all the holiday splendor.

Another fun way to get in the holiday spirit is to purchase a wooden Winter Holiday Council ornament that residents can paint themselves. These ornaments will decorate the pine tree on the north side of the Municipal building.

Businesses interested in supporting this event may sponsor one of the candy canes lining the lagoon. Light the Lagoon is sponsored by the Winter Holiday Council, a 501(c)(3) nonprofit that is staffed entirely by community volunteers.

After the kick-off of Light the Lagoon, attendees are encouraged to head to the annual tree lighting in front of the Rialto Theater, downtown.

Winter Wonderlights™ will light up the night sky from Nov. 13 to Jan. 2, at Chapungu Sculpture Park, just east of the Promenade Shops at Centerra. A vast lighting display of more than 80,000 lights including string lights, twinkling bulbs and computer-choreographed snowflakes will blink, move and twinkle in coordination with nine different musical holiday favorites. At the center of it all is a 20-foot-tall LED Christmas tree with lights that move and twinkle with the music. Music and light shows occur every 30 minutes from 5 to 9 p.m., nightly.

Winter Wonderlights LIVE! Celebrations feature an inflatable Santa Haus with appearances from Santa and Mrs. Claus, special live performances, vendors and fun on Saturday, Nov. 13, Saturday, Nov. 20, Saturday, Dec. 4, and Saturday Dec. 11. On these nights, the regular light display shows on the hour and the live performances take place on the half-hour. Winter Wonderlights LIVE! will feature real reindeer on Nov. 20 and Dec. 4.

Winter Wonderlights is free and open to the public. Visitors are encouraged to bring canned food to benefit the Food Bank for Larimer County.

Experience more holiday fun and follow Loveland's Light Trail to experience ten different light installations across the city - from downtown, Centerra to the westside of the community.

CORRECTION: Garfield/Harrison Drainage Project

The October City Update incorrectly stated that this is a three-year, four-phase project. Project engineers anticipate that this will be a four-year, four-phase project. We apologize for the error. Residents can learn more about the project at: letstalkloveland.org/garfieldharrisonproject.

Holiday Displays & Celebrations

Light the Lagoon: winterholidaycouncil.org
 Winter Wonderlights: visitlovelandco.org/winterwonderlights
 Loveland Light Trail and the Hunt for the Holiday Gnomes: visitlovelandco.org/lighttrail

Ready? Set. Watch! Loveland Pulse launches PulseTV

Pulse - the City of Loveland's community-owned, 100% fiber-optic internet utility, celebrates the end of its second year of construction in November of 2021 with the launch of television services. PulseTV was designed with the citizens of Loveland in mind. Viewers will enjoy the familiarity of a traditional channel-guide experience, with the features and benefits they expect from a 21st century programming provider.

PulseTV is all about you! Designed for Lovelanders, 100 hours of Cloud DVR, Replay, and three simultaneous streams of programming are included with every subscription.

Local, Nationally Broadcast, and Live TV: With PulseTV, you are covered. Enjoy your favorite live, local, and nationally broadcast shows like never before. Anytime, on almost any device in your home - you will not miss a thing!

In November 2021, Loveland Pulse begins its third year of an estimated four-year construction process to build the network past each and every address in the

city. Check to see if your address is serviceable - if it is, sign-up for Pulse internet and PulseTV now at: LovelandPulse.com/CanISignUpNow. Current Pulse customers can add PulseTV by calling Customer Service at 970-962-2111 to begin enjoying their programming today. For more information, you can contact us by phone: 970-962-2111, or visit LovelandPulse.com/TV.



Santa Claus is coming to the library

This December, families are invited to experience Christmas magic with Santa in the library's Children's Department. Make sure you bring your camera and your Christmas wish list! Keep an eye on the library's events calendar at lovelandpubliclibrary.org, or the library's social media pages for more information about this fun, festive, family event.



Need help paying your internet bill?

You may qualify to **save up to \$50/month** on Pulse internet service with the Emergency Broadband Benefit Program.

www.LovelandPulse.com/EBB
www.GetEmergencyBroadband.org
970-962-2111



**GIVE A GIFT
GET A
GIFT!**

**Get a FREE
Chilson T-shirt
or \$5 Chilson GIFT CARD
with a \$50 or more
gift card purchase!**

**Offer valid Nov 26 – Dec 24, 2021
Call 970.962.2FUN for details.**

REGISTER FOR

YOUTH & ADULT ATHLETICS!

YOUTH

Boys Basketball
Gymnastics

ADULT

Basketball
Volleyball

DETAILS

teamsideline.com/loveland



REGISTER

lovgov.org/webtrac

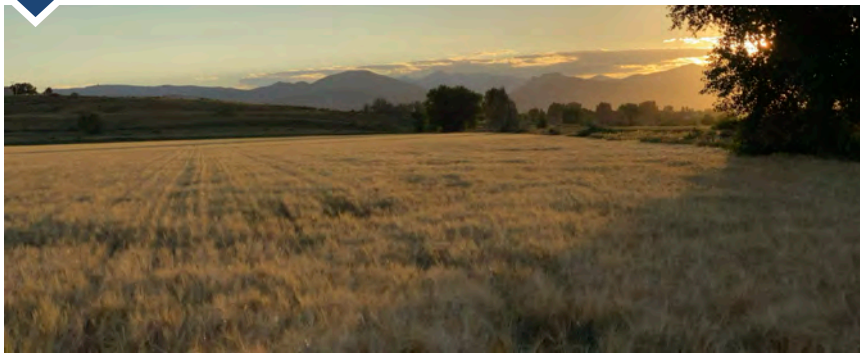


City Update is a monthly publication of the City of Loveland. City Update is also available on the City's website at www.lovgov.org/cityupdate. Your comments are welcome. Please call (970) 962-2302, or email oce@cityofloveland.org. The City of Loveland is committed to providing equal opportunity and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



UTILITY NEWS

2022 RATE CHANGES: WHAT TO EXPECT



Loveland Water and Power (LWP) is committed to keeping utility costs low and reliability high for our customers. Like most utilities, LWP periodically evaluates the cost of maintaining the infrastructure that provides our customers excellent water, power and wastewater services. Different types of customers—like residential and commercial— pay different rates based on the cost of providing service. LWP collaborates with expert rate consultants to review rates every three years, analyzing the average use of service for each group and comparing it with their unique costs.

Before rates are set in stone, LWP must present its findings to the Loveland Utilities Commission (LUC) and Loveland City Council for final approval. The two governing boards review each rate class thoroughly to ensure Loveland customers are charged a fair price for service.

2022 PROPOSED RESIDENTIAL RATE CHANGES

UTILITY	ESTIMATED USAGE	ESTIMATED BILL INCREASE (compared to 2021 rates)
WATER	7,300 gallons/month (based on summer usage)	\$2.93
WASTEWATER	3,800 gallons/month	\$2.45
POWER	700 kilowatt hours/month (based on summer rates)	\$2.75

Loveland residents typically use more water and power during the summer when they turn on their air conditioners or irrigate their lawns. Individual bills will vary based on use.

YOU CAN SAVE MONEY BY REDUCING YOUR USAGE!

Learn more about saving through efficiency at:
lovelandwaterandpower.org/resident

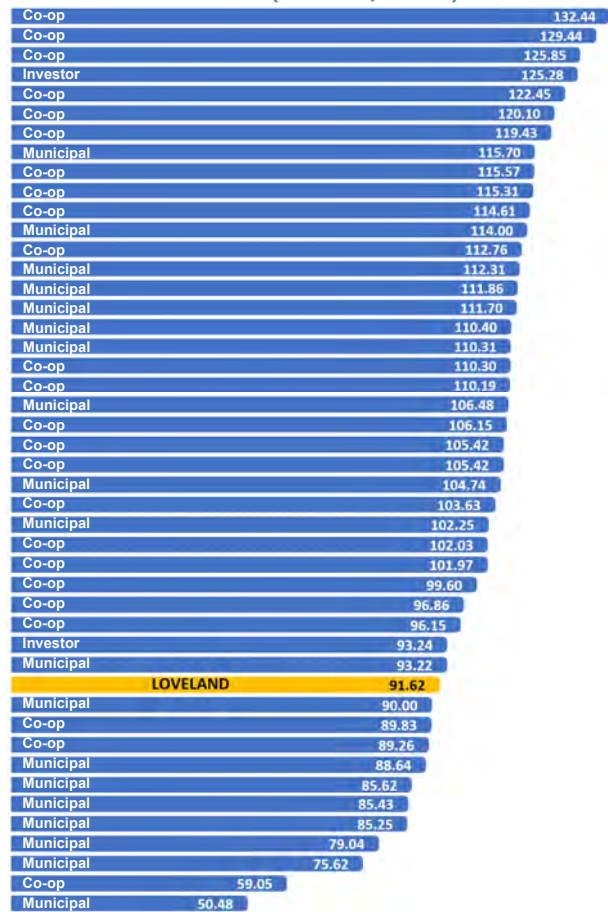
DID YOU KNOW?

- ✓ LWP is a **non-profit utility** committed to providing you fair rates
- ✓ **Rate dollars are directly reinvested** to maintain high-quality utility services
- ✓ Rate increases are an **integral part** of providing reliable utilities

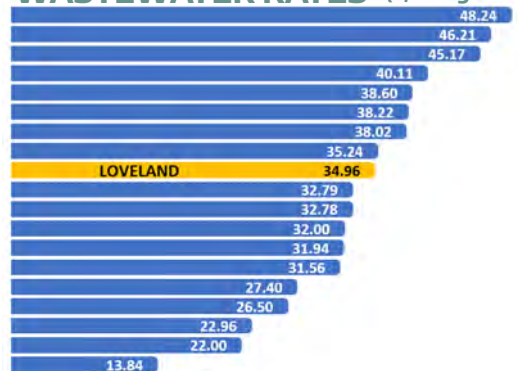
Learn more by visiting: lovelandwaterandpower.org/UtilityRates

2021 RATES COMPARED TO OTHER NORTHERN COLORADO PROVIDERS

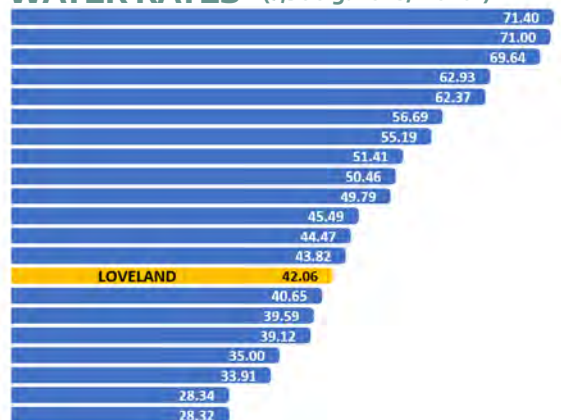
POWER RATES (700 kwh/month)



WASTEWATER RATES (3,800 gallons/month)



WATER RATES (7,300 gallons/month)



1. Source: CAMU 2021 Residential Survey
2. Source: Sept. 15, 2021 Loveland Utilities Commission Meeting

UTILITY NEWS



MAIN SWITCHBOARD
970-962-3000

UTILITY BILLING
970-962-2111



Loveland Water and Power

visit us online... lovelandwaterandpower.org



Their willingness to sacrifice for our country has earned our lasting gratitude. With respect, honor and thanksgiving, we thank all veterans for their service.

NO F.O.G. FATS OILS GREASE DOWN THE DRAIN

AVOID CLOGS & EXPENSIVE REPAIRS



Scrape food waste into the trash



Use strainer in sink to capture food residue



Wipe off cookware prior to dishwashing



Recycle old cooking oil at the Loveland Recycling Center

More information:

www.Lovelandwaterandpower.org/LWPFAQ

DON'T FALL VICTIM TO SCAMS!



You can thwart scam attempts by being informed and acting with caution! #StopScams

Sign up for fraud alerts, learn about the most common scams or file a report of suspicious activity at stopfraudcolorado.gov

PROTECT YOURSELF!

Scammers may contact you pretending to be a utility provider. Loveland residents should keep these key facts in mind:

- LWP will notify you via mail if a bill is delinquent
- You will never receive a call from LWP threatening to discontinue your service
- You will never receive a call demanding immediate payment of your bill

If you suspect you have been contacted by a scammer, hang up and contact the Utility Billing office directly at 970-962-2111 or register for an online account (myaccount.lovgov.org) to confirm your payment history.

NEVER GIVE OUT PERSONAL OR FINANCIAL INFORMATION TO AN UNSOLICITED CALLER.

For information on Loveland's standard utility payment options, go to: lovgov.org/PaymentOptions