



Loveland leads state in residential recycling



Blue recycling carts line Loveland's streets on collection days. These, along with smaller gray trash carts are part of the City's Pay-As-You-Throw program that provides incentives to recycle.

Residents show commitment to recycling and composting as City earns honor for fifth consecutive year

Loveland has an enviable reputation as Colorado's residential recycling leader, an honor bestowed upon the City for the fifth year in a row, according to the recently released report, "State of Recycling and Composting in Colorado."

Overall, 58% of all items collected curbside, at the recycling center and in dumpsters were recycled or reused in some way and diverted from the landfill.

This statistic puts Loveland ahead of second-place Boulder, with a 53% residential recycling rate. Longmont (41%), Telluride (36%) and Lafayette (34%) round out the state's top five municipal service providers.

Loveland's recycling reign continues, even as Colorado's recycling rates have slipped statewide from 15.9% in 2019 to 15.3% in the 2020 report.

Loveland's rate has been steady, varying between 58% up to 61% for each of the past five years. 2020 recycling numbers were likely down due to the pandemic, forcing the Recycling Center to remain closed for one month.

"Loveland's program has always focused on getting recyclable materials into the circular economy by making it easy for our residents to do so," said Tyler Bandemer, City of Loveland solid waste manager.

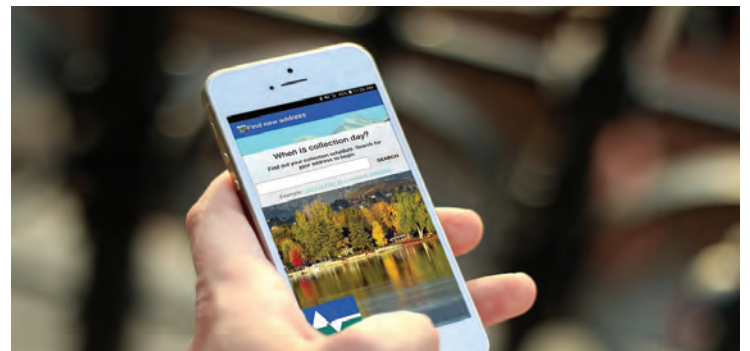
"Residents have eagerly adopted our recycling programs because of the accessibility, ease of use, and cost – from curbside recycling, Pay-As-You-Throw program and volume-based pricing, to our Recycling Center that accepts over 25 items and sees more than 120,000 customers per year."

In June 2021, the City added mattress recycling, which has already been successful, and continues to look for new materials to accept at the Center, Bandemer noted.

The City also offers a trash and recycling mobile app and web-based tools to help residents manage trash and recycling. These include a calendar to determine pick-up dates, a recycling wizard tool where users can type in a waste item for information on how to recycle or dispose of it, a list of adopted items for the Recycling Center, glass drop-off locations and more.

In early 2022, the Solid Waste Division will launch a larger-scale recycling campaign to help encourage more recycling and reuse practices.

"We applaud our residents for their commitment to recycling and sustainable practices. Keep up the good work," said Bandemer.



Access Digital Tools

Download the City's Trash and Recycling App on the App Store or Google Play, or visit lovgov.org/recycling

Loveland Pulse launches self-serve address look-up tool

As Pulse wraps up its second year of construction, and begins its third (of an estimated four-year process to build the network throughout the city), a new tool is ready for residents. At LovelandPulse.com/CanISignUpNow, Lovelanders can type in their home address to see if Pulse is ready to serve their location.

Lovelanders can now search online to see if they're in a community-owned, 100% fiber-optic internet, voice and television serviceable location.

For those that are in serviceable locations, residents can kick-off their subscriptions online. Users can choose which internet package meets their family's needs, select a home voice option, and pick from PulseTV's customized packages. New subscribers are then able to select their preferred installation date and time in the portal.

For those who Pulse is not yet able to serve, there is an Early Interest form to fill out that lets us keep in touch via email. Those who sign up will receive information when construction is going to take place in their area, and later when service becomes available.

First visit LovelandPulse.com/CanISignUpNow to see if we're ready to serve you - and if not, sign up to let us know you'd like to receive emails with updates for your area.

For any other questions, please call Customer Service at 970-962-2111.



Engage on Affordable Housing

The City has launched a new engagement project for affordable housing on its Let's Talk Loveland website. Visit the website below to learn more, ask your questions and share your stories.

Engage with us:
letstalkloveland.org/affordablehousing

Youth food programs at Library

In addition to books, the Loveland Public Library offers essential services, such as access to food. Last year, the library provided over 9,000 meals and 18,000 snacks to kids, in partnership with KidsPak and the Food Bank for Larimer County.




If you are experiencing food insecurity or know someone who is, find information through the lovelandpubliclibrary.org.

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EVERYTHING YOU NEED TO KNOW

IS THERE A REBATE FOR THAT?

- **HOME UPGRADES** - Looking to make a home upgrade (HVAC, Windows, insulation, etc.)? Visit efficiencyworks.org/homes to find out if your equipment and service provider qualify for a rebate.
- **ONLINE PURCHASES** - Looking for a rebate on items you might purchase in the store (light bulbs, smart plugs, smart thermostats, faucet aerators)? Visit efficiencyworksstore.com to purchase energy-saving products with a rebate and ship them to your door.
- **POST-PURCHASE** - Looking for a rebate on an item you already purchased or plan to purchase? LWP offers post-purchase rebates for certain smart thermostats, night-sky compliant lighting fixtures, smart irrigation controllers and high-efficiency toilets. Hold on to your receipt and find out if you qualify by visiting lovelandwaterandpower.org/rebates

Check out more Frequently Asked Questions
lovelandwaterandpower.org/LWPFAQ



TO BE A WATER AND POWER PRO!

WHAT'S GOING ON WITH MY WATER?

Have you ever wondered what that pink stuff around your shower is and how to get rid of it? What is that white powdery buildup on your humidifier? Answers to these questions and more are available in the new online Water Quality Troubleshooting Guide.

This new interactive guide will help you answer the most common water-related questions and show you how to take action.

Give it a try on lovelandwaterandpower.org/WaterQuality

WHY IS MY WATER AND POWER BILL HIGHER IN THE SUMMER?

Loveland residents generally use more energy in the summer due to cooling costs and lawn irrigation. An A/C unit uses a significant amount of energy to cool your home and thirsty lawns account for about 50% of the annual water usage for Northern Colorado residents.

Everyone's home is unique. Take a customized online assessment to find money-saving tips at lovelandwaterandpower.org/HUR

WINTER ENERGY EFFICIENCY

- *Keeping your home warm and comfortable during the winter should not break the bank. Follow LWP's winter efficiency tips so you can spend more time celebrating the season and less time worrying about your heating bill.*

CHANGE YOUR FURNACE FILTER EVERY 3 TO 6 MONTHS. Dirty furnace filters can obstruct air flow, causing your furnace to work harder and costing you more on your bill.

LEAVE YOUR WINDOW COVERINGS OPEN DURING THE DAY TO TAKE ADVANTAGE OF FREE HEAT FROM THE SUN. Who doesn't like free stuff? Let the sun heat your home naturally during the day, then close your window coverings at night to lock that heat in.

SET YOUR CEILING FAN TO SPIN CLOCKWISE (REVERSE OF NORMAL) TO BLOW HOT AIR DOWN. Heat rises. Redirect it back down where you need it.

WHEN IT'S TIME FOR A NEW FURNACE, USE AN EFFICIENCY WORKS SERVICE PROVIDER SO THAT YOU QUALIFY FOR A

REBATE. LWP offers rebates up to \$500 on high-efficiency furnaces, water heaters and windows. You are required to use contractor in our network to qualify. Visit efficiencyworks.org/Homes for more details.

ADD INSULATION AND AIR SEALING TO YOUR ATTIC TO KEEP HEATED AIR INSIDE YOUR HOME. Sometimes your furnace isn't the problem. Many homes lose heated (and cooled) air through the attic or through unsealed doors and windows. LWP offers rebates on insulation and air sealing jobs completed by a listed service provider. Visit efficiencyworks.org/Homes for more details.



UTILITY NEWS



MAIN SWITCHBOARD
970-962-3000

UTILITY BILLING
970-962-2111



visit us online... lovelandwaterandpower.org

IT IS THE SEASON TO LEND A HAND TO YOUR NEIGHBORS

One of the easiest ways to find the joy of the season is to give. The new City of Loveland online billing portal makes it simple and convenient for customers to donate to the Help A Neighbor in Distress (HAND) program while paying their own utility bill. Administered by The House of Neighborly Service, HAND provides our neighbors with payment vouchers for use when circumstances make it tough to pay the utility bill. One-time or recurring contributions are accepted.

Simply visit myaccount.lovgov.org and look for the "Forms" section on the left side. You will find the "Help a Neighbor Donation" form with instructions on how you can help a neighbor stay cozy this season.

*For more information visit lovgov.org/HAND
To give over the phone please call
970-962-2111*

DO YOU NEED SUPPORT?

Help is available if you are behind on your utility bill. House of Neighborly Service is committed to providing our community with utility bill assistance.

**HNS can be found at 1511 E 11th St,
and reached by phone at
970-667-4939.**

A list of additional resources for financial assistance is available at
lovelandwaterandpower.org/UTILITYHELP

LOVELAND WATER AND POWER RECEIVES AWARD FOR PUBLIC POWER COMMUNICATIONS



Loveland Water and Power (LWP) received the Award of Excellence in Public Power Communications at the Customer Connections Conference hosted by the American Public Power Association (APPA). The American Public Power Association advocates and advises on electricity policy, technology, trends and operations for community-owned utilities that power 2,000 towns and cities nationwide. LWP received the Award of Excellence for ingenuity, creativity and relevance in telling the public power story through a new stand-alone website and social media messaging.

The LWP Customer Relations team spent nine months strategically planning, editing and creating a friendly customer journey through the pages of the website. The new website complies with ADA regulations and represents the utility brand standards. LWP worked hand-in-hand with the City's chosen website contractor, Granicus, to create custom widgets and obtain training necessary to implement upgrades and maintain the new site.

The new website is easier to navigate, provides simple paths to critical information and offers new opportunities to stay connected. LWP is honored to receive the APPA Award of Excellence award for excellence in communications.

AWARD OF EXCELLENCE

"LOVELAND WATER AND POWER SUBSITE"

Check out the new website by visiting...

lovelandwaterandpower.org

