



City's Quality of Life Survey opens this June

The communitywide survey effort returns for the first time since 2018 to gather resident feedback on City performance

The world today is much different than before the pandemic that began in 2020. For Lovelanders, that might mean job changes, family shifts, loss, changed perspectives and different needs.

During this critical time, the City of Loveland put some regular work on-hold to focus on keeping the community safe and running. As life moves forward in many ways for the community, so too does the City's commitment to resident feedback through a communitywide survey.

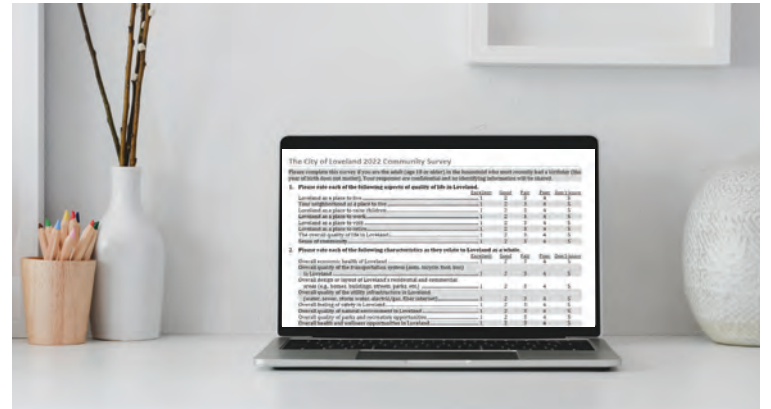
This month, the City of Loveland will release its Community Survey for the first time since 2018, getting much-needed feedback from residents on the quality of life in Loveland.

The annual Community Survey helps inform the City's Strategic Plan, budget, and helps the City:

- prioritize programs and projects
- improve existing services
- identify disparities in perceptions of service across various demographics, and
- create communication outreach efforts

Surveys will be mailed to randomly selected households across Loveland beginning the first week of June. Residents who received the survey are encouraged to complete it and return it by mail or online using the unique link and code provided. Survey responses are completely confidential and allow residents the opportunity to rate City services and amenities, and provide input that can help the City consider future priorities.

Residents who do not receive a survey in the mail but



The survey can be filled out online or in-person at select locations across the City.

would still like to weigh in can share their input online or in-person through the Open Participation survey that will open the week of June 27 and run for two weeks.

Since 2006, the City has conducted an annual Quality of Life Survey and since 2014, both a mailed and online survey were available. As part of its 2020 Strategic Plan and its 2021 performance management efforts, the City has shifted to a biennial, statistically valid National Community Survey, administered by the National Research Center (NRC), an external and independent survey research firm. The statistically valid survey is sent to randomly selected households so data can be weighted to accurately represent the community through a smaller sampling. Survey data will be compiled and shared in August 2022. More information on the 2022 survey including Open Participation links and locations, as well as previous survey results can be found at: lovgov.org/CommunitySurvey.

Let's Talk Loveland! Sign up and speak up on important City topics to you!



Have you ever had a question about the City of Loveland but didn't know who to ask? Or want to weigh in on important City topics like homelessness and affordable housing? You can get answers to your burning questions and add value to community conversations that matter. Head to the City's engagement platform, LetsTalkLoveland.org and register today!

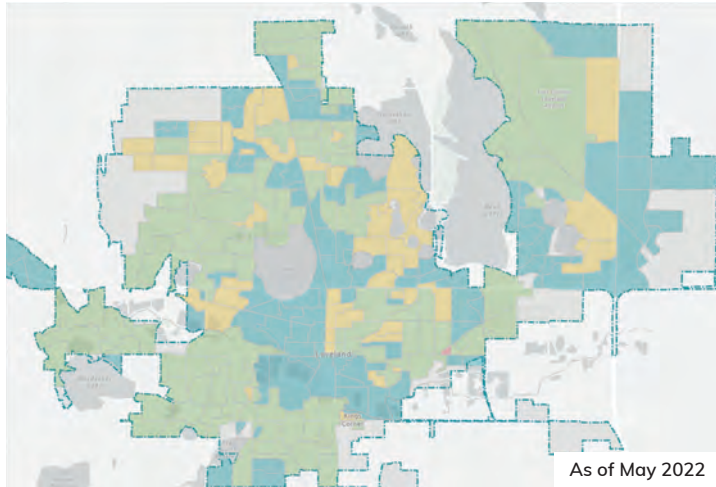
Mountains of Summer Fun at Loveland Public Library



It's time for the Mountains of Possibilities Summer Learning Program at Loveland Public Library! Join the library for special events, technology classes, reading and learning challenges, and prizes from June 1 to July 30. This all-ages program offers fun and challenges for kids, teens, and adults. Register online at lovlib.org/SLP.

Pulse Celebrates Two Years of Service With Launch of Rollout Map

In June 2022, Pulse - Loveland's 100% fiber-optic Internet, Voice, and TV services provider - celebrates two years of delivering rock-solid internet to the community. Time flies when you're building a futureproof, community-owned network past each and every address! In celebration of this event, Pulse has published a rollout map that shows areas that are currently serviceable, areas under construction, and those that are in design. Give it a look-see at [LovelandPulse.com/Map](https://lovelandpulse.com/Map).



Loveland Pulse started building a 100% fiber-optic Internet network from the ground up in November 2019. When complete, this critical utility will be able to serve each and every address in the city. [LovelandPulse.com/Map](https://lovelandpulse.com/Map)

Pulse service launch took place on June 18, 2020. It's hard to believe how much has been accomplished during the past 24 months, including:

- December 2020: Business services launched
- April 2021: Pulse launched what is now known as the Affordable Connectivity Program to provide access for families in need.

- June 2021: 1,000,000 feet of boring milestone achieved!
- October 2021: Launch of PulseTV - a made-for-Loveland television service, featuring Altitude Sports bringing Colorado's favorite sports teams to our homes.
- October 2021: In partnership with Thompson School District, with grant money from the State of Colorado, Pulse brings the critically under-served Lago Vista mobile home community online.
- November 2021: Residents can now sign up for Pulse online, where available. [LovelandPulse.com/CanISignUpNow](https://lovelandpulse.com/CanISignUpNow)

To stay up-to-date with the rollout of Pulse, visit [LovelandPulse.com/PulseInProgress](https://lovelandpulse.com/PulseInProgress) to read the monthly Fiber to the Premise report that provides updates on milestones, construction progress, and budget information.

As Pulse moves closer to being able to serve all Loveland residents, we invite you to check the service availability of your address now at: [LovelandPulse.com/CanISignUpNow](https://lovelandpulse.com/CanISignUpNow).

Pulse Internet is so reliable,
our techs have time to learn new skills.

See for yourself at [LovelandPulse.com](https://lovelandpulse.com)

970-541-4990



OPEN LANDS JULY EVENTS

FREE!

- 1,9 Fireflies Night Walk
- 2 Astronomy Night
- 5, 12, 19, 26, 30 Nature Cabin Open
- 15, 21 Art in Nature Sketch & Journal
- 15, 16, 20, 23 Guided Nature Walks
- 21 PEEPs Preschool Exploration

PLUS! Native Garden Volunteer Opportunities

REGISTER offero.cityofloveland.org

LOVELAND SUMMER CONCERTS

FREE SUMMER CONCERT SERIES
THURSDAY NIGHTS STARTING AT 6:30 PM

BLUE CANYON BOYS
July 7, 2022

17TH AVENUE ALL STARS
July 14, 2022

THE WENDY WOO BAND
July 21, 2022

DALE CISEK BAND
July 28, 2022

GO TO RIALTO.THEATERCENTER.ORG FOR WEEKLY CONCERT DETAILS

City of Loveland FARMERS MARKET SUNDAYS

JUNE - SEPT | 9A-1P

FAIRGROUNDS PARK
700 S. RAILROAD AVE.

SNAP accepted

JUNE EVENTS

- 6/5 - Bike Day
- 6/12 - Bloody Marys & Mimosas
- 6/26 - Artist Market

LOVG.OV.ORG/FARMERSMARKET

SUMMER SAVINGS



The economic consequences of stay-at-home orders and precautionary quarantining affected Loveland households at every income level. Across the country, one-third of Americans experienced a loss in income since the onset of the COVID-19 pandemic. With summer heat and increased seasonal power rates promising to compound billing woes, Loveland Water and Power invites you to participate in energy and water efficiency programs that could alleviate some financial stress by putting dollars back in your pocket.

SLOW THE FLOW FREE SPRINKLER CONSULTATIONS

Get your sprinkler system inspected with a free consultation from Resource Central and Loveland Water and Power. During your **FREE** 75-minute evaluation, our trained associates will complete a comprehensive visual inspection of your system, identifying problem areas and performing tests on your system to create a customized watering schedule for your yard. You could save thousands of gallons of water. Schedule online at lovelandwaterandpower.org/efficiency or call (303) 999-3824.

EFFICIENCY WORKS HOMES

Loveland Water and Power is pleased to offer rebates on water and energy efficient products and upgrades for your home at Efficiencyworks.org. Efficiency Works Homes offers homeowners and renters affordable assessments that identify where you can focus your hard-earned dollars in making efficiency upgrades to your home. An efficiency adviser will walk you through the process from start to finish, even helping you review quotes. You can also find a certified service provider to bring your project to fruition.

Customers can find rebates on lighting fixtures, efficient irrigation equipment, thermostats and high-efficiency toilets at Efficiencyworksstore.com. Hot summer measures designed to increase comfort and efficiency in your home include weather-based irrigation controllers and upgrades to air conditioning, air sealing and insulation. Please review rebate requirements carefully. You will need to submit a copy of your receipt with your application.

*Customers are encouraged to recycle their old toilet for **FREE** at the City of Loveland Recycling Center located at 400 N. Wilson Avenue.

REFRIGERATOR/FREEZER RECYCLING

Your old refrigerator or freezer could be costing you an extra \$100 a year. Refrigerators built before 1993 can use four times more energy than modern efficient units. Loveland Water and Power offers **FREE** refrigerator and freezer recycling to LWP customers. You will also receive a \$35 rebate on your utility bill for participating. After we pick up your old fridge, we deliver your old clunker to a recycling facility where professionals safely dismantle the unit and repurpose the materials. Visit lovelandwaterandpower.org/saveenergy or call (970) 962-3000 for details.

HOME UTILITY REPORTS

Home Energy Reports provide you personalized information about your energy use so you can make informed choices and save money. You will receive information about your water and energy use and extensive list of rebates, efficient home upgrades and money-saving ideas. Customers can even earn gift cards by accomplishing simple tasks like registering for an online account and taking the Home Efficiency Assessment. Learn more by visiting lovelandwaterandpower.org/HUR

Research shows that home utility reports help customers achieve meaningful savings on their utility bills. If you've opted not to receive Home Energy Reports in the past, don't worry. You won't be receiving a new one. However, if you're interested in getting a report again, please email efficiency@cityofloveland.org.

**If you are having trouble keeping
up with your utility bill, consider resources for
financial assistance and efficiency upgrades at:
lovelandwaterandpower.org/utilityhelp**

UTILITY NEWS



Loveland Water and Power

MAIN SWITCHBOARD
970-962-3000

UTILITY BILLING
970-962-2111



visit us online... lovelandwaterandpower.org

UNDERGROUNDING POWER LINES



Navigating unpredictable weather is a wild ride for Colorado utilities. Unstable weather patterns create significant risk for grid reliability and can result in power outages. Although overhead power lines were once the industry standard, they are susceptible to damage from tree branches, high wind and extreme weather. Ensuring the Loveland Water and Power (LWP) electric system is well-maintained by implementing a comprehensive improvement program demonstrates LWP's commitment to reliability and responsiveness to our community. Burying power cables underground is an important step in that direction.

Seven miles of overhead power lines running parallel to U.S. Highway 287 will go underground this summer. During the Highway 287 overhead-to-underground conversion project, LWP will install new underground infrastructure, replace overhead services with underground and remove old overhead lines. If the weather cooperates, crews will complete phase one of the project between 29th Street and 37th Street by June. The second phase will reach 57th Street and the final phase will take the line all the way to the border of LWP service territory at 71st Street. The finished product will cost \$3M.

Flush Alert:

You've been lied to...

"Flushable" wipes should **NEVER** be flushed. They actually clog pipes and the sewer system.

Dispose of them in a trash can.

Toilet paper and human waste are the only things you should ever flush.

Undergrounding power lines can reduce the risk of outages because buried lines are not susceptible to damage from high winds, falling trees or animals. Weather and animals were the culprits in 46% of LWP power outages in 2021.

Additionally, underground systems require less maintenance and refurbishment is only required every 40 or 50 years, which is the specified lifespan of a distribution line. The 36-inch depth is sufficient for fire protection which means heat will not damage the cables during a fire. Sparks from overhead lines are routinely identified as the cause of fires in dry areas. On the down side, underground power cables are not immune to weather damage and remain vulnerable to equipment issues, lightning strikes, flooding and excavation damage.

System improvement is essential for long-term electric system reliability and performance. Future LWP plans include undergrounding the entire power system below the Big Thompson Canyon. The Highway 287 project will increase the LWP underground system from 88.2% underground to 88.7% underground.

However, supply chain interruptions continue to pose a risk to the completion of utility projects. Key raw materials in short supply range from semiconductors to steel. Bottlenecks in freight and trucking capacity, largely driven by labor shortages, are backlogging shipments and raising costs. Risks including potential equipment and fuel supply chain disruptions, increased costs and increased lead times could impact the timeline of the underground project.