



Get to know Loveland, your full-service City

Survey results show Lovelanders value quality of life, services

As a full-service City, Loveland supports 80,000+ residents by providing many important local services that have shaped quality of life in the community since Loveland was incorporated in 1881.

The City offers nearly all public services to our community, including police, municipal court, essential community-owned utilities, residential trash and recycling, streets and transit maintenance, mosquito spraying, recreational, cultural and learning opportunities, community planning and much more.

Since 2006 when our first communitywide survey was implemented, Lovelanders have confirmed that they enjoy quality of life in the community and value services that the City provides. Loveland's municipality takes pride in providing quality services and experiences to keep the Loveland community moving. Here is a glimpse into how we became a full-service City.

The City's commitment to community-owned utility services began 137 years ago to benefit all residents and businesses in city limits. Loveland's community-owned stormwater utility was created in 1886, its water utility was established in 1887, and wastewater service was added in 1902.

Affordable, reliable community-owned power service was introduced in 1925 and municipal high-speed internet, phone and TV service was added in 2018 when City Council approved Loveland Pulse.

The City has owned and operated Loveland's only two cemeteries since 1919.

Loveland Public Library was established in 1901 by the Women's Improvement Society and in 1905 the Loveland Town Board (now Loveland City Council) accepted responsibility for providing library service to the community that remain in place today.

In 1953, City Council created the Parks Commission to care, manage and control City parks. The City's recreation department was established in 1964. The Chilson Recreation and Senior Center that exists today was part of the Civic Center complex that opened in 1987. In 1982, The Olde Course at Loveland was built, joined by Cattail Creek and Mariana Butte in the '90s.

The City of Loveland's award-winning residential trash and recycling service expanded citywide in 1993 with volume-based rates, curbside recycling, yard waste, drop-off recycling, and educational programs.



An aerial view of the Civic Center complex that includes City Hall, Foote Lagoon, the Loveland Public Library, and Chilson Recreation and Senior Center in the foreground.

What began as a van service offering transportation to people living with disabilities and seniors morphed into the City of Loveland Transit (COLT) bus service in 1993, connecting Loveland to regional transit systems across the state.

The City's role in art and culture began when it took over operations of the accredited Loveland Museum in 1946 and expanded in 1995 when City Council authorized the purchase of the historic Rialto Theater.

Did you know? Between 800 to 1,000+ local employees are hard at work for our community every year. In addition to services already mentioned, the City manages communitywide strategic planning, development services for businesses and residential property including permits, affordable housing services and grants and homeless encampment response. The City also has a cost-sharing agreement with the Loveland Fire Rescue Authority and partnerships with the Northern Colorado Regional Airport and the Northern Colorado Law Enforcement Training Center.

The City of Loveland's vision is to be a vibrant community, surrounded by natural beauty, where you belong.



Learn more about
your City at work for you

[LovGov.org/About](https://lovgov.org/about)

Pulse Needs Access Agreements To Serve Multi-Family Residences – Here's How You Can Help!

Let's say you're excited to sign up for your community-owned, fiber-optic internet (we know, we can't wait to serve you!). You probably looked at the [LovelandPulse.com/Map](https://www.LovelandPulse.com/Map), or visited [LovelandPulse.com/CheckAvailability](https://www.LovelandPulse.com/CheckAvailability) to see if your address is ready to connect. If you live in an area on the map that is yellow, or get a message on the website saying we need an Access Agreement before we can serve you, we need more information before you can get connected. Your residence has more than two attached units and is known as a Multiple-Dwelling Unit, or MDU. For MDUs, Pulse needs a document called an Access Agreement signed by property owners, or authorized parties such as property management agencies. We have made progress on this front with many properties, but there is more work to do.

What can you do to help get an Access Agreement signed?

Connect with our business development department with contact information for your landlord or property management agency to start the process. Email Pulse@LovelandPulse.com or call [970-744-2400](tel:970-744-2400). Then we will attempt to



contact the property managers/owners and work with them to get the agreements completed. It is also very helpful if you reach out to your landlord or property management agency directly to let them know you want Pulse and need them to complete the Access Agreement. Visit www.LovelandPulse.com/AccessRequest to find a sample letter that you can send.

My landlord told me it was okay. Is that enough?

Unfortunately, no. We are required to get this signed authorization for MDUs – so we will need the Access Agreement completed before we can get you connected.

For any questions about the process behind getting HOAs and MDUs connected, contact our Business Development team at [970-744-2400](tel:970-744-2400).

ACP & Pulse

The Affordable Connectivity Program & Pulse ACP Supplement provide a total of \$44.95 per month of internet assistance to qualifying households.

STARTER WITH ACP

\$0/mo

CONNECT WITH ACP

\$16/mo

MY GIG WITH ACP

\$30/mo

Find out if you're eligible for ACP at AffordableConnectivity.gov/Do-I-Qualify and get more information at [LovelandPulse.com/ACP](https://www.LovelandPulse.com/ACP)



Mosquito Control Efforts Have Begun

Mosquito season is here, and the City's vendor, Vector Disease Control International (VDCI), has begun mosquito control services across the City, including:

- Weekly efforts to track mosquito activity, quantity and location to directly target impacted areas
- Testing mosquitoes for West Nile virus
- Mosquito fog-spraying in targeted public areas
- Eliminate mosquito larva while they are still in their aquatic habitat whenever possible

The Larimer County Department of Health and Environment works closely with VDCI, local cities and Colorado State University to monitor this data and assess human risk weekly during West Nile season, which usually runs from June through early September.

Residents can see a current, interactive map of all Loveland mosquito surveillance data, including specific zones, mosquito quantities, West Nile Virus activity (positive or negative), as well as spray schedules online.



4 D's To Prevent West Nile Virus

Remember these simple ways to "Fight the Bite" using the 4 D's of mosquito safety!

1

[DEET \(or other effective mosquito repellent\)](#)
Use an EPA-registered mosquito repellent that has been proven to be effective against West Nile Virus-carrying mosquitoes.

2

[Dusk to Dawn](#)
Avoid exposure during peak Culex mosquito feeding times, from dusk through dawn.

3

[Dress](#)
Wear long sleeves and pants to keep mosquitoes from biting.

4

[Drain](#)
Remove standing water in yards or gardens to minimize mosquito breeding areas.

FOR ADDITIONAL INFORMATION, PLEASE VISIT → lovgov.org/MosquitoControl



Loveland Water and Power

Utility News

Main switchboard
970-962-3000

Utility Billing
970-962-2111

Website
lovelandwaterandpower.org

Find us on
   

Introducing our new Rebates webpage

Get money back for efficiency upgrades



Smart
thermostats



Air purifiers



High efficiency
toilets



Outdoor
irrigation
equipment



Heating and
cooling systems



Windows



Energy-saving
lighting



Insulation

Shop online for instantly rebated products

Submit receipts for money back on
efficiency upgrades

Start with a Home Efficiency Assessment
for larger home upgrades from Efficiency
Works qualified service providers



Scan the QR code or visit
lovewp.org/rebates

Summer rates now in effect for electric consumption

Our annual summer rates for electricity consumption began July 1 and will continue until October 31.

For most residential customers this means a 2.6 cent increase per kWh of electricity consumed (your bill will be a few dollars higher than in non-summer months).

Non-summer rates resume November 1 and continue until next July.

You can explore our rate schedule here for more information: lovewp.org/rates

Non-Summer rates
Nov-June

Summer rates
July-Oct

Our best tips for summer savings

Here are ways you can keep your home cool and lower your utility bill a bit this summer:

Small everyday tips

Use ceiling fans when possible; they use less energy than AC units

Set your AC to 78F or higher when you aren't home (a smart thermostat can do this for you!)

Keep curtains and blinds closed to block out strong, direct sunlight

Use your stove and oven sparingly or cook during cooler times of the day

Drive hot attic air out with a whole house fan

Wash clothes with cold water and avoid washing at the hottest times of the day

Maintenance

Clean or replace AC filters regularly to maximize their efficiency

Add or repair weather stripping or caulk around windows and doors to prevent air leaks

Clean the area around outdoor AC units and provide shade for the unit if possible

Investments

Upgrade old appliances to energy efficient models; check out our new Rebates webpage above!

2022 Drinking Water Quality Report now available online

Released each year in early summer, our annual Drinking Water Quality Report provides a comprehensive review of the previous year's water quality, service quality and contaminant levels.

We're proud to report that the water we've provided to our community meets or exceeds established state and federal water quality standards.

View it here: lovewp.org/2022-water-quality-report

Loveland Water and Power

2022

Drinking Water Quality Report

Public Notices

New stickers for Loveland water bottles

As a part of Drinking Water Week back in May, we asked creative Lovelanders to design a beautiful sticker that would look great on a water bottle. Our entire department voted on the submissions. Congratulations to Dmitri Atrash, a local web and graphic designer who created our winning design! You'll be able to pick these stickers up later this summer at the library and other city locations.



Congratulations, customer survey winners!

Congratulations to our three Loveland residents and one Loveland business who took our customer survey and won a bill credit on their next utility bill! If you took our survey, thank you - your answers mean a lot to us, and we're sharing insights from the survey at lovewp.org/2023-survey.

Congrats!

Rosa T.
Susan H.
Gary L.

Slice N Roll Pizza Pub

Upcoming events

Learn and Grow Watch Party

Tuesday August 1, 5:45-8pm

Loveland Public Library, 300 North Adams

Join us as we stream the Resource Central *New to Colorado Landscaping* webinar! This is an opportunity to connect with other Lovelanders while learning and building your gardening skills.

Water Filtration Fun

Tuesday August 8, 10-11am

Loveland Public Library, 300 North Adams

Bring your 2nd-5th graders to the library for hands-on experience learning about water quality and how filters, like the ones we make in this activity, play a part in Loveland's water treatment process. Sign up by calling 970-962-BOOK (2665).

Save money with our home efficiency programs

Lower your costs and improve your home's energy efficiency with residential programs that help you save energy, save water and save money!

You can find all these programs on our website. Use your phone's camera to scan the QR code or visit lovewp.org/resident



Sign up for a free sprinkler system evaluation

Our partner organization Resource Central is **offering free sprinkler efficiency evaluations for residential properties** as a part of their annual **Slow the Flow program**, helping Colorado residents reduce water use by optimizing their sprinkler system's efficiency. During your evaluation, skilled technicians will teach you about your system and give you a customized watering schedule. To sign up scan the QR code, visit lovewp.org/save-water or call Resource Central at 303-999-3824.

