



Helpful guidelines to enhance community standards

Loveland's code officers answer common residential and business questions

Loveland residents and business owners play an important role in maintaining the quality of life in our community. We recently asked our code officers to provide some useful reminders for property owners and tenants. It's helpful if we all work together to keep our neighborhoods clean, safe, and peaceful.

Frequently Asked Questions

Animals and Pets: For questions or concerns regarding animals, including barking dogs or chickens, call Larimer Humane Society's Animal Control team at 970-226-3647.

Trees and Shrubs: Residents and businesses should ensure that trees and shrubs do not obstruct sidewalks, roads, or alleys. Trim trees and shrubs above 8 feet on sidewalks and 14 feet on roads and alleys, discuss trimming with neighbors for overhanging trees and remove dead/sick trees and dangerous branches.

Alley Cleanup: Work together with your neighbors to keep alleys clean by removing weeds, erasing graffiti, clearing junk and trash, and trimming trees and bushes up to the midline of the alley.

Streets and Sidewalks: The Loveland Police Department's Community Service Officers ensure the safety of streets and sidewalks by addressing issues such as illegal parking, misplaced basketball hoops, obstructions in alleys and sidewalks, as well as noise and snow removal concerns. Call 970-661-2151 to report these items.

Vehicle Rules: Residents can have any number of operational vehicles on their property. If needed, only two inoperable or unregistered vehicles are allowed if covered with a neutral-colored tarp/cover and stored on the side or in the back of a property.

Home Businesses: Home-based businesses should be considerate to neighbors and remain in good standing by adhering to specific rules: limit employees/customers, store materials properly, have specific hours, and ensure they have the correct permits. Call 970-962-2523 for guidance.

Three Most Common Rule Violations

The City's code officers receive the most calls



Trees, shrubs, weeds, and grass are some of the top questions and violations reported to the City's code officers. Residents are encouraged to review helpful tips this summer. Pictured: Homeowner residence and lawn.

reporting weeds/grass, trash, and outdoor storage violations. Here is a quick reminder of those rules.

Keep weeds and grass below 8 inches in height. Remove weeds listed as harmful by the Department of Agriculture, which can be found at ag.colorado.gov.

Store trash, recycling, and yard waste bins in your backyard or inside your garage, away from view in the driveway or front yard. Also remember that trash, or broken/discarded objects should be regularly removed.

Items stored outside should be kept neatly organized in the backyard. The height of storage should not exceed your fence. Use no more than half of your yard for long-term storage, and ensure the appearance matches that of surrounding houses.

Do you wonder where to find this information? These rules can be found in Title 16 of the City's Municipal Code, which is essentially a document that outlines Loveland's local laws.

By following these guidelines and addressing common issues, we can all contribute to a clean and attractive Loveland community.

Thanks for keeping our City clean!

Have more questions? View the Municipal Code at lovgov.org search Municipal Code, or call Code Enforcement at 970-962-2506.

Pulse Makes it Easy for Parents to Protect Their Kids Online

Pulse's **Adaptive Wifi+** blankets your home in wireless connectivity, increasing your total speed, giving you access to over 50 HD channels on TiVo+, and provides a robust suite of tools to help keep your kids safe online. According to a July 2020 article from the Pew Research Center, **two-thirds of parents in the U.S. say parenting is harder today than it was 20 years ago**, with many citing technologies — like social media or smartphones — as the reason.

One of many reasons the Pulse team was eager to release HomePass® was due to the outstanding suite of parental controls available to keep kiddos safe on the internet. Our platform is:

Easy to use. HomePass® parental control features are easy to use and navigate, even for parents who are not tech-savvy. You can set up controls in just a few minutes, and you can easily adjust the settings as needed.

Effective. The tool is effective at blocking inappropriate websites and content. It can block content, including URL filtering, keyword filtering, and category filtering.

Flexible. You can set different levels of restrictions for different devices and users. For example, you could allow your child to watch YouTube on their tablet but block them from accessing social media sites.

Up-to-date. HomePass® parental controls are constantly being updated to block new threats and content. This means that you can be confident that your family is always protected.



If you are looking for a way to protect your family's online experience, Adaptive WiFi+ may be just what you are looking for. Read more about our parental control suite at LovelandPulse.com/AdaptiveWifi

If you're interested in learning more about your community-owned, fiber-optic, 10 Gigabit internet provider, we'd love to answer any questions you've got. Visit us and subscribe online at LovelandPulse.com, or call M-F 8am-5pm to speak to a Loveland-based customer service representative at **970-541-4990**.



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Loveland Public Library
Where you count

Mosaic
One Community, Many Voices

A special spooky series of free movies, an author talk and more. Scan or visit the full events schedule:
www.lovgov.org/mosaic

VOTE 2023 ELECTION

Visit GoVoteColorado.com to register to vote or update your voter registration.

YOUR VOTE, YOUR VOICE.

For more information on local elections, visit lovgov.org/elections

RIALTO THEATER

Rialto Presents

August ~ March
2023-2024

TICKETS ON SALE NOW
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City of Loveland



Loveland Water and Power

Utility News

Main switchboard
970-962-3000

Utility Billing
970-962-2111

Website
lovelandwaterandpower.org

Find us on
[YouTube](#) [Facebook](#) [Twitter](#) [Instagram](#)

Results from our 2023 Customer Survey

What we heard and how we're responding

Early in 2023, Loveland Water and Power (LWP) sent a comprehensive survey to a selection of our customers to collect detailed feedback about our performance as your publicly-owned water, electric and wastewater utility. We're grateful for the time each survey respondent spent to give us valuable feedback.

Here's a summary of what we heard from you, and how we're responding:

75%

75% of survey respondents reported being satisfied or very satisfied with our customer service and service quality.

Overall feedback

What you care about most

Do we provide a reliable electric service?

Importance level **99%**

Our performance level **80%**

Do we provide high-quality drinking water?

Importance level **98%**

Our performance level **69%**

Biggest areas of satisfaction

80% Provides reliable electric service

69% Provides high-quality drinking water

64% Provides excellent customer service

Our respondents rank our utility as average/high on our fundamental services: providing reliable power, high-quality water and excellent customer service. **We will continue to build on our success in these areas.**

Biggest areas for improvement

36% Having affordable rates

42% Offering relevant programs

44% Helping reduce utility usage

Our respondents believe these areas need the most improvement from us as a utility. The survey's **Programs** and **Communications** sections (highlighted below) revealed details about what we need to improve.

Feedback about our money-saving programs and rebates

Program awareness

56% Customers aware of our programs

30% Online efficiency store

51% Energy efficiency programs

39% Water efficiency programs

57% Refrigerator recycling program

61% Home efficiency assessments

31% Yard and landscaping webinars

A majority of our respondents are unaware of our most important programs. **We need to communicate better.**

Rebates awareness

30% Customers aware of our rebates

A majority of respondents are unaware of our rebates. **We need to communicate more effectively on this topic.**

33% Believe incentives aren't high enough

31% Believe rebated items too expensive

A majority of respondents aren't satisfied with our rebate amounts. **In addition to making finding/applying for our rebates easier, we need to strengthen our rebate amounts and incentives.**

Engagement with us

48% Customers engaging with us beyond their bill

About half our respondents don't engage with us beyond viewing and paying their utility bills. This is a priority for us; **we want to help our customers understand their utility usage and save money where they can.**

We're already making progress! Check out our brand-new Programs and Rebates webpages, which help you more easily find ways to save money on your utility bills:

lovewp.org/programs
lovewp.org/rebates

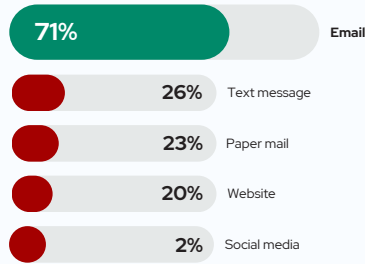
Performance level: ■ 0-33%: Low ■ 33-66%: Average ■ 66-100%: High

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Utility News

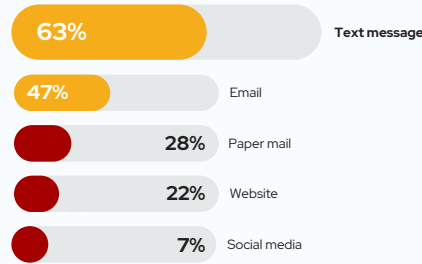
Feedback about our communications

For general information



A vast majority of our respondents prefer email communications from us, about once a month, with general information like news, events and programs. **We need to launch email communication programs for our customers.**

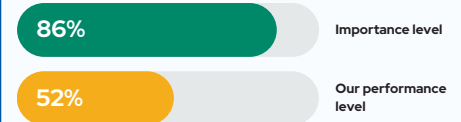
For emergency information



A majority of our respondents prefer text message communications from us for emergency information like power outages. **We need to launch text message communication programs to use during emergencies.**

Extra feedback

A desire for thought leadership



Much of our work is dedicated to helping our utility tackle some of Loveland's biggest challenges in coming decades - but our respondents told us **we need to do much more to make our customers aware of that work.** The challenges our respondents were most concerned with (in order of importance): Wildfires, climate change, water scarcity, water quality and energy insecurity.



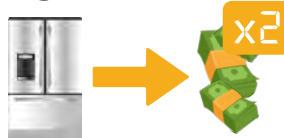
Share your feedback, too

If you didn't receive our survey, we'd still love to hear your feedback about any of these topics! Send your thoughts to efficiency@cityofloveland.org. ❤️

Public Notices

Recycle your fridge or freezer, get \$70

From August-October, get a \$70 rebate instead of our normal \$35 rebate for recycling a working refrigerator or freezer! Visit lovewp.org/appliance-recycle for info.



Our lawn replacement program gets a boost



Loveland Water and Power (LWP) was awarded a \$25,000 grant from the Colorado Water Conservation Board (CWCB) to fund our lawn replacement program in 2024. The grant supports community programs that remove non-essential turf in accordance with state legislation targeting outdoor water use reduction, passed in 2022.

We'll invest the funds in our popular lawn replacement program, which began in 2023 in collaboration with our regional partner Resource Central. To sign up for the interest list for the 2024 lawn replacement season, go to lovewp.org/programs.

New EV charger rebate available for Loveland businesses

Incentives of up to \$5,000 are now available for publicly accessible level 2 electric vehicle (EV) charging infrastructure, from our regional partner Efficiency Works. All Loveland businesses and multi-family residential properties may apply; see efficiencyworks.org/business/rebates for more information (and to apply).

2024 Utility Rates timeline

Our finance team works tirelessly with expert rate consultants each year to evaluate the infrastructure, maintenance and operational needs of our utility. The team uses those results to develop utility rates for the coming calendar year. As a community-owned utility we don't profit from our utility rates; our rates solely cover our operational costs.

We invite you to attend public meetings to follow discussions on proposed rates for 2024.

September 2023

Rate proposals will be presented publicly in the September 20 Loveland Utilities Commission (LUC) meeting. That presentation will be published on our public portal (see lovewp.org/rates); once approved by LUC, proposed rates are delivered to City Council.

October 2023

City Council will hold a final vote on rate proposals (date TBD; all Lovelanders are welcome to attend: see lovewp.org/council-meetings for details!).

November 2023

2024 approved rates will be published here in City Update and at lovewp.org/rates.