



Residents encouraged to prepare for emergencies

Be prepared, stay informed and plan for the unexpected

Emergencies can happen at any time. From severe weather, to wildland fires, to blizzards, to floods, to major cyber attacks or major public health incidents, the City of Loveland is encouraging residents to consider and plan for emergencies.

Think ahead — Make sure your family talks about how they would handle various types of emergencies. Consider your family and pet's special needs. Review your insurance policies and make sure they are appropriate for the level of support you might need if a disaster hit.

Have a plan — Choose a safe place to meet. Make sure the entire household knows where emergency supplies are kept and think about and talk to the members of your household about evacuation routes, meetup spots, and established shared emergency contacts.

Build a kit — Think about every member of the household and create an emergency supply kit that will meet everyone's needs. Are there specific supplies that would be needed if an emergency happened? What about diapers or formula for an infant? What about medications? Your supply kit should include items such as water, non-perishable food, food prep tools, pet food, a flashlight, batteries and chargers, copies of important documents, cash, and necessary hygiene products.



Registering for emergency alerts is simple and can be done on a mobile device or desktop.

Register for emergency notifications — It's important to sign up for emergency notifications because if we can't reach you, we can't alert you. Loveland's emergency notification system is called NoCo Alert. Subscribers can provide multiple addresses, including home, school, and work, and they can set language preferences. Alerts will come to your cell phone and/or your email, based on your delivery preference. Register your family today by visiting **NoCoAlert.org**.

To access free preparedness materials for all types of ages and special needs, visit **Ready.gov**.

CITY OF LOVELAND BOARD AND COMMISSIONS

Make a difference in our community.

Fall Recruitment is here!

October 1 - November 1, 2023



Scan the QR code to learn more and apply today.



**VOTE
2023
ELECTION**

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



For more information on local elections, visit **lov.gov.org/elections**



2023 Fastest Internet in the Mountain West

(and 2nd fastest network in the United States!)



Internet



WiFi



TV



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AdaptiveWiFi+
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970-541-4990
LovelandPulse.com

PCMag's 2023 Best ISPs in the United States
[PCMag.com/News/Best-ISPs-2023](https://www.pcmag.com/news/best-isps-2023)

CITY OF LOVELAND SNOW SQUAD VOLUNTEER TEAM

Turn your compassion into action!

For over 10 years the City of Loveland's Snow Squad Volunteer Team has provided an essential service to many Loveland residents who need assistance. As the program expands, the need for volunteers to join our team increases. Last year 116 households were served and we are anticipating even more applicants this season, as requests for service have already begun.

As a volunteer you are matched with residents who live nearby and commit to shoveling their sidewalks and a path to the front door within 24 hours of a snowfall two inches or more.



**Become a Snow Squad Volunteer and
make a real difference in someone's life!**

Apply to Volunteer
lovgov.org/volunteer



City of
LOVELAND
PARKS & RECREATION



Loveland Water and Power

Utility News

Main switchboard
970-962-3000

Utility Billing
970-962-2111

Website
lovelandwaterandpower.org

Find us on
   

Guardians of Clean Water: How Industrial Pretreatment Program Protects Water Supply

Inside our publicly-owned utility lies a silent guardian of the environment. While you may not have heard much about it, the Industrial Pretreatment Program (known simply as "Pretreatment") plays a crucial role in ensuring clean water for Colorado.

Pretreatment proactively protects our wastewater treatment facility and the environment from harmful pollutants - an essential part of ensuring that the waterways we cherish remain clean and safe. Water treated at the Loveland Water Reclamation Facility is released back into nature via the Big Thompson River.



Our Wastewater Treatment Plant on South Boise Avenue, pictured September 2022

"Most wastewater treatment plants are designed to treat domestic waste from residences," Industrial Pretreatment Coordinator Jen McCollum said. "So, if a commercial or industrial customer is discharging wastewater to the plant, it's Pretreatment's job to protect the biology at the wastewater treatment plant so it can do its job."

Wastewater treatment plants employ various physical, chemical and biological processes to remove contaminants and pathogens from the wastewater. Biology plays a significant role in wastewater treatment, further breaking down and removing matter such as nitrogen and phosphorus. The addition of disruptive chemicals and compounds to this delicate biological process via wastewater can wreak havoc on the treatment process and contaminate our rivers, lakes and groundwater.

"One of the most important things to prevent is grease, which can come from food or from machinery," McCollum said.

"That's why we work with restaurants to

install grease removal devices to prevent grease from entering the wastewater system."

Think of Pretreatment as a regulatory framework that requires commercial and industrial facilities to treat their wastewater before it enters the municipal sewer system. It sets standards, issues permits and conducts inspections to ensure that these facilities comply with federal, state and local environmental regulations, in addition to promoting responsible wastewater management practices amongst commercial and industrial wastewater customers.

"We live in a community of wonderful, helpful people," McCollum said. "Getting to visit and build relationships with Loveland businesses is one of the coolest parts of my job in Pretreatment."

You may be wondering why Pretreatment matters to you, a resident. The answer: clean water is a shared responsibility. We all share the same wastewater treatment plant. Grease, oils, chemicals and other pollutants are all found in common household items. No wastewater treatment plant is designed to remove them from wastewater.

How you can help

Here are ways you can help keep our wastewater safe from home!

Remember the Do Not Flush list:

Only flush toilet paper or things that come out of your body (the "Three Ps").

Avoid putting FOG down the drain:

Fats, oils and grease (FOG). You can find a variety of items that will help you prevent FOG including food/plate scrapers (free), reusable can lids (free), grease bags (\$.47/bag) and grease trappers (\$3.30) at the Utility Billing Office at 500 East 3rd Street.

Take advantage of Drug Take Back days:

Drop off unused prescription drugs every April and October at Drug Take Back Day. The next Drug Take Back event is **Saturday October 28** at the Loveland Police Department (810 East 10th Street).

Visit: lovewwp.org/pretreatment

2023 Public Power Week: October 1-7

Thanks to all of you who celebrated Public Power Week with us! During Public Power Week we talked about the benefits of being a U.S. public utility and enjoy a unique privilege that only 10% of utility customers in the U.S. have. **Here's a quick look at the benefits of being a public utility for our community:**

	Public utilities	Private utilities
Who owns the utility?	Local citizens	Investors
Who operates the utility?	Local government	Private company
Financial model	Non-profit	For-profit
Organization size and footprint	Typically small; employees live and work in the community	Typically large; can span across multiple regions and states
Community involvement	Customers can attend meetings and have a voice in utility decisions	Customers have no voice in decisions or operations of the utility

Public Notices

Don't be scared of spooky scams



Utility scammers seem to be lurking in every corner these days. With emails, texts, phone calls and even door-to-door impersonators, it's important for customers to beware. It's difficult to see through scams when scammers are getting better at disguising themselves. Scammers make threats about shutting off your service or imply they've found errors in your account to pressure you to act before you think. With new schemes popping up all the time, **our best advice is to stay connected with us** so you don't get stuck in their web of lies.

- If you suspect anything, hang up and call our Utility Billing Office directly at **970-962-2111**.
- Access your account information and confirm payment history online at anytime at **myaccount.lovgov.org**
- Standard payment options are listed on the bottom of all bills
- Report scam attempts at **stopfraudcolorado.gov**

A treat for you! Recycle your fridge, get double the money until Oct. 31



Customers can schedule a pickup for a working refrigerator or freezer and receive a \$70 rebate credit until October 31. Visit **lovewp.org/appliance-recycle** for info. It's more than rebate money back in your pocket though - recycling old appliances can save you big bucks too. Find your savings potential with ENERGY STAR's Flip Your Fridge calculator at **energystar.gov/products/refrigerators/flip-your-fridge**.



Imagine a Day Without Water October 19, 2023

Every year the "Imagine A Day Without Water" campaign challenges us all to think about our relationship with water and appreciate the conveniences and benefits it brings to our lives. Clean and safe drinking water is something millions of individuals in the US either go without or are on the verge of losing. On October 19, the campaign will focus on the necessity of reliable infrastructure and the promise of safe, affordable and accessible water.

The website **imagineadaywithoutwater.org** notes, "Part of the solution is sustainable, robust investment in the infrastructure and people needed to deliver water services equitably across the country." That sentiment rings true to us. We constantly evaluate improvement projects and prioritize replacing aging water lines to keep our system both reliable and sustainable. Investing in the health and safety of our community requires resourceful management of finances and it remains a top priority of our utility.

For more information on large projects or how we maintain water quality, check out our "About Us" tab on **lovelandwaterandpower.org**.