



Mission accomplished: Pulse celebrates milestone

Loveland's Pulse Fiber Internet is now available throughout the City

As we reach the end of 2023, Loveland celebrates the completion of Pulse — our community-owned, 10 Gig fiber-optic Internet, WiFi, TV, and Voice network. Following City Council's approval in 2018 and four years after breaking ground in November 2019, the City's largest construction project in its history is built as promised. Pulse construction finished on time and on budget despite the hurdles of the global pandemic as well as network material delays and rising costs resulting from supply chain disruptions.

More than 3.3 million feet of conduit and more than 356 million feet of fiber-optic lines have been installed throughout the city, providing residents and businesses access to a world-class network right here in Loveland.

The City of Loveland set out to create a choice for affordable, ubiquitous connectivity to ensure that no one would ever be without an option for high-quality internet. The resource we have created has achieved remarkable success:

- Pulse was ranked by PCMag's "2023 Best ISPs in the United States" as the fastest provider in the Mountain region, and the second fastest in the country.
- Pulse's 99.95% uptime underscores a commitment to reliable internet service through a superior network.



Members of the City of Loveland Pulse team celebrate network-wide 10 Gig coverage in 2023.

- Pulse's customer satisfaction score is 17 times higher than the national industry average.
- Pulse offers free internet for Affordable Connectivity Program-qualified households.

Loveland stands as a shining example of what is possible when a community unites to pioneer innovative, collaborative solutions. Together, we have created a network that will connect our community for generations.

Learn more about how Pulse will make your digital life better in every way at **LovelandPulse.com**, or call our Loveland-based Customer Service team at **970-541-4990**.

Now hiring! The City of Loveland has several job opportunities posted to its online job portal

Check out employment opportunities currently offered by the City of Loveland. As an organization, the City of Loveland offers a welcoming environment where employees enjoy opportunities for growth and development as well as an exceptional work-life balance. From seasonal positions to full-time careers, visit the job portal at **lovgov.org/jobs**. New opportunities are posted regularly.



FIND YOUR FIT!

Chilson Recreation & Senior Center

We have something for **EVERYONE!**

- Cardio & strength training
- Group exercise classes^x
- STAGES indoor cycling
- Racquetball courts
- LED therapy bed with FDA clearance^x
- Lap pool & leisure pool with play area
- Lazy river, hot tubs & steam room
- Gymnastics center^x
- Drop-in pickleball, basketball, volleyball
- Tons of adult/youth enrichment classes^x

^x Extra fees may apply

Check out our NEW renovated locker rooms - they are AWESOME!

2024 Chilson Fees

Age	Daily	10-Visit	Pass (Billed Monthly)*	
			Resident	Non-Resident
Toddler	\$4.50	\$40.00	N/A	N/A
Youth	\$5.50	\$49.00	\$22.66	\$27.00
Adult	\$7.00	\$63.00	\$41.33	\$47.83
Senior	\$5.75	\$52.00	\$24.25	\$29.08
Family	N/A	N/A	\$59.50	\$68.67
Childcare	\$3.50	\$31.50	\$7.50/\$5	\$7.50/\$5

* 3 Month, 6 Month and 1 Year paid-in-full passes also available!

INFO lovgov.org/chilson



WHERE YOU CAN!

Explore our upcoming events & services

lovlib.org/events



Loveland Public Library

Empowering your home: Efficiency-boosting home assessment programs to continue in 2024

Loveland Water and Power offers two options for homeowners who want to create a healthy living environment and lower their utility bill by becoming more energy and water efficient. The Efficiency Works Home Assessment Program and the Larimer County Conservation Corps Home Assessment Program provide a custom snapshot of the electricity and water use, comfort and safety in your home. Each program offers unique benefits to our customers.

Efficiency Works Home Assessment Program

The Efficiency Works Home Assessment Program offers personalized home energy assessments that determine how well your home maintains its temperature, inspecting things like insulation, air leaks and appliance efficiency.

The program provides a detailed report outlining customized recommendations for your home. From optimizing insulation and window sealing to upgrading appliances, these suggestions are geared towards not only cutting your energy bills but reducing

your carbon footprint.

Participants in the program gain access to exclusive rebates and incentives on home upgrades from Efficiency Works. See the key benefits below. Efficiency Works Assessments are available to homeowners year-round and cost \$60; you can sign up here: lovewp.org/programs.

Larimer County Conservation Corps (LCCC) Home Assessment Program

The LCCC Home Assessment Program brings a unique blend of hands-on service and energy expertise to your doorstep.

LCCC will install water- and energy-saving fixtures in your home (examples: LED lightbulbs, furnace air filters, faucet aerators, shower heads, high-efficiency toilets) and educate you about efficiency practices for your home.

See the key benefits below. Available to homeowners and renters, LCCC Home Assessments occur between January and May and are free; you can sign up here: lovewp.org/programs. Spots are limited.



Larimer County Conservation Corps (LCCC) members install an efficient toilet and LED lightbulbs in a Loveland home, 2021.

Key benefits of each Home Assessment Program

Efficiency Works Home Assessment Program

- **Tailored recommendations:** Get personalized tips for optimizing your home's energy efficiency, based on your home's efficiency performance.
- **Access to rebates:** Access exclusive rebates and incentives to offset the cost of home upgrades, including HVAC.
- **Expert guidance:** Benefit from the expertise of a professional energy advisor to identify improvements that can lower your utility bills; advisors can even advise on service provider proposals for related home improvements.

LCCC Home Assessment Program

- **Get LED lightbulbs installed:** LCCC will replace all incandescent lightbulbs in your home with LED bulbs.
- **Begin saving water every day:** LCCC will install water-efficient faucets, shower heads and toilets that lower your water usage.

For more information visit:
lovewp.org/programs

Our best tips to lower your winter utility bills

Let sunshine heat your home naturally

Open curtains on south-facing windows during the day to let heat in through your windows.

Close window shades at night to keep heat in

Window coverings provide an insulating barrier between your home and cold air.

Use LED lightbulbs

LED bulbs use 80-90% less electricity than incandescent bulbs, which were banned from retail sales in Colorado in August 2023. Good news! We have rebates on LED lighting, including holiday lights: lovewp.org/rebates.

Change your heating system's filters

Whether you have a gas furnace or a ducted or ductless electric system, cleaning or replacing your filters regularly helps your heating system – which accounts for a majority of your utility usage – work more efficiently. Maintaining your system properly helps it run as efficiently as possible.

Put your holiday lights on a timer

If you have holiday lights outside your home, putting them on a timer that shuts them off after you're asleep can reduce your electricity usage.

Seal air leaks

Use caulk or weather stripping to seal air leaks around doors and windows. Even a small air leak can have a significant impact on your home's indoor temperature over time.

Lower your thermostat

Lowering your thermostat by as little as one degree Fahrenheit for eight hours can lower your monthly utility bill by as much as 1%. In general, set your thermostat to 65-70 degrees when you're home, and as low as 60 degrees when you're sleeping or away from home. You can also put on another layer or grab a blanket instead of turning up your heat.

Get a smart thermostat

Smart thermostats let you control the temperature of your home from your smartphone. Some smart thermostats even adjust settings automatically based on whether you're home or whether you're in a room, and work with a wide variety of heating systems. We offer rebates on a variety of smart thermostats: lovewp.org/rebates.

Insulate your pipes

Insulating exposed pipes in crawl spaces or unconditioned basements can keep more heat in your pipes, helping your water heater do less work.

For related rebates visit:
lovewp.org/rebates

Lend a HAND to your neighbors

Since 1995, the Help a Neighbor in Distress (HAND) Program in Loveland, Colorado has helped people without water or electric services due to unpaid utility bills. The program is funded by donations from community members and by Loveland Water and Power and administered by House of Neighborly Services (HNS).

You can make a one-time contribution or set up a recurring contribution on your utility bill:

- **Online:** Open your online billing portal, myaccount.lovgov.org, and look for the Forms section on the left side. You'll find the Help a Neighbor Donation form with instructions.
- **Over the phone:** Give us a ring at 970-962-2111.
- **Via check:** Write a check to the City of Loveland HAND Program and mail it with your utility bill to: City of Loveland, Utility Billing Office, 500 East 3rd Street, Suite 100, Loveland, CO 80537.

For more information visit lovgov.org/HAND.

Improving our customer experience, thanks to your feedback!

In 2023 we launched many projects designed to make your customer experience with Loveland Water and Power better – many in response to our 2023 Customer Survey. You can view the insights of that survey in all levels of detail at lovewp.org/2023-survey, where we're tracking all of the improvements we're working on in response to customer feedback.

You can share your feedback with us at any time – we'd love to hear it! Drop us a line at efficiency@cityofloveland.org or give us a ring at 970-962-3000 and press 7.

Financial assistance

Help is available if you're behind on your utility bill. Visit lovewp.org/financial-assistance for resources.