

## Loveland's sweetheart season touts fun February activities

America's sweetheart city is known for its hearts, valentines and all things love. Here are some activities to keep your heart pumping with delight all month long.

Surprise someone by having custom heart art signs delivered to their yard. Loveland Parks and Recreation is offering Love is in the Air yard art. Pre-registration is required before Wednesday, Feb. 3. The cost is \$40 each with delivery to those living in 80537 and 80538 ZIP codes and a pick-up option is available. Order on [lovgov.org/WebTrac](https://lovgov.org/WebTrac) using activity number 250021-01.

Starting Thursday, Feb. 1, the nightly holiday light displays at Chapungu Sculpture Park transform to pink and red lights and brightly lit symbols of love during Loveland Lights. Enjoy a stroll through this free outdoor experience before the event's final day on Wednesday, Feb. 14.

Stop by the Sweetheart Festival on Saturday, Feb. 10, 11 a.m. – 8 p.m., in downtown Loveland. The event features live music, art, local beer, interactive activities and more.

For an activity that's available all month, check out the Love Lock sculptures. Residents can bring a lock or buy one in the Loveland Visitor's Center, 5400 Stone Creek Circle, and lock their love on one of two heart sculptures: one is at Lake Loveland and the other is at the Loveland Visitor's Center. Learn more on the official Visit Loveland website, [VisitLoveland.com](https://VisitLoveland.com).



*Loveland Recreation's Adaptive Program offers different sports options such as Unified Softball depending on the season.*

## Adaptive Program makes health and wellness accessible to everyone

The City of Loveland Parks and Recreation Department's Adaptive Program isn't new. In fact, the program has been around for many years. Each year the program continues to offer well-rounded inclusive programming. Programs are open to everyone but are designed to meet the unique needs of individuals with a broad range of visible and invisible physical, psychological, developmental and intellectual needs.

"Therapeutic and inclusion services focus on abilities, rather than on disabilities. Participants gain confidence, develop communication skills, experience moments of success, learn teamwork and make lasting friendships — all essential skills necessary for development," said Adaptive Program Recreation Coordinator Karl Von Zwehl.

Von Zwehl is a Certified Therapeutic Recreation Specialist (CTRS) who coordinates programming and helps participants explore modifications as needed.

"By far, our most popular programs are our Special Olympics and Unified programs," said Von Zwehl. Adult Unified Basketball began its season in January. In February and March, the Adaptive Program offers Special Olympics youth swimming for participants 8 to 15 years old. The Adaptive Program also offers a variety of activities such as a monthly crafts class and a program called Bingo, Board Games and Billiards.

And, what some residents don't know is that the Adaptive Program helps with modifications for those who want to participate in other recreation programs. With at least two weeks' notice before any Loveland Recreation program begins, staff can help individuals explore modifications.

To learn more about programs, visit [lovgov.org/WebTrac](https://lovgov.org/WebTrac) and select Adapted under the Activities section. For specific questions about the Adaptive Program, call **970-962-2462**.




## Loveland, you've got fiber internet – you've got Pulse!

Loveland has good reason to celebrate in the New Year. Redefining what it means to be an internet service provider, our community-owned network, Pulse has met and surpassed the adopted vision statements of universal access, fast internet, customer service excellence, reliability and affordability.

- **Universal Accessibility:** Pulse has delivered on its promise of access for every home and business in Loveland, making it the only 10 Gig network in the city that offers symmetrical, uncapped connectivity to every address.
- **Fast Internet:** Pulse has not only met but exceeded expectations for delivering “fast internet.” According to PCMag’s “2023 Best ISPs in the United States,” Pulse ranked as the fastest network in the Mountain region and the second fastest in the entire country.
- **Exceptional Customer Service:** The local Pulse team’s commitment to providing quality customer experiences is evident, with customer satisfaction scores 17 times higher than the national average.
- **Reliability:** With an industry-leading 99.95% uptime, Pulse sets the standard for internet reliability, demonstrating that delivering better internet starts with building a better network.
- **Affordable & Transparent Pricing:** Pulse proudly forgoes long-term contracts and complex promotions and ensures that no one in our community is left behind due to cost, offering free internet access to households that qualify for the Affordable Connectivity Program (ACP).

Subscribe online at **PulseFiber.org**.  
Call our local team **970-541-4990**.



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Learn more at [PulseFiber.org/ACP](https://PulseFiber.org/ACP)



## Curious what is recyclable?

Visit [lovgov.org/SolidWaste](https://lovgov.org/SolidWaste) or download our app: **Loveland Recycling and Trash**



LOVELAND MUSEUM  
LOVELAND ARTS AND CULTURE

## Contemporary Art from the Riemer Collection CULTURAL CURRENCY

**January 27 - April 28**  
Main Gallery | \$7 Admission Ages 13+  
Free Day, Wednesday, March 6



Racehorse, by Lou Beach



City of Loveland



# Empowering Loveland with advanced meters: citywide electric meter upgrades begin in February

Loveland is joining more than 75% of U.S. cities in launching an advanced metering system (known as “advanced metering infrastructure” or AMI) citywide, which will drastically improve the City of Loveland Water and Power Department’s operations and customer experience. Water and power customers will have their existing electric meters exchanged for advanced meters.

AMI will allow the Loveland Water and Power Department to read electric meters remotely without having to access meters at your home physically. For years, our meter readers made monthly visits to every property in our city before sending utility bills showing the previous month’s utility usage. With AMI, the Loveland Water and Power Department and its customers will both be able to access electricity usage information all the time.

We’ve tested AMI technology since 2009 and have installed AMI in specific areas of the city over the past decade. The citywide AMI launch will begin in February 2024 and full implementation will take up to two years to complete. A City-selected contractor, SiteWise, will complete a majority of meter exchanges.



*A new advanced meter, pictured in our warehouse.*

## Benefits of AMI

AMI will empower customers to view their electricity usage data online anytime. That data will help us, too: With AMI we’ll be able to provide better, faster service by identifying outages quickly and efficiently, advising customers based on their exact utility usage and making smarter decisions about real-time energy allocation. Read more at [lovewp.org/ami](https://lovewp.org/ami).

## What to expect: Getting your new electric meter

**1. Check what AMI Deployment Zone your home is in.** On our AMI webpage, [lovewp.org/ami](https://lovewp.org/ami), you’ll find a map of AMI Deployment Zones showing when we’ll be exchanging meters in each zone.

**2. Get notified 1-2 weeks before your electric meter exchange.** We’ll notify you closer to your exact meter exchange date. If the contact information on your utility account needs updating, give us a call at **970-962-2111**.

**3. Receive your new electric meter.** SiteWise crews will knock on your door to let you know of their arrival and install your new electric meter. Installations usually take 10 minutes or less and may require a brief power outage. If you need to schedule a specific time for your installation, options for scheduling will be communicated 1-2 weeks before your meter change. SiteWise crews will leave a door hanger on your door after your meter change is completed with any information you need to know.

If you have any questions about AMI, call us at **970-962-3000** or visit our AMI webpage: [lovewp.org/ami](https://lovewp.org/ami).

## Program Spotlight: Learn more about Garden In A Box

Our popular Garden In A Box kits will go on sale again the first week of March.

Garden In A Box is a professionally-designed, pick-up-and-plant-yourself garden kits that include water-wise plants that adapt well to the Colorado climate. These kits offer a unique opportunity to plant a high-quality garden for a great price and a small effort. However, the kits often sell out within the first month of sales.

The kits are sold by our long-time partner Resource Central, which also serves dozens of other conservation-minded Colorado utilities. \$25 discounts will be given to over 150 of the first Loveland Water and Power (LWP) water utility customers at checkout.



Garden In A Box kits offer immediate savings via their lower watering requirements. The plants mature over a couple years and save customers thousands of gallons per year. The kits come in different varieties designed for a variety of landscapes; some highlight native wildflowers or certain flower colors while others prioritize attracting pollinators which help create healthy habitats. Space requirements vary, but many garden kits cover around 100 square feet. Kit pickups are scheduled for May or early June and include instructions.

If you'd like to purchase a Garden in a Box, visit [lovewp.org/garden-kits](https://lovewp.org/garden-kits) to add your name to the interest list. You may also call Resource Central at **303-999-3820, ext. 222**.

## Correction to 2024 rate changes addressed

In November, we communicated rate changes for all three of our utilities: water, wastewater and electric. We made a mistake in our communication that incorrectly represented electric usage rates; we previously communicated a +4.48% increase to summer rates and a +11.71% increase for winter rates for residential single family electric usage. We corrected this error on December 1, 2023 in all communications. **Correct rate increases and estimated cost increases are shown in green in the graphic on the right.**

What does that mean for you, our ratepayer? Combined with other rate changes for water and wastewater, which you can view at [lovewp.org/rates](https://lovewp.org/rates), the average annual utility bill for a single-family residential customer using an average of 700 kilowatt hour per month will increase by \$83.08, not \$102.68 as originally communicated. **That's \$19.06 per year less than originally communicated in the November City Update.**

Why are rate increases necessary? Our costs determine your rates. As a public utility we don't exist to profit.

You can view 2024 rates for all customer types, what 2024 rate increases fund and how our rates, charges and fees work at [lovewp.org/rates](https://lovewp.org/rates).

