

Loveland Police Department biennial survey runs through Oct. 24

The Loveland Police Department will run its biennial Public Safety Survey from Sept. 24 through Oct. 24. The survey is required as part of the Commission on Accreditation for Law Enforcement Agencies accreditation standards and it is administered through the City's online community engagement platform powered by Polco in the following ways:

Random sample - Loveland Police will send out postcard invitations to four thousand randomly selected households, inviting them to complete the survey. The random sample portion helps provide the survey with statistical relevance.

Open participation - City of Loveland residents and business owners can participate in the survey at any time by going to lovgov.org/LPDSurvey and clicking the survey.

Online survey participants will be asked to provide their email address and zip code by registering at the end of the survey before they can submit a response. This ensures the police department hears from each person once and they live within the city. Email addresses and zip codes remain anonymous.



The Alexander Mountain Fire was a reminder that emergencies can happen at any time. Thank you, first responders!

Residents encouraged to prepare for the unexpected

Emergencies can happen anywhere, at any time. The recent Alexander Mountain Fire west of Loveland, followed by significant rainfall, is a reminder that residents should always be prepared. Whether it's severe weather, wildfires, floods, blizzards, cyber-attacks, or public health incidents, it's essential to register for emergency notifications and have an emergency plan in place.

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 learn more about staying in touch with the City during an emergency, visit lovgov.org/emergency.

Part of emergency preparedness is to think ahead. Make sure your family talks about how they would handle different emergencies. Review your insurance policies and make sure they are appropriate for the level of support you might need if a disaster hit.

Also, take time to 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.

Think about every member of the household and create an emergency supply kit that will meet everyone's needs. What about diapers or formula for an infant? What about medications? A kit should include items such as water, nonperishable food, food prep tools, pet food, a flashlight, batteries and chargers, copies of important documents, cash, and necessary hygiene products. Think about the unique needs of your family and include items that you would need to have, such as medications and diapers.

For more information and to access free preparedness materials, visit Ready.gov.

From speed and network uptime to quality customer service, Pulse Fiber Internet is so reliable

When it comes to choosing an internet provider, reliability is key. That's why Pulse stands out as a top choice. Pulse has changed what it means to be a quality internet provider in Northern Colorado.

99.95% Network Uptime

Pulse boasts an impressive track record of network uptime. Whether attending a virtual meeting, taking an online class, connecting with friends, family, or medical providers, or just relaxing with your favorite programming, Pulse's consistent performance ensures you won't be left in a lurch.

Speed and Quality You Can Count On

For the second consecutive year, Pulse has garnered national recognition from PCMag, being recognized as one of the fastest Internet Service Providers (ISPs) in the United States. With a PCMag Speed Index Score of

770.3, Pulse ranks second in the nation and first in the Mountain West, surpassing its 2023 score of 579.8. PCMag also declared Pulse the Best Gaming Quality Network in the country in 2024. This recognition and remarkable improvement underscores Pulse's unwavering commitment to maintaining a high-performance network.

Speak With a Local Person in an Average of 52 Seconds

One of the most common complaints about dealing with internet providers is that it's difficult to connect with a person to help. The phone trees are complicated, and the wait times for help are much longer than expected. This is not the case for Pulse customers! We are proud that our average wait time to speak with a locally-based team member is only 52 seconds. Short hold times mean that we can quickly get to the heart of our customers' questions and swiftly assist with needed resolutions. Read more at PulseFiber.org/PulseIsSoReliable.



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AUTHOR TALK & BOOK SIGNING WITH VAUHINI VARA WEDNESDAY, OCT. 23 AT THE RIALTO THEATER

Spend an evening with Northern Colorado's Vauhini Vara as she discusses her award-winning debut novel, *The Immortal King Rao*. Space is limited and registration required. No ticket fee.

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Hazel Miller

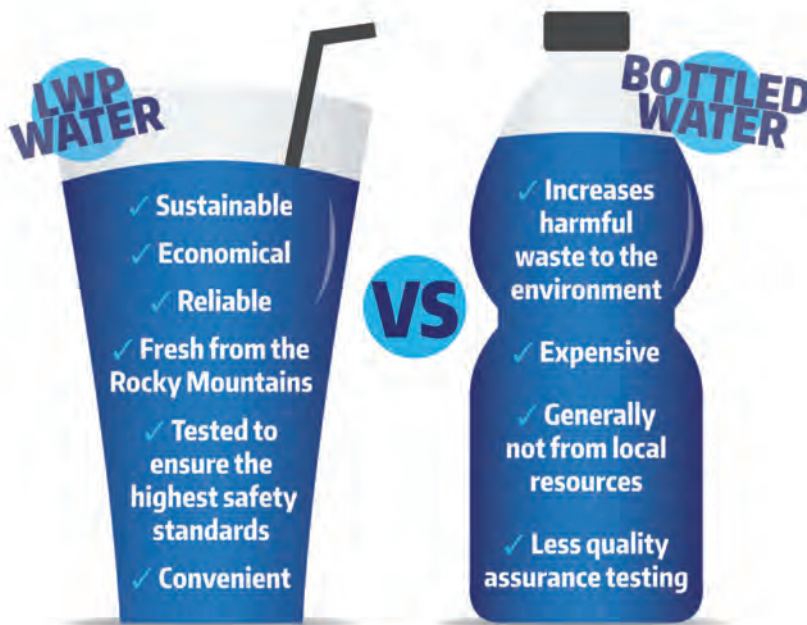
Do you know where your water comes from?

In late spring and early summer, snowmelt from the Rocky Mountains flows down the west side of the Continental Divide and is collected in the Colorado Big Thompson West Slope system. This system features three reservoirs, a natural lake, two pumping plants, canals and control facilities. From there, the water is transported through the Alva B. Adams Tunnel—a 13-mile tunnel completed on March 31, 1944, after construction began from both ends and met in the middle. The tunnel runs beneath the Continental Divide and Rocky Mountain National Park.

Upon reaching the other side, the water merges with snowmelt from the Big Thompson watershed on the east side of the Continental Divide. It is then routed through a comprehensive distribution network of reservoirs, canals, pipelines and hydroelectric plants across eight counties, including Larimer County. Loveland's water supply comes from three main sources: the Big Thompson River, the Charles Hansen Feeder Canal and Green Ridge Glade Reservoir. Located in West Loveland, Green Ridge Glade Reservoir plays a crucial role by allowing Loveland Water and Power to store water year-round. The reservoir has a capacity of 6,800 acre-feet—enough to fill 3,400 Olympic-sized swimming pools.

The Loveland Water Treatment Plant can process up to 38 million gallons of water per day. During treatment, the water is thoroughly filtered to meet and exceed all state and federal regulations. After treatment, it is distributed through a network of underground pipes to homes and businesses throughout the community. Additionally, Loveland maintains eight water storage tanks to ensure a consistent and reliable supply.

Residents can confidently turn on their taps, knowing that clean, fresh water is always available, delivered straight from the snowy caps of the Rocky Mountains. For more information about Loveland's water, visit us online at lovewp.org/water.



Drinking water standards

To ensure tap water meets rigorous quality standards, the EPA has established regulations that limit the levels of specific contaminants in water supplied by public systems. Similarly, the U.S. Food and Drug Administration (FDA) sets limits for contaminants in bottled water, aiming to provide equivalent protection for public health.

In Loveland, our tap water meets or exceeds all state and federal quality standards. It's important to note that bottled water often originates from public water systems like ours, and in some instances, from sources with lower quality than that of Loveland Water and Power (LWP). Furthermore, LWP tap water is significantly more affordable costing less than one cent per bottle. So, you can enjoy high-quality water from your tap for a fraction of the price of bottled water.

Learn more about your local water. Visit lovewp.org/drinking-water to view the Water Quality Report and answers to commonly asked questions.

Loveland Water and Power is community powered

In celebration of Public Power Week from October 6-12, we are proud to highlight Loveland's community-owned electric services.

Public Power Week is a national event dedicated to recognizing the vital economic, social and environmental roles played by local electric utilities. These utilities, numbering around 2,000 nationwide, collectively serve 54 million Americans across 49 states and five territories. This week also commemorates the values of community involvement and decision-making that led to the founding of Loveland Water and Power in 1925.

October 6-12 is Public Power Week... and we have reason to celebrate!

Like approximately 2,000 other communities across the country, we are powered by a community-owned, not-for-profit public power utility. During Public Power Week, we celebrate the benefits of living in a public power community. Benefits include: low rates, high reliability, dedicated local service, community focus, economic development, and local decision-making.



"Public Power Week is an exciting event for the City of Loveland Electric Utility; it is our opportunity to educate our customers about the benefits of public power, highlight the amazing people that make this utility operate effectively and to provide interactive ways for the community to celebrate and engage with us," said Electric Utility Division Manager Adam Bromley.

"As a municipally owned electric utility, we share a strong sense of connection with our community. Our vision is 'To provide best in class utility services for our community' and we take that very seriously. We strive to provide safe, reliable, affordable and sustainable electricity to the citizens of Loveland," said Bromley.

As a not-for-profit utility, Loveland Water and Power is committed to serving our community with a focus on affordability, reliability and environmental stewardship. We take pride in our role as a community-owned utility, dedicated to meeting the needs of Loveland residents with integrity and care.

Public Notices

Double fridge and freezer recycling rebates start again!

We're offering double rebates for customers who recycle old working fridges and freezers.

Normally a \$35 bill credit, customers who schedule a curbside home pickup during September and October will receive a \$70 credit!

Removing inefficient fridges and freezers is an easy way to save energy. Terms and conditions apply, see lovewp.org/appliance-recycle to sign up and see program details.



Properly dispose of expired or unused medications



You should NEVER put expired or unused over-the-counter or prescription medications down a drain or toilet as they pollute our wastewater system and can cause harm. Instead, take advantage of pharmacy take back programs and put them in convenient drop-boxes for safe disposal.

Many local pharmacies including multiple Walgreens and Safeway locations, as well as Good Day Pharmacy, Genoa Healthcare, Banner Family Pharmacy and Sunrise Community Center offer such drop-boxes. Restrictions often apply to needles/sharps, liquids, and illicit drugs. We recommended calling for each pharmacy's rules.

Main switchboard
970-962-3000

Utility Billing
970-962-2111

Website
LovelandWaterAndPower.org

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