

UNDERSTANDING YOUR UTILITY BILL

Every month, you receive one bill from Loveland Water and Power (LWP) for each house, apartment or business that you own or rent. To pay your bill online visit, <https://ipn2.paymentus.com/cp/lvld>. Other charges for renewable energy, HAND contributions, or optional trash-related services appear on the bill if requested by the customer. Your bill includes all applicable charges and fees for:



Each item on your utility bill has a purpose:

- 1. Utility Billing Contact Information:** All questions regarding bills should be directed to Utility Billing at 970-962-2111.
- 2. Account Number:** Every LWP account has a different account number, even if the contact person is the same.
- 3. Bill Date:** The date your bill was printed. Charges and payments processed after this date will appear on your next bill.
- 4. Due Date:** The date your payment for current charges is due to the City of Loveland.
- 5. Balance Forward:** Includes any past due balance or bill credits.
- 6. Total Amount Due:** The total of your bill.
- 7. Payable To:** All payments should be made payable to "City of Loveland".
- 8. Service Address:** The address to which LWP provides service. In some cases, customers have a mailing address different from the service address.
- 9. Rate Class:** This is your current rate. Visit www.cityofloveland.com/utilityrates to view the current Schedule of Rates, Charges and Fees.
- 10. Service Period:** The number of days in your billing period is shown on each bill. Most billing cycles run between 28 and 35 days, and can vary because of holidays, etc. Keep in mind that during extreme cold or hot weather, a few days more or less in a billing cycle will affect your bill.
- 11. Units:**
 - a. kWh (Kilowatt-Hours):** The amount of electricity you use is measured in kilowatt-hours. 1000 watts used for one hour = 1 kilowatt-hour or 1 kWh.
 - b. Gals (Gallons):** The amount of water you use is measured in gallons. LWP charges are based on 1,000 gallon increments.
- 12. Usage:** The amount of electricity and water you use is determined by subtracting the previous reading from the current reading. Multiply the difference by meter multiplier (typically 1 for residential customers) to calculate the electricity used (kWh).
- 13. Multiplier:** Meters that count kWh and gallons use a multiplier of 1 – this is most common for residential customers. Meters that count kWh by 20's have a multiplier of 20. After your meter is read and the difference between the old and new reading is established, a multiplier is used to convert that difference into use.


City of Loveland Water and Power Department • Utility Billing Office
1 500 East Third Street • Loveland, Colorado 80537 • 970-962-2111

SERVICE ADDRESS			
1234 WEST RIVER DR			
ACCOUNT NUMBER	CYCLE	BILL DATE	DUE DATE
2 11111-12345	07-06	3 11/12/17	4 11/28/17

TOTAL CURRENT CHARGES 186.95
 BALANCE FORWARD 203.61
 TOTAL AMOUNT DUE **6** 390.56


 CITY OF LOVELAND
 PO BOX 3500
 LOVELAND CO 80539-3500

UTILITY CUSTOMER
 1234 WEST RIVER DR
 LOVELAND CO 80538-7253

THANK YOU FOR YOUR PROMPT PAYMENT

RETAIN BOTTOM PORTION FOR YOUR RECORDS. DETACH AND RETURN STUB WITH PAYMENT MADE PAYABLE TO: CITY OF LOVELAND. **7**

SERVICE ADDRESS					
1234 WEST RIVER DR					
ACCOUNT NUMBER	CYCLE	BILL DATE	DUE DATE		
8 11111-12345	07-06	11/12/17	11/28/17		

9 RATE CLASS: RESIDENTIAL

10 SERVICE PERIOD	DAYS	METER NUMBER	MULTI	11 UNITS	CURRENT	PREVIOUS	USAGE
EL 10/07/17 11/09/17	33	11111	1	KWH	19571	18706	865
WA 10/07/17 11/09/17	33	12345678	1	GALS	1861000	1855000	6000 12

SERVICE	CONSUMPTION	CHARGE	15 TOTAL
EL ELECTRIC	865.00	80.45	80.45
WA WATER	6,000.00	30.08	30.08
SW SEWER	6,000.00	34.49	34.49
SD STORM DRAIN 8000+		14.99	14.99
SM STREET MAINT FEE		2.23	2.23
TR SOLID WASTE MGMT FEE		7.50	7.50
TC TRASH CART 32G		6.00	6.00
MC MOSQUITO CNTL		.80	.80
YW YARDWASTE		8.00	8.00
CITY SALES TAX		2.41	2.41
16	TOTAL CURRENT CHARGES		186.95
	BALANCE FORWARD		203.61
	TOTAL AMOUNT DUE		390.56


City of Loveland Water and Power Department • Utility Billing Office
14 500 East Third Street • Loveland, Colorado 80537 • 970-962-2111
 After Hours Emergency Numbers: Electric 970-683-1043 Water 970-962-3456

- 14. After Hours Emergency Numbers:** Call these numbers after regular business hours, on weekends or holidays to report utility emergencies.
- 15. Charge and Total:** The charged and total amount by service. This includes any base charge, PILT and fees based on individual service. Visit cityofloveland.org/utilityrates to view the latest rates, charges and fees.
- 16. City Sales Tax:** City sales tax is only charged on electric.

