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/lwdf. 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:

Electricity  Water  Sewer  Storm Drainage  Street Maintenance  Trash/Recycling  Mosquito Control

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.
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.