



Follow us on Facebook, Twitter and YouTube

## Water, power rate increases ahead; Loveland rates still among the lowest

Increased wholesale costs and the need to replace aging infrastructure will result in modest rate increases for water and electricity beginning in January. For the average resident, the increase will total about \$4 a month, with Loveland's rates still among the lowest in Colorado.

All customers—residential and commercial—of Loveland Water and Power (W&P) will see a rate increase of 6 percent for water. For typical

residential users, the monthly water bill will increase by \$1.27 to yield a total water bill of \$21.25.

The increase is needed not to purchase more water, but to ensure reliability and back-up water delivery capability for the current system. Most of the increased revenue will enable repair and replacement of aging water lines around town, two new water tanks and existing tank maintenance, and new equipment at the 87-year-old water treatment plant in the foothills west of town.

Currently, Loveland has the rights to plenty of raw water. "We're not even flirting with usage bumping up against supply right now," a water department accountant explained. But money is needed to improve the ability to treat the raw water and transport it to and through the community.

*(continued on page 2)*



*More about the Water & Power inside*

## Review process time reduced, applicant thoroughness is key

The process through the City's Current Planning and Building divisions for approval of a new development or project has become faster and more efficient, but can't be completed overnight.

Whether it's a new shopping center, renovation of a downtown building or simply adding a porch to an existing house, the project must meet certain criteria for the benefit of all involved. Designs and plans must be submitted and reviewed, ensuring that the finished product meets a variety of standards.

The type, size, height, structure, access, plumbing, wiring, landscaping, drainage, parking, fire safety, water, wastewater and electrical power requirements and more must all be safe and appropriate for the building's occupants, neighbors and neighborhood. A muffler shop wouldn't be welcome next to a residence. An office building must meet different criteria than a restaurant or car wash. A four-story clubhouse is inappropriate in a residential subdivision. A new

*(continued on page 2)*

## Like new...again



Loveland Historic Preservation Commission President Mike Perry tells the history of the 1873 Milner-Schwarz house on Railroad Ave. next to Fairgrounds Park. Perry's presentation was part of a celebration marking the exterior restoration of the home, one of Loveland's oldest buildings.

### INSIDE

Loveland electrical system provides high reliability

Page 3

Loveland water passes many tests

Page 3

Make a difference – join Snow Squad

Page 2

Holiday activities and schedules

Page 3

Kids benefit from literacy skills program

Page 3

Reflections on my first year

Page 4

HAND helps neighbors in distress

Page 4

## Keep it Clean... do you know the rest?

It is everyone's responsibility to help keep waterways free and clear of chemicals, automotive fluids and other pollutants.

To help remind residents, the City's Stormwater Division will be distributing a handy refrigerator magnet in the Dec. 4 edition of the Loveland Reporter-Herald.

The magnet will list the Stormwater Division's Illicit Discharge phone number, 962-2761. Residents who see anything other than rain water or snow/ice melt heading towards a storm drain should report it by calling the number.

Make sure to pick up a newspaper on Dec. 4 to get a magnet and remember—

*Keep it clean 'cause we're all downstream.*



**Water, power rate increases ahead; Loveland rates still among the lowest** (continued from page 1)

**Demand softened**

Residents deserve praise for reducing peak demand at the water treatment plant this summer. By following suggestions for lawn watering days through the Shave the Peak program, the demand for water from the plant didn't spike too badly, making supplying that demand more manageable. This cooperative effort has delayed the need for further water plant expansion, but that expansion and likely additional rate increases are on the horizon.

Looking ahead, 1 percent of the rate increase will be set aside for any future raw water needs and another 1 percent will move from W&P into the City's

General Fund as part of Loveland's sustainability strategy.

**Electric changes**

On the power side, the January changes are a bit more complicated. There are two significant changes. There will be an overall rate increase plus the introduction of a seasonal rate structure; a higher rate during the higher temperature months of July, August and September when air conditioners increase the need for power.

Overall, the monthly rate will climb 5.6 percent, but unlike the water rate increase, the rate will be based on type of customer. The residential customer rate

will increase an average of 4.94 percent per month. Other classes of user rates will increase from 6.01 to 6.79 percent.

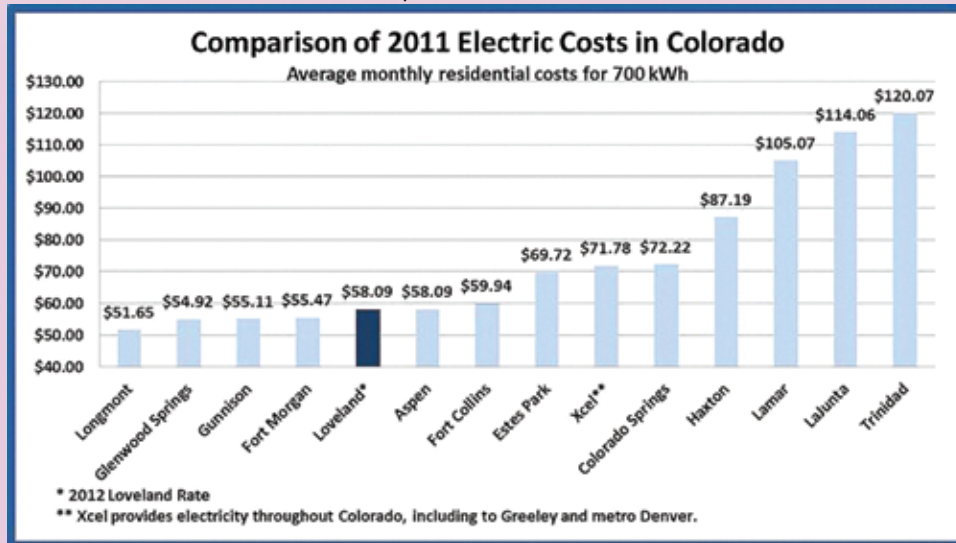
For the average residential user, the increase translates into an average of \$2.72 more per month on the electric bill...kind of. With the new seasonal rates of slightly higher costs during the high demand summer months, the average summer increase may be about \$6 while the rest of the year will fall below the overall average.

So why are Loveland's electric rates increasing? All but about 1 percent of the increase is simply a pass-through of the increase in wholesale cost of the electricity to the City from its supplier, Platte River Power Authority.

The other 1 percent, identical to the water rate change, will be transferred to the General Fund. The City's General Fund finances police, fire, parks and recreation, cultural services, the library, streets and more.

**Near the bottom**

Again, like the water rate change, Loveland's electric rates will continue to remain a bit lower than Fort Collins' and substantially lower than Greeley, metro Denver and other areas served by Xcel Energy.



**Review process time reduced, applicant thoroughness is key**

(continued from page 1)

garage shouldn't be constructed too close to the neighbor's fence.

Whether it's getting initial approval in the planning stage or the go-head and subsequent inspections for construction, the review process takes some time. Loveland's review turnaround time has decreased more than 30 percent, now averaging less than 15 business days for either the planning or building permit review process.

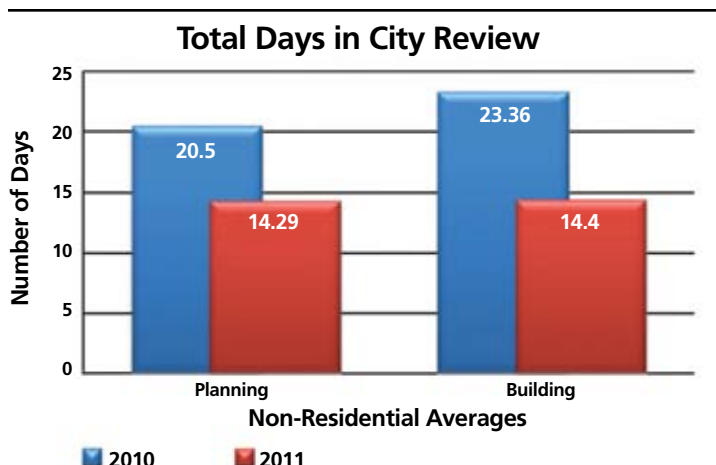
The turnaround time, however, is dependent on the applicant's thoroughness. If details are missing or a bit fuzzy, the documentation may need to be returned for clarification. Revisions must be made and plans resubmitted.

In the review process, City staff not only point out areas that don't

meet the standards, they often offer suggestions as to how the difficulty can be solved. However, staff cannot make the actual modifications to the plans. That must be accomplished by the applicant and those modifications then reviewed by city staff. Each review cycle requires more time from everyone.

Throughout all its departments, the City strives to be customer-friendly and serve the community. However, as Loveland's city manager has pointed out, customer service and public service can sometimes conflict. A fast "yes" to a development plan or building permit request may bring a smile to the applicant but may not be in the best interest of the neighborhood or Loveland community.

Evaluating the needs, benefits and perhaps consequences for individuals, businesses and the city is an ongoing challenge.



**Make a difference, join Snow Squad**

Each year more than 50 households need assurance that their sidewalks will be shoveled after significant snowfalls. These residents are physically unable to shovel and cannot afford to hire a service.



The City's Snow Squad Program provides a volunteer to shovel the resident's sidewalks and a path to their front door.

With a minimal time commitment—usually just four hours per season—this can be a rewarding activity for individuals, couples or even families who can shovel. It's the kindness and commitment of the volunteers that have made the Snow Squad such a successful and longstanding City program.

For those who are interested but can't commit to a resident for the full season, Snow Squad is also actively recruiting backup volunteers to fill in when regular volunteers are out of town or unavailable.

Volunteers are needed now. Call 962-2363 for more information or visit the Volunteer Program webpages section at [www.cityofloveland.org](http://www.cityofloveland.org).

## Loveland electrical system provides high reliability

As residents already know, Loveland enjoys extremely high reliability for power delivery—99.9952 percent reliability in fact. According to Russell Jentges, senior electrical engineer with the City, “we usually have the fewest number of outages and highest percentage of customer ‘on-time’ compared to similarly-sized, municipal utilities.” That means that Loveland residents can pretty much take our power for granted, because with a few, extremely rare exceptions, it’s there and ready to be used any time of the day or night.

The City power utility subscribes to an N-1 system design. This system design concept is based on the idea that if one component in the system goes down or fails, the system will be able to pick up or override that failure and maintain uninterrupted service.

Another way Loveland maintains robustness is through its connection to Loveland’s power supplier, Platte River Power Authority. Platte River delivers electricity to Loveland through a big loop that goes all the way around the city. Through

computerized technology, this loop is ‘self-healing.’ That means that if there’s a failure somewhere in the system, that area will be automatically disengaged and the system will reroute the electricity. This process further enhances overall system reliability.

Platte River also has a series of back-up contingencies in place, which further enhance the system’s robustness. Bottom line for power in Loveland? With a few rare exceptions, residents can pretty much count on the lights going on whenever they flip a switch.

## Loveland water passes many tests

Loveland residents are also fortunate to have some of the best drinking water in the country. This is due in great part to Loveland’s location at the foot of the Rocky Mountains but is also due to the hard work of the City’s Water Quality Lab.

The lab is perpetually testing the water from the point of intake into the Water Treatment Plant to the outskirts of the distribution system, to ensure that the water meets and exceeds all state and federal requirements. The result is that the water coming out of the taps in Loveland’s homes and businesses is pleasing in taste, smell and appearance.

The City’s water quality team also performs numerous tests beyond what is required by the state or federal government. For example, the City’s lab, of its own volition, routinely tests around 30 different parameters including components such as alkalinity, manganese, aluminum, iron and potassium.

The City also regularly tests for algae. Some kinds of algae can negatively affect the taste and odor of water. According to Ruth Hecker, water quality lab coordinator, this additional testing, while not required, is well worth the extra effort because it enables the water utility to provide the best possible drinking water to Loveland’s residents.

## Holiday activities and schedules

### Gingerbread Challenge at the library

The Gingerbread Challenge, presented by the Friends of the Library Foundation, is a contest for amateur and professional artists of all ages to create a gingerbread structure, just in time for the holidays.

The structures will be on display the weekend of Dec. 3-4 where they will be judged and also auctioned off in a silent auction fundraiser.

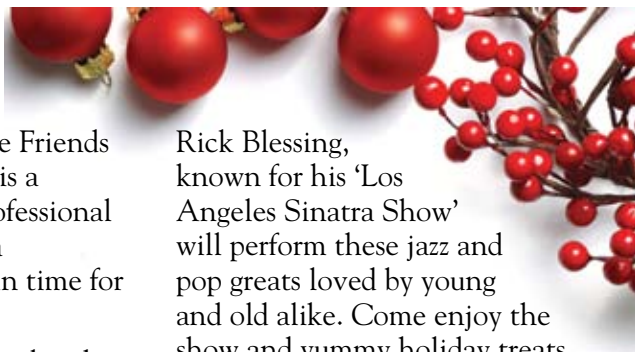
Prizes will be awarded in several categories. Proceeds from contest entry fees and the silent auction will go to the library. For more info call 203-0904.

### ‘Tis the Season Community Sing-a-Long at the Rialto

Sing the songs of the season in this free, audience-participation event, for the whole community, 2 p.m., Sun., Dec. 11, at the Rialto Theater, 228 E 4th Street. For more info call 962-2120.

### Sounds of Sinatra at the Senior Center

Make the holidays even brighter with wonderful musical favorites from Frank Sinatra, Dean Martin and more, 1:30-3 p.m. Wed., Dec. 21.



Rick Blessing, known for his ‘Los Angeles Sinatra Show’ will perform these jazz and pop greats loved by young and old alike. Come enjoy the show and yummy holiday treats. Cost: \$5, \$4 w/SAC or Aspen Club Card.

### Holiday Trash Collection Schedule

For the Christmas holiday, all collections will run one day late that week, so Monday pick-ups will go to Tues., etc.

For New Year’s, there will be no pick up on Mon., Jan. 2. Collections will run on day late the rest of the week.

For more info call 962-2529.

### Chilson Rec Center schedule

Christmas Eve—open 6 a.m.-4 p.m.

Christmas Day—closed

New Year’s Eve—open 6 a.m.-4 p.m.

New Year’s Day—closed

### Senior Center schedule

Christmas Eve—closed

Christmas Day—closed

New Year’s Eve—closed

Jan. 2—closed

## Kids benefit from literacy skills program

The Loveland Public Library’s outreach program is part of a team effort



that provides positive after-school activities for local kids in a Loveland Housing Authority apartment complex. In collaboration with the Loveland Library, the Poudre Valley Health System (PVHS) Healthy Kids Club brings good nutrition, physical activity, health education, help with homework and literacy skills to the children.

In addition, the staff and volunteers from Mary Blair Elementary school assist children who reside at these apartments, with homework.

Almost every day after school, about a dozen at-risk elementary school children gather at the complex’s Kids Clubhouse. The “clubhouse” is actually an apartment furnished, maintained and financially supported by the Loveland Housing Authority.

On Wednesday afternoons, the library’s outreach coordinator

(continued on page 4)

## Reflections on my first year

By City Manager Bill Cahill

It's hard to believe it's been a year since stepping into the role of city manager for Loveland. It's been a very busy and exciting twelve months.

I expected to begin the new job by first focusing on becoming familiar with the community and organization; meeting people, understanding the community's direction and desire, and carefully and deliberately investigating any needed organizational changes.

But a month after my arrival, the ACE project hit the scene and priorities changed fast. Loveland was presented with a unique opportunity to put the former Hewlett Packard/Agilent campus back into productive economic use including the creation of many new jobs. Thanks to a tremendous organizational effort, we stand on the verge of wonderfully positive economic development for Loveland and the region.

ACE was not the only project that happened fast. Starting in January, we also focused on the City's long term financial future, developing our Financial Sustainability Strategy to head off a possible \$3.5 million annual budget shortfall beginning in 2013. With strong ideas and support from employees and citizens alike, the City Council was able to adopt the strategy that has put the City on a solid financial path forward.

Along with these high priority issues, I've toured the City facilities, met with all City department directors, many individual City employees, with community organizations and with numerous Loveland residents.



There are probably about 400 new cards in my Rolodex!

I've learned a great deal about Loveland. First, Loveland lives up to its name. It's a very caring and considerate community. And it's a place that values quality and creativity. The fine arts community here is complemented by creative technology-driven industries. Loveland's culture supports people who dare to try new things.

These values are mirrored in Loveland city government. I've been constantly impressed with our organization's ability to innovate and carry out new ideas. These range from traffic roundabouts to incredible new library facilities to new technologies for handling stormwater. And yes, that includes our continuous flow intersection—a very solid illustration of Loveland's innovative attitude.

Innovation means change, and we've started to make some changes in City government. We're instituting new measures to promote greater collaboration and team-building among City departments. We've introduced changes to the City Council information and meeting processes. And we've re-organized the City's economic development components into a single new department to better reflect its high priority to City Council and our citizens.

The first year has been an exciting ride. I appreciate Loveland's confidence in me as city manager and I look forward to our continuing work together for Loveland's future.

## Kids benefit from literacy skills program (continued from page 3)

plus a few volunteers lead literacy enrichment activities for the kids. The children read silently or aloud to each other, to the volunteers and even to a four-legged audience member—the reading dog that sometimes joins the group. Writing, playing word-oriented board games, drawing illustrations for the stories they read and other literacy-building activities are enjoyed.

There's an occasional field trip to the library, Chilson center and outdoor picnics. Sometimes a storyteller or other guest speaker participates, or a musician may perform.

The Larimer County Food Bank provides after-school snacks, with full breakfast and lunch meals available during the summer. Also during the summer, the kids can get down-and-dirty working at the complex's community garden.

This collaborative program is heading into its fourth year and recently earned statewide recognition. The PVHS Healthy Kids Club was awarded the Library Community Partnership Award from the Colorado Association of Libraries.

## HAND helps neighbors in distress

Many families in the Loveland community continue to struggle financially in today's economy, making it difficult to pay their utility bills. The city of Loveland's HAND Program helps keep electricity and water turned on for those facing a loss of utility service due to an unpaid City utility bill. The program is funded by donations from the community and Loveland Water and Power. Since the program's inception in 1995, thousands of families have been assisted, 422 of them in 2010 alone. Loveland residents and businesses can extend a helping hand with a one-time

contribution or a recurring utility bill contribution. To make a one-time contribution, write a check to the City of Loveland HAND Program and mail it to City of Loveland Utility Billing Office, 500 E. 3rd Street, Loveland, CO 80537. A one-time contribution can also be made when paying the utility bill online from the City's website, [www.cityofloveland.org](http://www.cityofloveland.org). To make monthly contributions, please complete the pledge form on the City's website or contact the Utility Billing Office at 962-2111 to request a contribution form.

Come to the  
**Kids' Nite Out**  
Across America<sup>®</sup>  
at the Chilson Recreation Center

\$10 per child  
(2nd-8th Grade)

**CHECK THE ONLINE SCHEDULES:**  
[www.CityofLoveland.org](http://www.CityofLoveland.org)

**Fun for the Kids!**  
A great place to meet your friends and hang out.

Dancing, inflatables, gym games, swimming, lots of prizes and contests. Concessions available. A cool place to socialize that you can call your own!

**Great for Parents!**  
Plan your night out! Your children will have a supervised, structured program in a safe, social and recreational atmosphere.

*Note: Participants are not permitted to enter or leave the facility without parental or authorized adult supervision.*

City Update is a monthly publication of the City of Loveland. Residents receive City Update according to their utility billing cycle. Timeliness of the information may be affected by recipients' billing schedule. City Update is also available around the first of every month on the News Desk page at [www.cityofloveland.org](http://www.cityofloveland.org). Your comments are encouraged and welcomed at 962-2302, [hillea@ci.loveland.co.us](mailto:hillea@ci.loveland.co.us).