The IVR directs calls automatically to the appropriate phone tree. Utility billing uses IVR to help customers based on the need which saves customers time. With IVR, we can dispatch crews to you faster.

Although outages are unlikely, IVR constantly prepares for potential service interruptions during blizzard season. Although outages are unlikely, LWP constantly prepares for potential service interruptions during blizzard season. With IVR, we can dispatch crews to you faster.

WILL THE IVR HELP LWP?

Once entered into the IVR, the IVR will report the outage to the outage management system. With IVR, we can dispatch crews to you faster.

The new laboratory has been six years in the making. Part of the Loveland Water and Power Application Services team (UAS) specializes in utility-focused software and data systems. A team of eight members, UAS hosts any of combined experiences in geographic information systems (GIS), utility, power generation, maintenance, analysis, telecommunications and fiber utilities. The UAS team manages all of the computer and software technology for a number of implementations for UWP, including the new IVR.

UAS has been an integral part of Loveland Water and Power’s YouTube page.

For more information on water quality updates visit us at: lovelandwaterandpower.org/waterquality

Ingentegrity, instrument and commitment to public health, compelled Loveland Water and Power (LWP) to design and construct a modern, cutting edge water quality laboratory. The 4,800 square feet laboratory, located at the Loveland Water Reclamation Facility, opened in September. The combination water and wastewater laboratory serves both utilities under one roof; a unique advantage in the market. The only municipal laboratory in the state that is fully focused on improving water quality and wastewater quality.

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New AIPP Artwork Maintenance Reserve made possible with Pulse support

A much-needed artwork maintenance reserve for the City’s public art collection now exists. This reserve was made possible by a proposal from Joe Bernosky, City of Loveland’s director of cultural services for Arts in Public Places, that was approved by the Visual Arts Commissioner on Jan. 10.

The proposed allocation of $50,000 from the Loveland Pulse reserve will support the reserve starting in 2023. This approval allows Pulse to offer additional value-add services to customers.

“Pulse offers all of the benefits in the future. We are grateful for the collaboration to support both Loveland’s public art and its trusted new utility,” said Maryjo Morgan, Visual Arts Commissioner. “Not only is Pulse supporting our public art collection, but the utility is also adding value to the community by bringing affordable, dependable, and faster, have more flexibility and artistic benefits to citizens throughout the community and even greater (and possibly unknown) benefits in the future. We are grateful to the collaboration to support both Loveland’s public art and its trusted new utility.”

This is truly a win-win for Loveland,” said Cathy Sheeter, City Manager. “We are confident we will be able to keep up the caliber of ongoing work thanks to Pulse, we have confidence we will be able to keep up the caliber, have more flexibility and artistic benefits to citizens throughout the community and even greater (and possibly unknown) benefits in the future. We are grateful to the collaboration to support both Loveland’s public art and its trusted new utility.”

The expense of annual maintenance grows as new pieces are acquired, and the need for the Pulse project is significant—and helps confirm that we can finally make that a reality for Loveland.”

In January, the Visual Arts Commissioner (VAC) approved a proposal from Joe Bernosky, City of Loveland’s director of cultural services for Arts in Public Places, that was approved by the Visual Arts Commissioner on Jan. 10.

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**INTERACTIVE VOICE RESPONSE (IVR)**

WHY AN IVR? The IVR is the technical term for a number phone tree. Utility billing questions reach a customer service specialist. Loveland Water and Power and Loveland Pule will employ the system this fall.

**WHAT WILL THE IVR DO?**
- The IVR allows customers to use tools like pay-by-phone
- The IVR directs calls automatically to the appropriate person based on the need which saves customers time.
- If a customer is experiencing an outage, the IVR will identify their phone number or ask for an account number. Once entered into the IVR, the IVR will report the outage to the outage management system. With IVR, we can dispatch crews to you faster.

**WHAT IF I JUST WANT TO TALK TO A PERSON?**
- Roughly 50% of all calls to the LWPL main office must be transferred to another number. If customers call after hours, they should leave a voicemail. Staff will call back during business hours.
- Although outages are unlikely, LWPL constantly prepares for potential service interruptions during winterized service. If customers call after hours, they should leave a voicemail. Staff will call back during business hours.
- Roughly 50% of all incoming calls will allow LWPL administrative staff to focus on more pressing administrative functions.

**WILL THE IVR HELP LWPL?**
- LWPL is the RESPONSE (IVR) SYSTEM INTERACTIVE VOICE RESPONSE system.
- The IVR directs customers to the appropriate person or department.
- The IVR is the backbone of LWPL's utility billing.
- The IVR allows LWPL to handle a large number of calls at once.
- The IVR will never put customers on hold and will never put customers on hold for a long time.

**VIRTUALLY ALONG**
- Visit us online...lovelandwaterandpower.org Power YouTube page.

**Loveland Water and Power Launches New Website**
- The new website is easier to navigate, provides simpler paths to access critical information and offers new opportunities to stay connected with LWP.
- The new website is available at: lovelandwaterandpower.org

**Virtual advising offers FREE home efficiency help!**
- Virtual advising offers FREE home efficiency help! You can virtually meet with an energy advisor and learn how to improve your home's efficiency and receive a free energy efficiency kit.
- Visit us online...lovelandwaterandpower.org/PowerOutage

**WATER QUALITY LAB OPENING**
- Inauguration, teamwork and commitment to public health compelled Loveland Water and Power (LWP) to design and construct a modern, cutting edge water quality laboratory.
- The laboratory serves both utilities under one roof; a unique situation that allows for greater cooperation between the two utilities. The new lab areas for regulatory compliance testing and reporting. New lab areas for microbial analysis provides increased safety of water testing.
- The new laboratory has been six years in the making. Patience, ingenuity, teamwork and commitment to public health compelled Loveland Water and Power (LWP) to design and construct a modern, cutting edge water quality laboratory.
- The new building features a large metals lab for investigating lead and copper concerns for the nine members of the water quality division who administer regulatory compliance testing and reporting. New lab areas for microbial analysis provides increased safety of water testing. Staff to focus on more pressing administrative functions.

**Patio Program allows downtown businesses some breathing room**
- All the business sectors affected by the March 2020 COVID-19 pandemic found in California were among the first, and worst, casualties.
- Businesses are encouraged to apply for and receive authorization to participate in the Weekend to the Streets program.
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**Utility Application Services (UAS) Team Spotlight**
- The Loveland Water and Power Utility Application Services team (UAS) specializes in utility-focused software and data management. A team of eight members, UAS boasts years of combined experiences in geographic information systems (GIS) with an expertise in maintaining, updating, training and utilizing GIS systems.
- The UAS team manages highlights of the core services and roles of the UAS team and highlights of the core services and roles of the UAS team.

**Virtual advising offers FREE home efficiency help!**
- broth of all cases to the LWPL main office must be transferred to another number.
- Roughly 50% of all incoming calls will allow LWPL administrative staff to focus on more pressing administrative functions.
- In the rare case of an outage, it's all-hands-on-deck. Reporting an outage in the automated system allows dispatchers to focus on power issues to restore your power as quickly as possible.
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- In the rare case of an outage, it's all-hands-on-deck. Reporting an outage in the automated system allows dispatchers to focus on power issues to restore your power as quickly as possible.
• If a customer is experiencing an outage, the IVR will automatically forward the outage to the outage management system.

WHAT IS AN IVR?

The IVR is a technical term for a numbered telephone service that can handle a large number of calls at once.

WHAT WILL THE IVR DO?

• Roughly 50% of all calls to the LWP main office must be transferred to customer service representatives. Although outages are unlikely, LWP constantly prepares should leave a voicemail. Staff will return the call during business hours. If customers call after hours, they should leave a voicemail. Staff will return the call during business hours.

WHAT IF I JUST WANT TO TALK TO A PERSON?

• Roughly 50% of all incoming calls will allow LWP administrative staff to focus on more pressing administrative functions. This will enable the IVR to handle a large number of calls at once.

Virtual advising offers free, home efficiency help!