Loveland Water and Power (LWP) is committed to keeping utility costs low and reliability high for all customers. As most utility providers do, LWP periodically evaluates its rates to maintain valuable infrastructure, including maintaining excellent water, power and wastewater services. Different types of customers—residential and commercial—pay different rates based on the cost of providing service. LWP collaborates with expert rate consultants to review the different rates every three years, analyzing the average service for each group and comparing it with its unique costs. Before rates are set in stone, LWP must present its findings to the Loveland Utilities Commission (LUC) and Loveland City Council for final approval. The following board reviews each rate class thoroughly to ensure Loveland customers are charged a fair price for service.

**WHY DO WATER AND POWER RATES INCREASE?**

Rate increases are an integral part of providing reliable utilities. Loveland’s 2020 residential power rates are lower than 75% of LWP’s 2020 residential power rates. Reinvested rates are committed to providing you living in a healthy environment and supporting sustainability in our community. Loveland Water and Power currently holds the SEP designation. 

**WHAT TO EXPECT**

**2021 PROPOSED RESIDENTIAL RATE CHANGES**

<table>
<thead>
<tr>
<th>Component</th>
<th>Estimated Usage</th>
<th>Estimated Bill Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>WATER</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7,300 gallons/month</td>
<td></td>
<td>$2.78</td>
</tr>
<tr>
<td><strong>WASTEWATER</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3,800 gallons/month</td>
<td></td>
<td>$2.30</td>
</tr>
<tr>
<td><strong>POWER</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>700 kWh/month</td>
<td></td>
<td>$2.54</td>
</tr>
</tbody>
</table>

**BREAKDOWN**

- 0.36 pennies per gallon of water
- 0.04 pennies per gallon of wastewater
- 0.06 pennies per gallon of wastewater

Learn more about rates, changes and fees at Lovelandwaterandpower.org/ratesfeatures.

**AVOID CLOGS & OIL SLEEPS DOWN THE DRAIN**

- Use strainer or sink in your kitchen sink or powder room to catch food particles that could go down the drain and cause clogs or grease buildups.
- Help keep grease out of the drain with waste from the kitchen, keep in mind the drain can be a major source of clogs. Grease buildups can actually cause the drain to become clogged. Grease buildups can actually cause the drain to become clogged.
- When grease or food particles build up in the drain, they can cause a clog. Grease buildups can actually cause the drain to become clogged. Grease buildups can actually cause the drain to become clogged.
- Avoid using hot water to flush down the drain.
- If you have a garbage disposal, avoid using it to dispose of grease buildups.
- Try not to use hot water to flush down the drain. Grease buildups can actually cause the drain to become clogged. Grease buildups can actually cause the drain to become clogged.

**WHAT MAKES AN ELECTRIC UTILITY SMART?**

- The American Public Power Association’s Smart Energy Provider (SEP) program recognizes utilities for demonstrating commitment to and accomplishment in smart energy program planning, energy efficiency and distributed-energy resources, environmental and sustainability programs and communication and customer experience. Loveland Water and Power currently holds the SEP designation.

**SMART ENERGY PROVIDER**

American Public Power Association

**THAT MEANS LWP IS COMMITTED TO:**

- Offering you choices in how you use (or don’t use) energy
- Living in a healthy environment and supporting sustainability in our community
- Providing you with unmatched customer service

**LOVELAND VILLAGE 2020**

- Their willingness to sacrifice for our country has earned our lasting gratitude.
- We love you.
- Thank you.
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Loveland Pulse launches HOA resources so associations can stay connected

Loveland-based homeowners’ associations (HOAs) now have new resources available through the Loveland Pulse program. Pulse, the City of Loveland’s communications utility providing high-speed internet and voice services, has launched a new HOA communications directory to make it easier for residents and businesses to access Pulse high-speed internet and voice service in the next 3-4 years.

The directory includes FAQs and information about how residents and businesses can access Pulse high-speed internet and voice services, how to identify Pulse utility lines and electrical lines for construction, as well as information before and during construction, including how residents and businesses can access Pulse high-speed internet and voice services in the next 3-4 years.

The directory is available on the Loveland Pulse webpage, LovelandPulse.com/HOA, and is being hosted on an educational seminar Dec. 8 as part of ongoing efforts to improve communication about the project. The directory, available on the new webpage, is a way for HOAs to provide board members or property management contact information directly to Pulse so that they receive timely communication about the Pulse project. This includes regularly updated information about the progress of the Pulse Project, the deployment of Pulse service, and the launch of Pulse high-speed internet and voice service.

Resident and business owners can sign up by the end of November so they can be invited to participate in an educational seminar at 4 p.m. Dec. 8, hosted by Colorado 811 as part of Colorado’s One Call Law. Residents and business owners who voluntarily register the locations of their security cameras with the LPD will have access to Pulse high-speed internet and voice service, which may be useful in their investigation.

For more information including FAQs and information about how residents and businesses can register their private lines and electrical lines for construction, as well as information about the Pulse Project, the launch of Pulse high-speed internet and voice service, and updates once all Loveland residents and businesses have access to Pulse high-speed internet and voice service, visit LovelandPulse.com/HOA. The City of Loveland is committed to providing equal opportunity and does not discriminate on the basis of disability, race, color, national origin, religion, sexual orientation or gender. The City will make reasonable accommodations for citizens in accordance with the ADA. For more information, please contact the City’s ADA Coordinator at 962-3319.

For more information about Pulse, visit LovelandPulse.com/HOA or call Officer Dee Shatl at (970) 962-2487.

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DID YOU KNOW?

Rate increases are an integral quality utility service. Rate dollars are directly associated with maintenance, energy efficiency and distributed energy resources, environmental sustainability and proper communication and customer experience. Loveland Water and Power currently holds its 10th designation.

BREAKDOWN

DID YOU KNOW?

LWP is a non-profit utility committed to providing you fair rates.

Rate dollars are directly reinvested toward high-quality utility services.

Rate increases are an integral part of providing reliable utilities.

LWP’s 2020 residential power rates are lower than 75% of providers surveyed in Colorado. LWP is committed to keeping utility costs fair rates.

Learn more about LWP’s 2020 Residential Rates.

Step 1: Reduce the water flow into the trash can.

Step 2: Plug any leaks in your house.

Step 3: Fix any broken toilets and leaks.

Step 4: Call your local utility company.

LWP offers a $50 rebate (1.1. gallons per flush or less).

Two visitors take in the view at Winter Wonderlights, at Chapungu Sculpture Garden at Centerra during the 2019 holiday season.

Let there be lights

With respect, honor and thanksgiving, we have earned our lasting gratitude.

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Utility News

2021 Rate Changes: What To Expect

Loveland Water and Power (LWP) is committed to keeping utility costs low and reliability high for all customers. The most utility provides do, LWP periodically evaluates the cost of maintaining reliable infrastructure to provide excellent water, power and wastewater services. Different types of services—residential and commercial—pay different rates based on the cost of providing service. LWP collaborates with expert rate consultants to review the different rates every three years, analyzing the average cost of service for each group and comparing it with its unique costs.

Before rates are set in stone, LWP must present its findings to the Loveland Utilities Commission (LUC) and Loveland City Council for final approval. The two governing boards review each rate class thoroughly to ensure Loveland customers are charged a fair price for service. Rate increases are an integral part of providing reliable utilities.

LWP’s 2020 residential power rates are lower than 75% of fair rates committed to providing you with unmatched customer service. Offering you choices in how you use (or don’t use) energy—living in a healthy environment and striving for sustainability in our energy choices.

Loveland Water and Power is a member of the American Public Power Association (APPA). The APPA designation recognizes utilities for demonstrating commitment to energy efficiency and sustainability programs and projects. For more information on Winter Wonderlights, visit www.winterwonderlightsloveland.com

Utility Billing

Main Switchboard

City of Loveland

City Update

November 5, 2020

VETERANS DAY 2020

Their willingness to sacrifice for our country has earned our lasting gratitude.

DO YOU KNOW?

LWP is a non-profit utility committed to providing you fair rates.

Rate Reductions are directly reinvested into maintaining high-quality utility services.

Rate increases are an integral part of providing reliable utilities.

Learn more about Rate, Changes and Free at Lovelandwaterandpower.org/Ratechangers.

2021 Proposed Residential Rate Changes

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<td>$2.76</td>
</tr>
<tr>
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<td>3,800 gallons/month (based on summer rates)</td>
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<tr>
<td>Power</td>
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</table>

Breakdown:

- $0.36 per gallon of wastewater
- $0.06 per gallon of water
- $0.05 per gallon of wastewater

Individual bills will vary based on use. You can note by reducing your usage! Learn more about saving through efficiency at Lovelandwaterandpower.org/WaterRatihes for more info.

Happy World Toilet Day

November 19th

In case you haven’t heard, LWP offers a $50 rebate on high-efficiency toilets (1.1 gallons per flush or less).

Learn more at PublicPower.org/SEP

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