

Loveland Water and Power Utility Numbers



2012 Power Utility Staff

Non-Emergency:

Main Switchboard: 970-962-3000
(During Business Hours)

Emergency:

Power Outage: 970-663-1043
(24/7)

Water Emergency: 970-962-3720
(During Business Hours)

Water Emergency: 970-962-3456
(After Business Hours & Holidays)

For life threatening emergencies dial: 911

Power Outage Preparedness



Loveland Water and Power
200 North Wilson Avenue
Loveland, CO 80537

Emergency Numbers
Planning Ahead
Reporting an Outage
During an Outage

Planning Ahead

Loveland Water and Power (LWP) is committed to providing reliable electric service. However, storms, lightning, animals, car accidents, equipment failure and other events out of our control will occasionally cause power disruption. LWP makes every effort to reestablish power in outage situations in a safe and timely manner, however we have no way to control the duration of some outages.

There are steps you can take to prepare yourself in case of a power outage:

- ✓ Have a land line telephone or cell phone for communication during a power outage. Cordless telephones require electricity and become useless in an outage.
- ✓ If you are on oxygen, have full spare tanks or portable units with extra charged batteries.
- ✓ Be sure you have emergency supplies stocked such as flashlights, batteries, etc.
- ✓ Sign up for reverse 911 calls for any type of emergency, not just a power outage. Register through LETA at www.leta911.org or call (970) 962-2170. **NOTE** – Not all emergencies and power outages are notified through LETA.



For customers who have a severe medical condition and depend on electricity to power life support equipment, an outage can present a hardship. We advise those customers to plan ahead and be prepared in the event of an outage. We recommend that you consider a generator, an alternate form of power, make advanced arrangements to get to a facility that has backup generation, or have an alternate location such as a friend or family home you can temporarily relocate to during an outage. Power must be restored in a particular manner and we do not have the capability of guaranteeing certain customers will be first to have their power restored.

Reporting an Outage

Before you call to report an outage, check to see if your neighbors are without power. If you are the only one without electricity, check your circuit breaker panel, fuse box and/or your main breaker. Note that in some homes or buildings, the main breaker is located near the electric meter.

When calling (970-663-1043) LWP be prepared to give your:

- + Name
- + Address
- + Telephone Number
- + Any additional information about the power outage.



Circuit Breaker Panel

If the phone is busy, it is reasonable to assume that others are reporting the outage. Once you have reported an outage, please know that crews are working on the problem. In a major outage, duplicate calls jam the busy phone lines and prevent us from receiving critical outage information to help crews quickly repair the problem.

LWP Dispatch Center



During an Outage

- ✓ Never use kerosene heaters, BBQ's, or any type of outdoor appliance in the house or garage as they generate carbon monoxide gas and can cause illness.
- ✓ **Never go near downed power lines.** Keep everyone out of the area and call 911 and the LWP Power Outage line at (970) 663-1043.
- ✓ Keep the refrigerator and freezer doors shut as much as possible to preserve food. Perishable food will usually be OK for several hours if the cold air stays trapped.
- ✓ Turn off and unplug all unnecessary electrical equipment, including sensitive electronics. When power comes back on, surges or spikes can occur, damaging equipment.
- ✓ Check on elderly neighbors to be sure they have what they need and are staying warm.
- ✓ Use caution when traveling by car. If traffic signals are out, treat all intersections as four-way stops.
- ✓ Leave one light turned on so you'll know when the power comes back on.

www.cityofloveland.org/LWPsafety