



LOVELAND UTILITIES COMMISSION REGULAR MEETING

August 20, 2014 - 4:00 p.m.
Service Center Board Room
200 North Wilson Avenue



AGENDA

4:00 pm - CALL TO ORDER

INTRODUCTION OF NEW BOARD MEMBER

4:05 pm - APPROVAL OF MINUTES - 7/16/2014

CITIZENS REPORTS

4:20 pm - REGULAR AGENDA

1. Home Energy Report Program Survey Results - Lindsey Bashline

4:35 pm - STAFF REPORT

2. FEMA Alternate Project Update – Gretchen Stanford

6:20 pm - 3. COMMISSION / COUNCIL REPORTS

4. DIRECTOR'S REPORT

INFORMATION ITEMS

5. Financial Report Update – Jim Lees

ADJOURN

The City of Loveland is committed to providing an equal opportunity for citizens and does not discriminate on the basis of disability, race, age, color, national origin, religion, sexual orientation or gender.

The City will make reasonable accommodations for citizens in accordance with the Americans with Disabilities Act. For more information, please contact the City's ADA Coordinator at bettie.greenberg@cityofloveland.org or 970-962-3319.

The password to the public access wireless network (colguest) is accesswifi.

Commission Members Present: Dan Herlihey, David Schneider (Vice Chair), Gary Hausman, Gene Packer (Chair), Larry Roos, John Rust Jr.,

Council Liaison: Troy Krenning

City Staff Members: Allison Prokop, Alan Krcmarik, Bob Miller, Brieana Reed-Harmel, Chris Matkins, Darcy Hodge, Greg Dewey, Gretchen Stanford, Jim Lees, Lindsey Bashline, Larry Howard, Michelle Stalker, Steve Adams, Scott Dickmeyer, Sharon Citino, Daniel Drewing

Guest Attendance: Kim Pierce - JD Consulting, Leah Johnson - JD Consulting

CALL TO ORDER: Dave Schneider called the meeting to order at 4:04 pm.

APPROVAL OF MINUTES: Dave Schneider asked for a motion to approve the minutes of the June 25, 2014 meeting.

Motion: John Rust Jr. made the motion to approve the minutes of the June 25, 2014 meeting.
Second: Dan Herlihey seconded the motion. The minutes were approved unanimously.

Comments: Dave Schneider acknowledged the reappointment of Gene Packer and Larry Roos as LUC board members.

ELECTION OF OFFICERS:

Nomination: John Rust Jr. nominated Gene Packer for chairman.

Second: Dave Schneider seconded the motion for nomination of Gene Packer.

Chair: Gene Packer was unanimously elected as LUC chairman.

Nomination: John Rust Jr. nominated Dan Herlihey for vice chair.

Second: Gary Hausman seconded the motion. Dan Herlihey respectfully declined nomination due to his unreliable attendance availability due to his work and travel schedule. John Rust Jr. then withdrew his nomination.

Nomination: Dave Schneider nominated John Rust Jr. for vice chair.

John Rust Jr. declined because he would like to give that experience to others.

Nomination: Gene Packer nominated Dave Schneider for vice chair.

Second: John Rust Jr. seconded the motion.

Vice Chair: Dave Schneider was unanimously elected as vice chair.

Comments: Steve Adams asked for suggestions from the board to nominate a new chairman. Adams inquired if Dave Schneider had an interest in continuing as the chairman to which he replied that he would be honored to do so. Larry Roos highlighted that the Boards and Commission handbook does not encourage chairs to serve for more than two consecutive terms. Adams replied that the policy is encouraged, but not mandatory. Board members discussed the current standing of this policy.

CONSENT AGENDA

Larry Roos pulled item 1 from the consent agenda.

Item 2: Intergovernmental Agreement for Demand Side Management Program Partnership between Water and Power and Platte River Power Authority – Gretchen Stanford

Proposed Intergovernmental Agreement (IGA) for demand side management programs offered by Loveland Water and Power and Platte River Power Authority.

Recommendation: Adopt a motion recommending that the City Council approve the Intergovernmental Agreement with Platte River Power Authority for Demand Side Management Program Partnership.

Item 3: Primary Electric Cable Contract Renewal- Brieana Reed-Harmel

Award of a one year “renewal” contract to Wesco Distribution/ Prysmian Cable for underground primary Cable.

Recommendation: Adopt a motion awarding the renewal contract for underground primary cable to Wesco Distribution for their Prysmian cable in an amount not to exceed \$950,000.00 and authorizing the City Manager to execute the contract on behalf of the City.

Motion: Gary Hausman made the motion to accept items 2 and 3 on the consent agenda items as written.

Second: Dan Herlihey seconded the motion. The motion was approved unanimously.

REGULAR AGENDA

Item 1: 2014 2nd Quarter Goals Report – Steve Adams

This is a quarterly review of our progress on our 2014 utility goals.

Recommendation: Discuss the presented information and approve the 2nd Quarter 2014 Goals and Quarterly Update Report.

Motion: John Rust Jr. made the motion.

Second: Gary Hausman seconded the motion. The motion was approved unanimously.

Comments: Larry Roos had questions regarding Goal 3 on whether we are already running the coincident peak demand rate for customers and the pros and cons of it so far. Gretchen Stanford informed the board that the program started in January 2014 and that we have been sending out the peak signal. Due to delays, the infrastructure had not been in place. The meters have now been installed, and we will be starting to use the customer portal and will be meeting with the Key Account customers soon to give them an update.

Larry Roos asked for more information regarding Goal 9 on strategic plans for Water, Wastewater and Power Utilities. Steve Adams clarified that progress on the Power Strategic Plan is not anticipated until later this year due to the current work underway with Platte River Power Authority (PRPA) on updating their Integrated Resource Plan (IRP). Items from the IRP will impact the Power Utility for the next five years and that information is needed for inclusion into the Power Strategic Plan. Both water and wastewater treatment plant work were just updated and are currently in full public review. We completed the Raw Water Master Plan a year and a half ago that covers the complete build out of the City. Adams hopes plans move forward with this goal around October or November of this year.

Larry Roos inquired on the costs of restoring power in the canyon on Goal 10. Staff responded that it is approximately \$1.7 million excluding the hydro and there is coverage on this from CIRSA, the City's insurance carrier. LWP is working with FEMA to amend the project worksheet that was previously submitted to FEMA. Staff answered questions regarding the power system and rates. Staff clarified that the original application went through with FEMA a few months ago and what the next steps are on this project worksheet. The board asked if the City has received any money from FEMA. Steve Adams explained that city-wide there is about \$12 million flood recovery reimbursements submitted through valid project worksheets approved by FEMA. FEMA has moved about \$10 million of that to the State and the City has received about \$100,000 of those funds. There has been concern addressed to the governor about this issue of the funds being tied up too long at the State. Board member asked if staff could clarify information regarding the force main. Staff informed board members that the force main is the discharge pipe that carries the sewage after it leaves the pump station toward the Wastewater Treatment Plant (WWTP). It has been rebuilt temporarily due to damages from the flood and LWP is hoping to rebid the permanent repairs of the force main this fall.

Larry Roos inquired on Goal 12 in regards to the safety program, whether we track things like lost time accidents and other benchmarks to measure how good our safety program is. Steve Adams noted that these are being tracked accordingly.

Motion: John Rust Jr. made the motion to approve this item as written.

Second: Gary Hausman seconded the motion. The motion was approved unanimously.

STAFF REPORTS

Item 4: Utility Customer Survey Preliminary Results – Lindsey Bashline and JD Consulting

Utility staff, with the help of JD Consulting, surveyed residential and commercial customers to help guide programs and services to meet the community's goals. JD Consulting will be presenting key findings and survey results.

Staff Report only. No action required.

Comments: Staff added that both the commercial and residential survey results reports are accessible online for board members and the community members to view. Dave Schneider questioned the comment regarding the structure based on demand. JD Consulting representatives added that the comments are not linked with all comments from the same customer to help protect anonymity. Larry Roos noticed that the results from the survey demographics do not fit with the demographics of the entire residential population of Loveland. Staff and board members agreed that although the survey demographics do not represent the overall demographic of Loveland, the survey is still statistically sound based on the number of responses received. Roos added that there is a common standard percent of negative remarks and this survey shows results well below this standard. Adams asked about what can be deciphered from the results that say "don't know." JD consulting representatives added that a lot of people said they did not know because they do not have a lot of information about each topic addressed.

Community results show people are interested but they do not know about programs that the utility offers. The JD Consulting representatives said past results from similar surveys reflect skewed results on the topic. Findings highlight that a significant percent of residents do not want communication from utilities unless there is a need for it. However, some residents would like to be more involved with the programs offered by the utility. Larry Roos addressed the comments regarding more service for lower cost and questioned how realistic this will be moving forward. Staff added that customers also think they trust the utility to make future decisions regarding the future cost of utilities. Roos mentioned that many of the utility costs cannot be controlled by the City of Loveland such as the purchased power invoice. Steve Adams added that he and the mayor, as members of the Platte River Power Authority (PRPA) Board, do have a say about the PRPA budget and that they are responsible for voicing the opinions of the customers to PRPA. JD Consulting added that this is an opportunity to communicate with the customers. John Rust Jr. explained that the exceptional service and additions in infrastructure we provide our customers comes at a cost. JD Consulting clarified that the results show that customers do not want prices to continue to rise, but are not necessarily unhappy with the current costs and services they are receiving.

Dave Schneider complimented staff on the content and quality of the survey. Schneider added that he sees consistency with what the survey results show and with the current efforts of LWP. He would like to see staff analyze why the results from the commercial community differ from the residential results so much.

Gene Packer expressed that there will be many benefits to having these survey results as LWP moves forward.

Item 5: Idylwilde Project FEMA Reimbursement & Possible Solar Project – Gretchen Stanford

Staff will provide a PowerPoint presentation update on the status of the Idylwilde Project FEMA Reimbursement & Possible Solar Project.

Staff Report only. No action required.

Comments: Larry Roos asked staff to clarify the installation and production costs. Staff mentioned that the more solar panels we put in, the lower the costs will be per megawatt hour produced. Gene Packer asked if we have to have the funds in place before we move forward. Staff will be verifying this information. Dave Schneider inquired about what are we doing to try to get the multiplier credit deadline extended as an agenda item for the state legislature. Gretchen Stanford mentioned that we are starting the conversation with the Colorado Association of Municipal Utilities (CAMU) and the Colorado Municipal League (CML) as well as other utilities such as Tri-State. Platte River Power Authority (PRPA) is also working on this as well. Schneider suggested working with local legislators to push this issue through. Stanford cautioned that if we look at pushing through changes, there may be other changes brought out which could negatively impact Loveland such as lowering the customer count threshold for when the Renewable Energy Standard applies and could result in that Loveland would need to immediately comply with the standard. John Rust Jr. asked about the 3 times multiplier applying to different renewables. Rust asked about the cost per megawatt hour of solar compared to wind, natural gas, biomass and hydro. Staff added that this has been researched before and clarified that the three times multiplier parameters do not apply to these other renewable energy opportunities; they only apply to solar projects. Staff highlighted the costs expected per megawatt hour of each option. Staff answered questions about initial costs versus on-going maintenance costs. Board members questioned the life expectancy of solar panels. Other members clarified that it is a possibility that the City may have to replace panels, but not the entire structure. Board discussed the varying views on the life expectancy of solar panels. Dave Schneider expressed his opinions about the improvements in solar technology over time. Gene Packer mentioned the costs are reasonable for such a large project. Staff mentioned that the 5 megawatts at Rawhide would be in real time not in storage. Larry Roos expressed concern about the cost of the project, particularly if the cost per megawatt is higher for solar than for other options. Staff addressed that the range of costs for renewables have been reviewed and that these options have been explored. Steve Adams added that we only have preliminary costs and that getting more specific costs is the next step that will soon be brought in front of the board. Stanford mentioned that this information will be coming in the near future and that staff would just like to open this up for conversation. Steve Adams added that we will have upcoming information comparing this solar project to wind and other opportunities and to other variations of the project. Adams expressed that this solar project is new territory for staff and that at this time we do not have a lot of project details and specifics. Staff answered questions regarding the specifics of using Rawhide as a site for this project.

Staff added that we will need to ensure that with whatever option we chose, that it will comply with the FEMA requirements for this project and that everything is done in a legal and proper manner to avoid future problems from the Inspector General (IG). The IG is a separate entity, an arm of the U.S. Department of Justice, that could come do an audit in the future on this project and if it does not pass their audit, we could end up paying back \$9 million. There is a possibility of the solar project being part of the purchase power agreement with PRPA or of Loveland operating the solar at the Rawhide area and there may be additional intergovernmental agreements that would be required.

Staff clarified that the solar project deadline is not from FEMA, but from the state legislation in order to qualify for the 3 times multiplier credit. Staff informed the board that San Miguel Power Association currently has the largest solar site in Colorado. Staff and board members discussed current solar projects in Northern Colorado.

The PRPA Board would like to do a Request for Proposal (RFP) for wind to compare with the solar and make sure the project is economically feasible. Staff mentioned that if we move forward with the solar project, it would allow Loveland to already be in compliance with the Renewable Energy Standard now

even though it is not currently mandated until Loveland meets the customer threshold, but these credit would be grandfathered in. Loveland would not have to put pressure on customers for rate increases in the future if LWP solves the problem sooner rather than later. Staff expressed that we can make the September construction deadline at this point. Staff informed board members that the suggested 30 megawatts will be placed on 120 acres. Board asked about future EPA regulations. Steve Adams said these will be explored in the future.

Item 6: Water Treatment Plant Expansion Update – Chris Matkins

Staff will provide a PowerPoint slide presentation and give an overview of the outcome from the July 15, 2014 regular City Council meeting in which staff outlined funding options for the Water Treatment Plant Expansion project.

Staff Report only. No action required.

Comments: Board members enquired about the valued engineer drawings that were presented previously. Staff mentioned that that information will be addressed later in the presentation.

Board members asked about the sources of the extra funding. Alan Krcmarik stated that they will be using the \$10 million loan from Wells Fargo with a 2.9% interest rate. They will spend about 75% of that on the Water Treatment Plant Expansion. The City of Loveland has a 20-year term with no interest for this loan until the funds are withdrawn. Wells Fargo has extended the amount of this loan and they are holding a rate for the City for the next week. If LWP ends up having more money than expected it can be prepaid with no penalties. Alan Krcmarik recapped the processes of similar previous loans. Krcmarik added that Wells Fargo is firm at not loaning above \$10 million due to regulations that would increase the rates. Steve Adams added that he appreciated Krcmarik's work on the loan for the water utility.

Staff highlighted that state requirements mentioned require that there must always be positive fund balance. The board enquired about enterprise funds. Staff clarified that there are no restriction on inter-fund loans. Staff answered questions regarding funding sources and specific loan requirements.

Item 7: 2015 Budget Recap – Jim Lees

This item gives an update on the 2015 Water and Power budget.

Staff Report only. No action required.

Comments: The board asked for more information about future job positions. Staff informed the board that LWP's priority prior to bringing on new full time employees is to make sure each new employee will have a full work load. Steve Adams provided the board with a brief overview of some of the positions and a summary of some of the primary job duties. Adams highlighted the need for all these positions to the board and the importance of having efficient and qualified staff in these positions as well as the importance of prioritizing economic growth.

Steve Adams gave an update on the odor control program currently taking place and mentioned that LWP is moving forward in a direction to meet all compliance measures. Staff informed the board of possible upcoming rate increases. Adams added and that there will be no rate increases for the additional wind as previously hypothesized. Board members asked for clarification on the cost of the hydro. Staff clarified that there have been recent changes that are coming out of the Operations and Maintenance (O&M) expenses. Staff mentioned that this is just an estimated projection for the penstock, the powerhouse, the cleanup work and the environmental work. Steve Adams provided the board with an update on the current environmental work taking place and the next step for the project. Staff addressed the future changes in O&M expenses for 2015. The board questioned the substantial increase in payment in lieu of tax (PILT). Staff informed the board that the city utility operates under the franchise agreement and is charged a fee for this that is commonly referred to as PILT. The PILT fee was recently raised and Adams highlighted that all utilities have this in some ways and that it is based

on total revenues. The board and staff discussed the distribution of capital program funds and the 1% that is distributed to the Visual Arts Commission. Staff answered board members inquiry about the financial plans and rates.

Gene Packer added how fortunate the City of Loveland is in terms of effects from the flood. John Rust Jr. would like to see more explanation of the rates to our customers and thinks people should know this information. He said the City is in charge of keeping low rates and questioned the distribution of program funds. Dave Schneider highlighted that there should be some parameters set on the issue of 1% of capital projects above \$50,000 going to the arts, such as an upper limit cap. The board agreed that they would like information on how the 1% distribution for public art money is being used and would like an update from an outside source on this program. The board complimented the information that staff provided on this topic. Staff mentioned to the board about the goals of the System Impact Fees (SIF) and if the City could explore ways for growth. Jim Lees expressed that we have increasing capital and that we need to look into long term loans to help pay those off or possibly use general funds to pay for SIF expenses. We will be considering these options in the future.

Item 8: Quarterly Financial Report Update – Jim Lees

This item summarizes the monthly and year-to-date financials for June 2014.

Staff Report only. No action required.

Comments: The board enquired about why LWP does not send out usage comparisons for water like they do for power. Steve Adams stated that LWP is exploring similar options and opportunities to provide this information to customers regarding water. There have been questions surrounding this issue from customers and staff is exploring these options further. The board and staff agree that this is a sensitive topic because there is a fine line between providing information and customers feeling we are sharing personal information. The board added that the upcoming Water Conservation Plan from the state will help guide the future of a possible water usage comparison.

Board and staff discussed Water Conservation Plan logistics from other states. Staff added that it is important to keep local resources in mind, as well as current and future infrastructure, and our geographical region. This should generate what we need to do in our own community. Staff discussed different regional policies on the issue.

COMMISSION/COUNCIL REPORTS

Item 9: Commission/Council Reports

- Valve Turning Ceremony on the 48" Diameter Water Transmission Line – July 9, 2014

Dan Herlihey: He discussed that when he went to Estes Park he noticed they are moving to LED fixtures. He thought it was interesting to see that and noticed they provide more concentrated light. He encouraged board members to look at them if they find themselves in Estes in the near future.

Dave Schneider: no update

Gene Packer: He expressed his complements to Dave Schneider for his term as chairman.

Gary Hausman: no update

John Rust Jr: no update

Larry Roos: He expressed his concern that the LUC minutes need to be posted on the website. Staff added that they will check with City Clerks to make sure the minutes are not only available, but also easy to locate.

Council Report: Troy Krenning

Regular Meeting – July 1, 2014

- Resolution to approve the 2015 – 2024 Capital Improvement Plan for the City of Loveland

Study Session – July 8, 2014

- Nine-month Flood Recovery Update (It's been 9 months since the September 2013 flood.)

Regular Meeting – July 1, 2014

- Gene Packer and Larry Roos were each reappointed to the LUC for another term through June 30, 2017

Regular Meeting – July 15, 2014

- City Council approved the Water Treatment Plant expansion project with full funding for 38 million gallons per day of capacity and added back in the Soda Ash feed system which had been removed.
- Supplemental appropriation for the Water Treatment Plant Expansion and Waterline Repairs:
 - Previously authorized \$9.9 M loan
 - Internal loan from Raw Water of \$13 M
 - New external borrowing resulting in maximum of \$2.3 M
 - New supplemental appropriation of \$1.5 M for Waterline Repair

Comments: Larry appreciated the discussion at City Council regarding the Water Treatment Plant Expansion.

DIRECTOR'S REPORT

Item 10: Director's Report – Steve Adams

Comments: Larry Sarner would like to meet and present to the board in September 2014 to discuss fluoridation of water. This meeting will be held in a different location due to anticipated public participation. Staff mentioned that Sarner will have representatives visiting for this meeting and that is the reason for the discussion being moved to September. Board expressed concern about the possible length of this meeting. Staff stated that this will be the primary issue discussed during this meeting in order to accommodate for the length of information that may be provided. Adams added that Sharron Citino will be looking into the presentation length requirements further and will keep us informed. Board members would like to request that presentations be submitted in the packet. The LUC board will discuss the detailed parameters on this issue next month.

INFORMATION ITEMS

Item 11: Water Supply Update – Larry Howard

The City's raw water sources for 2014 continue to yield an abundant supply. Staff expects demands to be fully met, with enough available for lease to agricultural users during the 2014 season, and the ability to make full use of the CBT Carryover Program into 2015.

Staff Report only. No action required.

Comments: Steve Adams added that Larry Howard will be the representative for the municipalities in Northern Larimer County and will be in charge of keeping in touch with staff and providing public outreach on the future efforts of the joint Basin Implantation Plan (BIP). The board enquired about how this will affect the Chimney Hollow project. Larry Howard stated that BIP is taking a closer look at projects like this and what the demands will be. Howard informed the board of stipulations of the current contract of this project as well as provided an update of the Chimney Hollow project. The board and staff agreed on the importance of this effort. Howard provided the board with the current spill watch information for Lake Granby, Horsetooth Reservoir and Carter Lake.

Dave Schneider provided an update on topics on current ballot initiatives. He stated that the public trust doctrine will not be on the ballot and that the local control ballot will not be on the docket. He

hopes that the board will stay informed and up-to-date on information surrounding these issues. There is a third issue that may or may not be on the ballot.

Steve Adams added that the Independent Service Organization (ISO) will be working with the city's fire department and water staff to inspect and rate the city's fire response and water infrastructure.

Steve introduced Jennifer Gramling who will be interviewed as a candidate for the LUC board.

ADJOURN The meeting was adjourned at 8:00 pm. The next LUC Meeting will be August 20, 2014 at 4:00 pm.

Respectfully submitted,

Allison Prokop
Recording Secretary
Loveland Utilities Commission



CITY OF LOVELAND

WATER & POWER DEPARTMENT

200 North Wilson • Loveland, Colorado 80537

(970) 962-3000 • FAX (970) 962-3400 • TDD (970) 962-2620

AGENDA ITEM: 1

MEETING DATE: 8/20/2014

SUBMITTED BY: Lindsey Bashline, Customer Relations Specialist

DMB

TITLE: Home Energy Report Program Survey Results

DESCRIPTION:

In early 2014 staff conducted a survey on the Home Energy Reports program. This item briefly summarizes the HER pilot program achievements, the recent HER survey process and survey results. Staff will be presenting on survey results and outline staff's recommended next steps.

SUMMARY:

Since April 2011, Loveland Water and Power (LWP) has partnered with Opower to deliver customized energy reports to residential customers displaying home energy use, energy use of similar homes and energy tips. The Home Energy Reports program (HER) is part of ongoing efforts to help the City reach energy reduction, community engagement and education goals approved by City Council in July 2010.

The goals of the pilot HER pilot program in Loveland were to educate and motivate consumers by increasing awareness of their energy usage, lower energy usage by 2-2.5 percent and to increase LWP existing program participation by 10 percent.

The HER program has run for the allocated 3 year plan with a 5 month contract extension with Opower to allow for additional analysis.

Pilot Program Achievements:

HERs Energy Savings: To evaluate the results of the program, the HER program measures impact against a group of non-participating homes to calculate for savings and control for external factors that may affect energy use. In Figure 1, the HER participant group savings is compared to the non-participant group. Over the history of the program, there has been as much as a 2.7 percent higher savings within the test group, which occurred in January 2014.



Figure 1: Participant Energy Savings as a Percent Compared to Non-Participants

The amount of savings realized from HER participants is shown in MWh in Figure 2. At the end of March 2014, results showed participating households have saved an average of 1.7 percent since the program started in April 2011. That equates to about 149 kWh a month per participating household and a total customer savings, of over 5.8 GWh (5,776 MWh).



Figure 2: Monthly Participant Savings

HER Costs and Cost Savings: Program expense by year can be seen in Table 1. Loveland residents have saved over \$388,860¹ in reduced energy use.

Table 1: Total HER Program Cost and Total Customer Cost Savings

	2011	2012	2013	2014 ²	Total
Total HER program cost (\$)	\$110,592	\$202,625	\$157,698	\$56,933	\$527,848
Total customer cost savings (\$)	\$80,144	\$138,543	\$132,256	\$37,917	\$388,860

¹ Customer savings is based on annual energy savings and LWP's annual energy retail rate.

² 2014 costs include five month program extension. Program results from the contract extension have not yet been reported and are not included in this summary.

In addition to reduced electrical bills, the HER program has reduced LWP purchased power costs by \$257,060. Total avoided purchased power savings and cost savings are shown in Table 2.

Table 2: Total Avoided Purchased Power Savings and Cost Savings

	2011	2012	2013	2014 ³	Total
Purchased energy savings (kWh)	1,205,364	2,046,455	1,915,281	583,235	5,750,335
Avoided purchased energy costs ⁴ (\$)	\$28,929	\$68,352	\$68,146	\$21,294	\$186,720
Purchase power demand savings (kW)	143.3	243.3	227.7	69.4	683.8
Avoided purchased demand costs ⁵ (\$)	\$21,362	\$21,989	\$20,689	\$6,300	\$70,340
Total avoided purchase power costs (\$)	\$50,291	\$90,340	\$88,834	\$27,594	\$257,060

HER Participation: When the LWP program launched in April 2011, 15,000 LWP residential customers received the reports. Over time, a combination of “move-outs” and “opt-outs” has reduced the participant group to approximately 10,000 report recipients.

Approximately 31 percent of report recipients have been removed from the program due to service being stopped at the report address. These are counted as “move-outs”. Stopped service is primarily due to customers moving or vacating the report address.

Understating that the HER program is not for everyone; customers also have the option to “opt-out” of the program and no longer receive reports. Figure 3 shows the number of customers who chose to opt-out. There is a cumulative opt-out rate of 2.5 percent or a total of 369 customers as of March 2014. Note that in December 2012, the program saw an increase in opt-outs. This increase has been attributed to a new report format that LWP initiated at the end of October 2012. The new report format included additional opt-out language in two sections of the report.

³ Program results from five month the contract extension have not yet been reported and are not included in this summary.

⁴ Avoided purchased energy costs are based on the annual energy savings and annual PRPA wholesale rate.

⁵ Avoided purchased demand costs are based on the annual demand savings and annual PRPA wholesale rate.

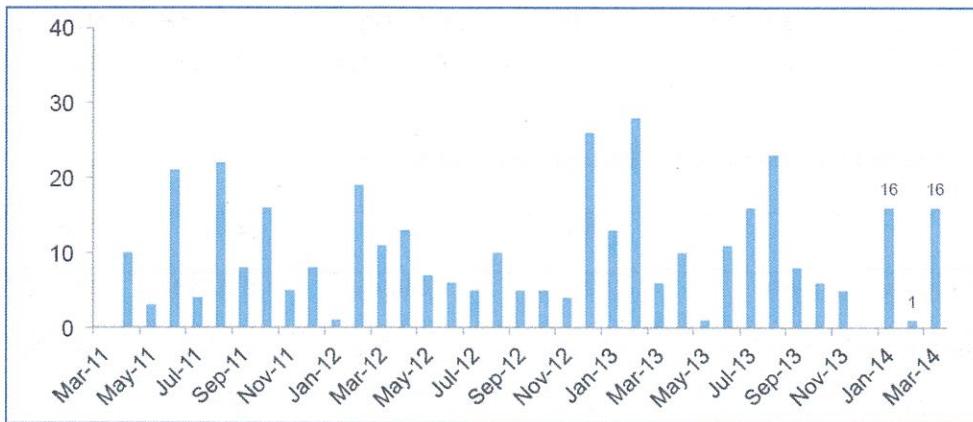


Figure 3: Cumulative Opt-out Rate of HER Participants

Web Portal Participation: Another benefit of the HER program is the access to an online web portal. This is available to both participants and non-participants of the program. Table 3 shows the online portal activity in the form of site visits, and accounts created through 2013. With the online portal customers can further explore their use, find tips and see what other energy saving activities other users are engaging in.

In addition to customer use, the portal has served as a valuable communication and education tool for utility staff and customer service representatives staff when interacting with customers both for the HER program and unrelated to the HER program (high-bill complaints, historical use inquiries, etc.).

DSM Participation as a result of HER: As part of the HER program, LWP is able to include utility program specific marketing modules into the reports. Through program participation analysis, it is shown that a HER program participant has a 33 percent higher propensity to participate in the Refrigerator and Freezer Recycling program. A two percent increase was noted for the Home Energy Audit program although this is not a statistical impact. See Attachment A for sample LWP report modules.

Carbon Emissions Reduction: In addition to energy savings, 9,837,807⁶ pounds of carbon dioxide have been reduced by the HER program. This is equivalent to the annual greenhouse gas emissions from 939 passenger vehicles (U.S. Environmental Protection Agency, 2014).

HER Survey Background:

Since many utilities across the nation have performed numerous studies verifying the energy savings for HER programs, LWP was confident that the results presented from Opower accurately reflected the results received in Loveland.

Considering that one of the primary goals of the program was to engage and motivate customers, staff wanted to gain a better understanding of how participants were using the

Table 3: Annual Visits, Average Visits Per Month and Accounts Created on the HER Web Portal

Year	Visits	Average Visits/Month	Accounts Created
2011	498	50	50
2012	294	25	24
2013	285	24	7
Total	1077	-	81

⁶ Carbon dioxide emission reduction based on annual energy savings and EPA eGRID data for WECC Rockies Subregion.

reports and the actions that were taken as a result of the reports. Additionally, understanding that the program tends to be more “controversial” with the public than other LWP program offerings, staff also wanted to ensure that the HER program was not having an adverse effect on customer satisfaction of the utility.

To gauge how customer satisfaction and energy actions had changed as a result of receiving the reports, LWP performed follow-up customer surveys for both participants in the program and non-participants. The goal of the survey was to provide LWP feedback on:

- How participants are engaging with the HER program?
- How satisfied are participants with the reports?
- Are participants aware of the program web portal?
- How satisfied with the utility are participant customers compared to non-participant customers?

Customers were surveyed between February and March 2014.

HER Survey Instrument Design:

The survey instruments were developed by LWP with assistance from Navigant, a global expert’s services firm, who has experience in developing similar surveys about HER programs for other clients. Full survey instruments can be found in Attachment B. LWP retained Customer Connections & Innovations, Inc. (CCI) as the survey house to perform the surveys.

Telephone survey methodology was utilized for the project. CCI conducted the surveys from customer contact data provided by LWP.

For the participant survey, a total of 371 surveys were completed at the 95 percent confidence level (Figure 4). For the non-participant survey, a total of 364 surveys were completed, also at the 95 percent confidence level (Figure 5).

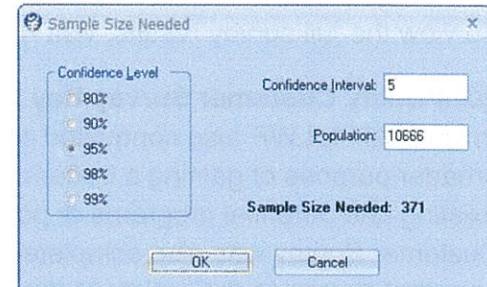


Figure 4: Participant Survey Sample Size

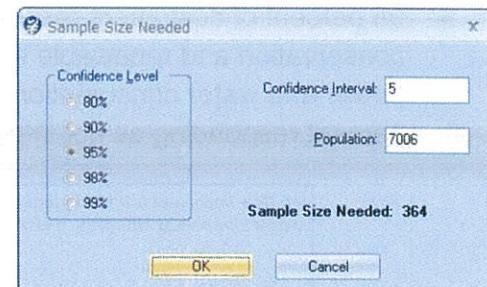


Figure 5: Non-Participant Survey Sample Size

HER Survey Key Findings:

LWP worked with Navigant to analyze survey results. Through Navigant’s experience with other clients, LWP’s survey results were able to be compared to results of similar surveys from other utilities⁷, referred to below as the utility comparison group. An executive summary presenting Navigant’s analysis can be seen in Attachment B.

Highlights from the HER Survey Results and Navigant’s Memo include:

⁷ Navigant compared LWP survey results to those from evaluations of three other utility sponsored HER programs run by Opower. Appendix B summarizes the sample sizes for the LWP and comparison group surveys.

- 94 percent of participants stated that they remember receiving the reports (PS⁸ Question E1).
- When asked whether they read the printed HER, 97 percent of respondents responded with “yes” (PS Question E2).
 - 66 percent of participants reported that they spend two minutes or more reading the reports (PS Question E5).
- 68 percent of participants said they were either very satisfied or somewhat satisfied with the HER program (PS Question SA3).
 - When we asked whether participants appreciated the reports, 78 percent said they did (PS Question E9).
- LWP respondents indicated a higher level of acceptance of the neighbor comparisons than utility comparison group respondents (Navigant Key Findings).
- LWP respondents recalled specific energy saving tips at a lower rate than the utility comparison group respondents (Navigant Key Findings).
- LWP respondents place higher value on the personal comparisons and energy saving tips than utility comparison group respondents (Navigant Key Findings).

To view the full survey results, visit – cityofloveland.org/LWPReports

2014 Utility Customer Survey Key Findings Applicable to the HER Program:

In early 2014, LWP also conducted a utility wide customer survey. This survey had a much broader purpose of gaining a better understanding of customers’ needs and wants, response to existing and potential programs or policies, and understanding of services. The 2014 Utility Customer Survey was also completed at a 95 percent confidence level. Below are key findings from that survey as they relate to the HER program.

- 95 percent of customers responded that support for energy efficiency, water conservation and renewable energy in the form of detailed information about household power and water consumption was either very or somewhat important, with only 8.9 percent responding as not important (Question 4), Figure 6.

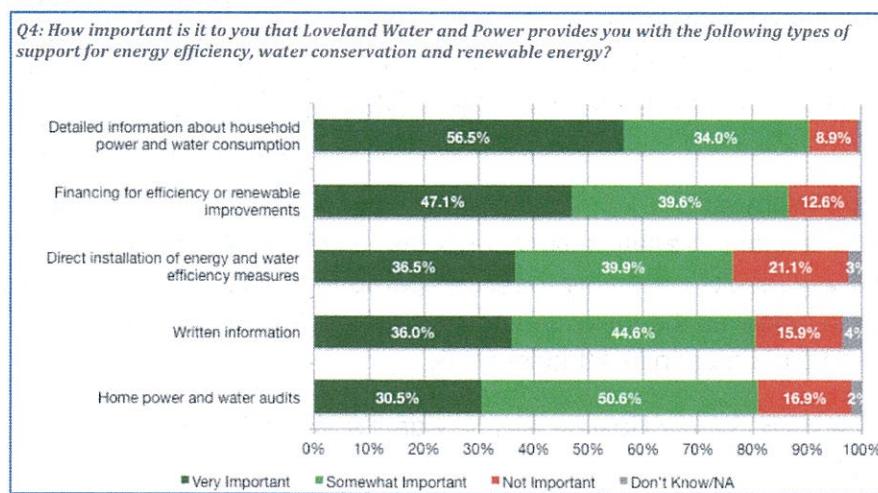


Figure 6: Question 4 of the 2014 Customer Utility Survey

⁸ Referencing the HER Participant Survey.

- 76.2 percent of LWP residents said that it was either very or somewhat important that LWP provide online utility consumption information (Question 16).
- When considering making efficiency improvements in the home, coming in second to cost, lack of information was noted as the primary barriers (Question 6).
- Strategies for lowering bills, was the most common response of residents when asked what they are most interested in learning more about from LWP (Question 11).
- LWP residential customers rank methods of receiving information from LWP in order of Utility Bill, Email and Direct Mail (Question 14).

To view the full survey report, visit – cityofloveland.org/LWPReports

HER Recommendations/Next Steps:

Based on the HER program results and results of the surveys, LWP would like to continue to offer a utility reporting program to our customers that will provide in-depth, personalized use information, maintain high customer satisfaction with the utility, market other utility programs to customers and generate energy savings. Staff will be collecting proposals to support LWP in this effort.

In addition to reviewing the HER program and results, staff continues to discuss potential opportunities to integrate programs and services into a utility reporting program that would continue to improve the customer experience. This includes participating in program demonstrations from multiple companies and coordination with City of Loveland Utility Billing and Finance Departments.

RECOMMENDATION:

Information item only. No action required.

REVIEWED BY DIRECTOR:

AP for SA

ATTACHMENTS:

- Attachment A: Sample LWP Report Modules
- Attachment B: Navigant Memorandum on Home Energy Report Program Survey Data Analysis Findings dated August 6, 2014



Loveland Water and Power

200 N. Wilson Ave
Loveland, CO 80537

Attachment A

Home Energy Report

Account number: [REDACTED]

Report period: 08/28/13–10/23/13

This report gives you context on your energy use to help you make smart energy saving decisions.

For a full list of energy saving products and services for purchase, including rebates from Loveland Water & Power, visit cityofloveland.org/saves.

If you have questions or no longer want to receive reports, call (970) 962-2111.

Last 2 Months Neighbor Comparison

You used **48% more** electricity than your efficient neighbors.



* kWh: A 100-Watt bulb burning for 10 hours uses 1 kilowatt-hour.

How you're doing:

Great ☺ ☺

GOOD ☺

More than average

Who are your Neighbors?

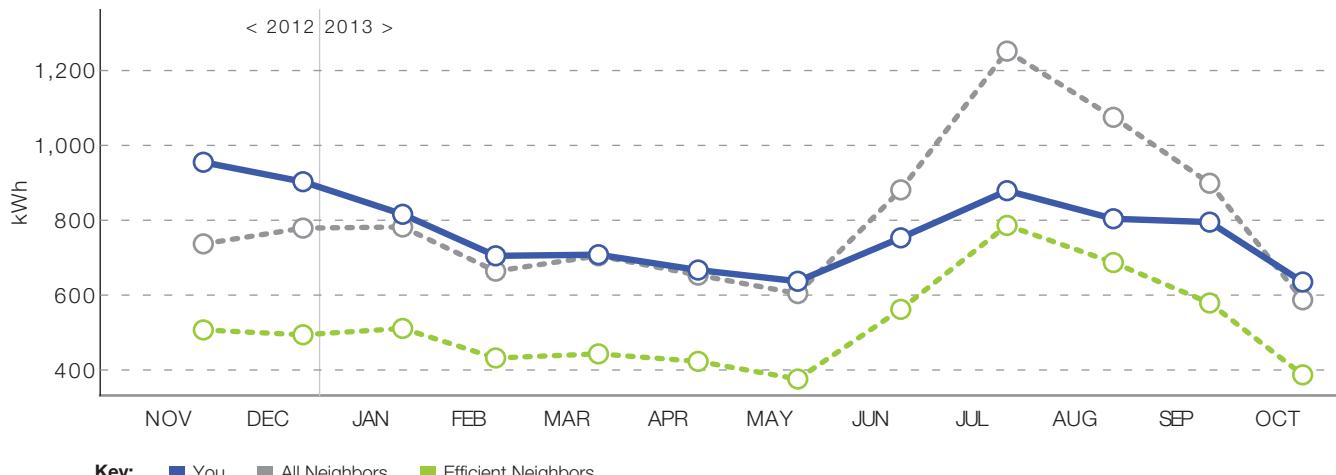
All Neighbors: Approximately 100 occupied nearby homes that are similar in size to yours (avg 1,708 sq ft) and have gas heat

Efficient Neighbors: The most efficient 20 percent from the "All Neighbors" group

Last 12 Months Neighbor Comparison

You used **50% more** electricity than your efficient neighbors.

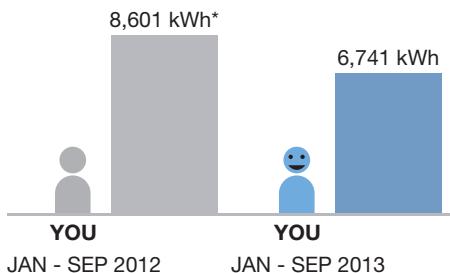
This costs you about **\$213 extra** per year.



Turn over for savings →

Personal Comparison

How you're doing compared to last year:



So far this year, you used **22% less** electricity than last year.

★ You're on pace to use less in 2013.

Looking for ways to save even more? Visit
cityofloveland.org/saves

* kWh: A 100-Watt bulb burning for 10 hours uses 1 kilowatt-hour.

Personalized tips | For a list of energy saving investments and smart purchases, visit cityofloveland.org/saves.

Quick Fix

Something you can do right now

Power down your cable or DVR box when it's not in use

An HD DVR and a second HD set-top box may use more electricity combined than a new, average-size ENERGY STAR® refrigerator.

To save, consider plugging set-top boxes into power strips, especially for TVs you don't use frequently, and turn them off when you're not watching TV or recording shows. (Note: the boxes may take up to 3 hours to reload certain features.)

If you'd rather not turn them off, call your provider to see if more efficient models are available.

**SAVE UP TO
\$20 PER YEAR**

Smart Purchase

An affordable way to save more

Replace your inefficient light bulbs

Incandescent bulbs are inexpensive but very inefficient. Compact fluorescent light bulbs (CFLs) offer both an easy and affordable way to save energy and money.

CFLs use 75% less energy and last ten times longer, saving you money on energy bills and replacement costs.

You can find discounted CFLs at several local retail stores. Visit cityofloveland.org/LWAT to learn more.

**SAVE UP TO
\$35 OVER BULB LIFE**

Great Investment

A big idea for long-term savings

Give the gift of ENERGY STAR®

Are you buying a new electronic item or appliance as a present? Give the gift of ENERGY STAR and delight fellow household members with great products and energy savings.

Look for the ENERGY STAR label on the product package, sales tag, or the item itself when shopping for TVs, phones, DVD players, computers, monitors, printers, washers, refrigerators, and other household items.

**SAVE UP TO
\$225 PER YEAR**



Loveland Water and Power

runs on OPower®

For billing inquiries or to opt-out of reports, call 970-962-2111. For other comments / questions, call 970-962-3000.

Printed on 10% post-consumer recycled paper using water-based inks. www.cityofloveland.org/energyreports | SustainLoveland@cityofloveland.org © 2011-2013 Opower

Recycle your extra refrigerator for instant savings.



Your refrigerator uses more electricity than almost any other appliance. Models from the year 2000 and before use 40% more energy than today's most efficient units.

Schedule a free refrigerator pick-up today.
Call: (970) 962-3000

Recycle your fridge or freezer and get instant energy savings, plus a \$35 credit toward your energy bill.

\$35
CREDIT

Schedule your Home Energy Audit

Let us help you reduce your energy use and save money. For just \$60, you'll receive:



Same-day energy improvements
averaging \$60 in value



A thorough assessment
by a Loveland Water and Power-authorized energy specialist



Instant energy savings plus rebates
for additional upgrades

To schedule your appointment, visit Cityofloveland.org/audits or call 970-818-5623.

Thank You!

Your actions, big and small, really add up

...and we've got the numbers to prove it. By participating in the Home Energy Report program, Loveland Water and Power customers have saved more than 3,991,000 kWh.

Here's what you and your neighbors have done:



Set the thermostat efficiently



Powered down devices when not in use



Upgraded to efficient appliances

Attachment B



1375 Walnut Street
Suite 200
Boulder, CO 80302
303.728.2500 phone
303.728.2501 fax

To: Gretchen Stanford, Lindsey Bashline (Loveland Water and Power)

From: Jenny Hampton (Navigant)

Date: August 6, 2014

Re: Home Energy Report Program Survey Data Analysis Findings

This memo presents Navigant's analysis of Loveland Water and Power's (LWP) Home Energy Report (HER) program customer survey conducted in early 2014.¹ This memo includes several sections: the Key Findings and Recommendations section summarizes the key findings and recommendations for LWP consideration. In addition, the memo presents several sections to describe detailed findings related to Participant Engagement with & Opinions of HERs, Customer Satisfaction & Perception of Utility, and Actions Taken & Program Awareness.²

Key Findings and Recommendations

In terms of participant engagement with the HERs, LWP participant responses fell in line with the results Navigant typically sees on HER program evaluations run by several other utilities across the U.S., "the comparison group", with a few exceptions:³

- LWP respondents recalled specific energy saving tips at a lower rate than comparison group respondents.
- LWP respondents indicated a higher level of acceptance of the neighbor comparisons than comparison group respondents.
- LWP respondents place higher value on the personal comparisons and energy saving tips than comparison group respondents.

¹ Navigant developed the survey questions with LWP, and LWP implemented the survey through a third party survey house, Customer Connections and Innovations. The Appendix includes the guides for the participant and non-participant surveys. LWP then provided Navigant with the survey data for analysis. Navigant was not involved with the actual survey implementation.

² Navigant did not conduct tests for statistical significance among comparisons between LWP and comparison group results, and between LWP participant and non-participant results; comparisons of results in this memo are intended to show general trends or directions only.

³ Navigant compared LWP survey results to those from evaluations of three other utility sponsored HER programs run by Opower. Table 1 in the Appendix summarizes the sample sizes for the LWP and comparison group surveys.

LWP participant respondents reported a higher rate of awareness of other LWP programs than the comparison group client for which Navigant has data. However, LWP non-participants were equally as aware of other LWP programs as participants.

Finally, the HERs appear to have a positive effect on customer perception of LWP.

Based on the insight described in the subsequent sections, Navigant recommends that LWP:

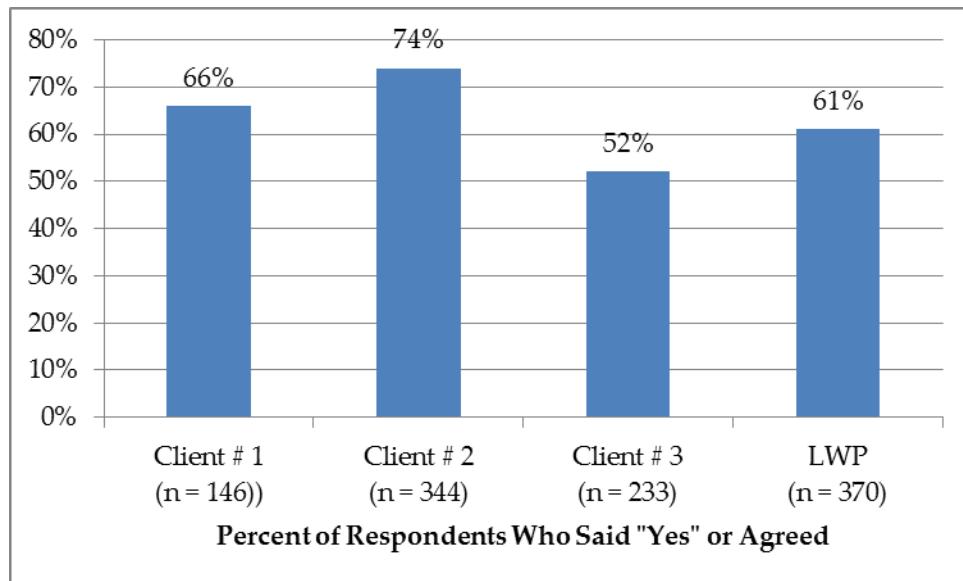
- Require examples of effective program channeling techniques and measured channeling effects from bidders in the upcoming request for proposals.
- Consider ways to provide participants with more feedback on how their home's energy performance has changed over time, beyond the personal history comparisons currently included in the HERs. Examples include providing participants with information on their home's energy usage through an online portal or mobile device, offering awards to households that lower their usage by a certain percentage and maintain those savings over a period of time, or sending participants an alert when their usage spikes unexpectedly.
- Request a web portal marketing and incentive plan from bidders in the upcoming request for proposals process, and track web portal metrics including new accounts created and ongoing user engagement with the site.

Participant Engagement with & Opinions of HERs

Between 88% and 100% of respondents in the comparison group reported that they remember receiving the printed HERs in the mail. LWP's survey responses were on the higher end of this range with 94% of participant respondents stating that they remember receiving the reports. When asked whether they read the printed HERs, an average of 95% of comparison group respondents responded with "yes". LWP's participant responses were right on track with this at 95%. In addition, 60%-80% of comparison group respondents reported that they spend two minutes or more reading the HERs. In line with this, 66% percent of LWP's participant respondents said they spend an average of two minutes or more reading the reports.

Thirty three percent of LWP's respondents said they could recall a specific tip from the reports; for the comparison group this was closer to half (48%-51%). Participant responses to questions about whether they think the tips are relevant to their homes varied across programs. As demonstrated in Figure 1, LWP's results fall within the range of 52% to 74%, at 61%.

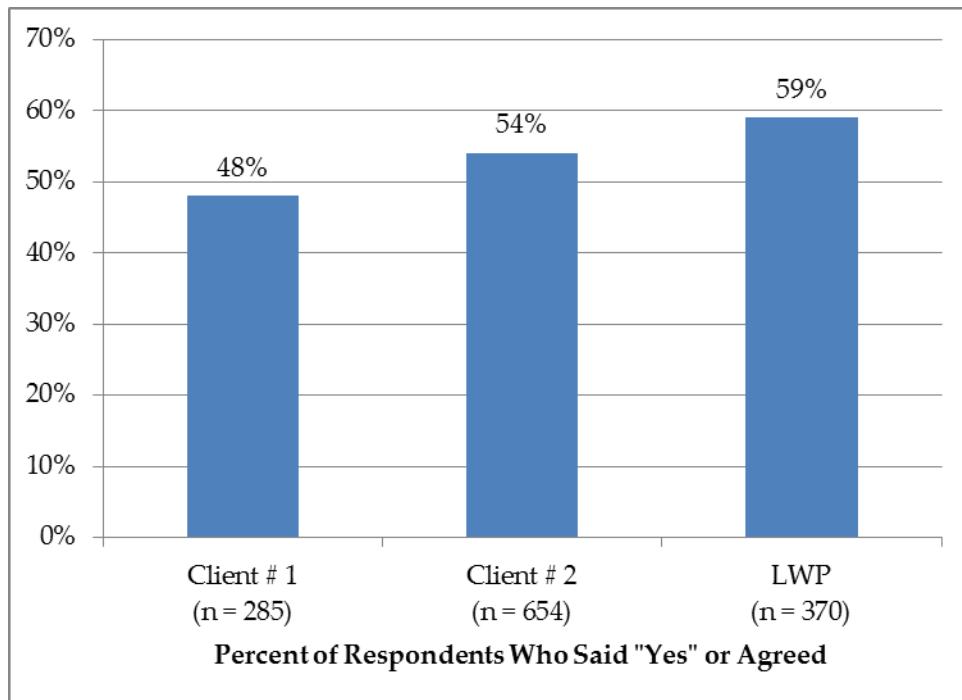
Figure 1. Do participant respondents consider the tips relevant to their household?



Source: Navigant

LWP participants appear to be more accepting of the neighbor comparisons' accuracy than the comparison group. Two of the comparison program evaluations provided data on whether participants felt that the "neighbor comparisons" were accurate. As seen in Figure 2, a higher percentage of LWP's participant respondents felt that the neighbor comparisons are accurate (59%) compared to 48% (Client #1) and 54% (Client #2). An emerging finding from these ongoing evaluations is that while the neighbor comparisons are grounded in sound social science theory are considered the key driver of energy savings from the HER program, participants often see them as the least believable components of the reports. However, Navigant research also indicates that participants consider the comparisons the most valuable piece of information in the HERs.

Figure 2. Do participant respondents consider the neighbor comparisons accurate?

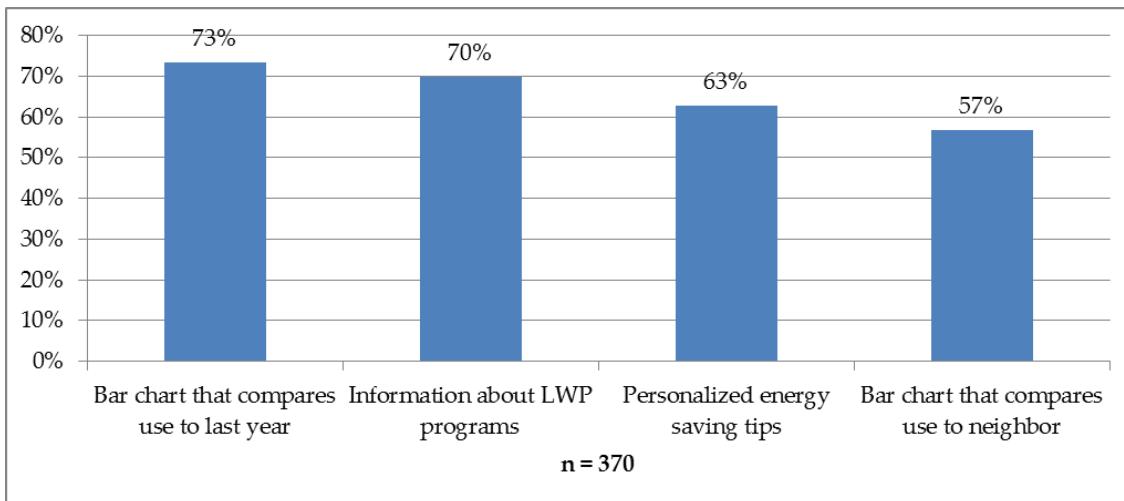


Source: Navigant

When asked how useful each report component is, LWP participants appear to have had a slightly different perspective than participants in the comparison group.⁴ Participants in the comparison group consistently ranked the neighbor comparison as the most valuable, while LWP respondents indicated that the personal comparisons and information about other LWP programs were more valuable than the tips and neighbor comparisons. Figure 3 summarizes the LWP customer responses to this question, and Figures 4-7 provide examples of each report component mentioned in Figure 3.

⁴ Note that the comparison group surveys asked this question differently than the LWP survey. The LWP survey asked respondents how useful they found each of the components of the HER, and read a description of each component, as shown in Figure 3. The comparison group surveys asked respondents what they recall being the most useful piece of information in the HERs and accepted an open-ended response.

Figure 3. Do LWP participants consider each HER component useful?



Source: Navigant

Shows percent of respondents who said the component was either somewhat or extremely useful.

Figure 4. “Bar chart that compares use to last year”



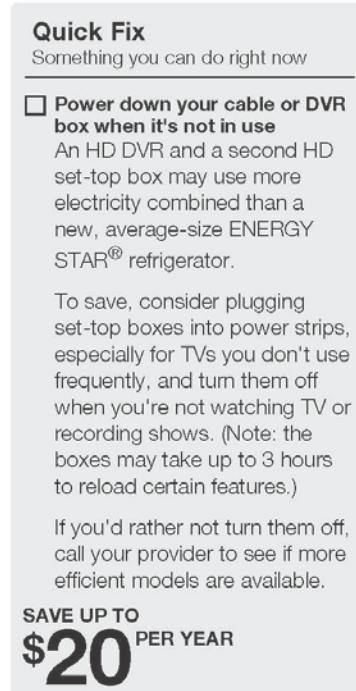
Source: Sample home energy report provided by Loveland Water and Power

Figure 5. “Information about LWP programs”



Source: Sample home energy report provided by Loveland Water and Power

Figure 6. "Personalized energy saving tips"



Source: Sample home energy report provided by Loveland Water and Power

Figure 7. "Bar chart that compares use to neighbor"



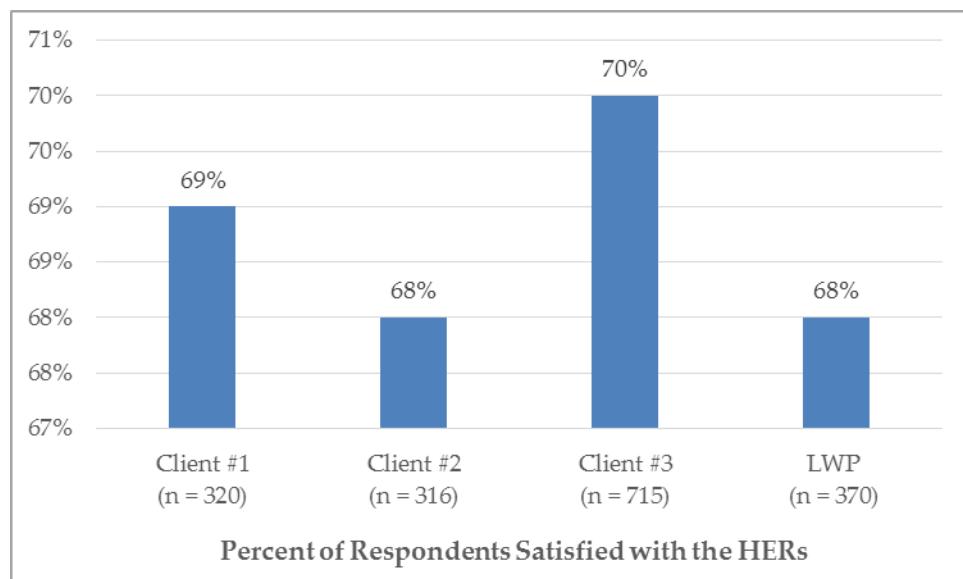
Source: Sample home energy report provided by Loveland Water and Power

Ninety six percent of LWP participant respondents stated that they had never visited the web portal. Navigant typically sees low levels of awareness about HER program web portals when one is available; on average, the vast majority of respondents in the comparison group (91%+) reported that they hadn't heard about the existing HER website. Navigant suspects that this is because the programs do not actively market the web portals beyond mentioning them subtly in the HERs (either printed or email). In addition, the programs do not provide incentives to encourage participants to visit the site, such as competitions or rewards. To improve web portal awareness and use in the future, Navigant recommends that LWP request a web portal marketing and incentive plan from bidders in the upcoming RFP process, and that LWP track web portal metrics including new accounts created and ongoing user engagement with the site.

Customer Satisfaction & Perception of Utility

As seen in Figure 8, LWP participant satisfaction with the HERs themselves was comparable to that of the comparison group. Between 68% and 70% of comparison group respondents reported being satisfied with the HERs; 68% of LWP participant customers said they were either very satisfied or somewhat satisfied with the HERs. When asked whether they appreciate the reports, 78% of LWP respondents said they did.

Figure 8. How satisfied are participants with the Home Energy Reports?



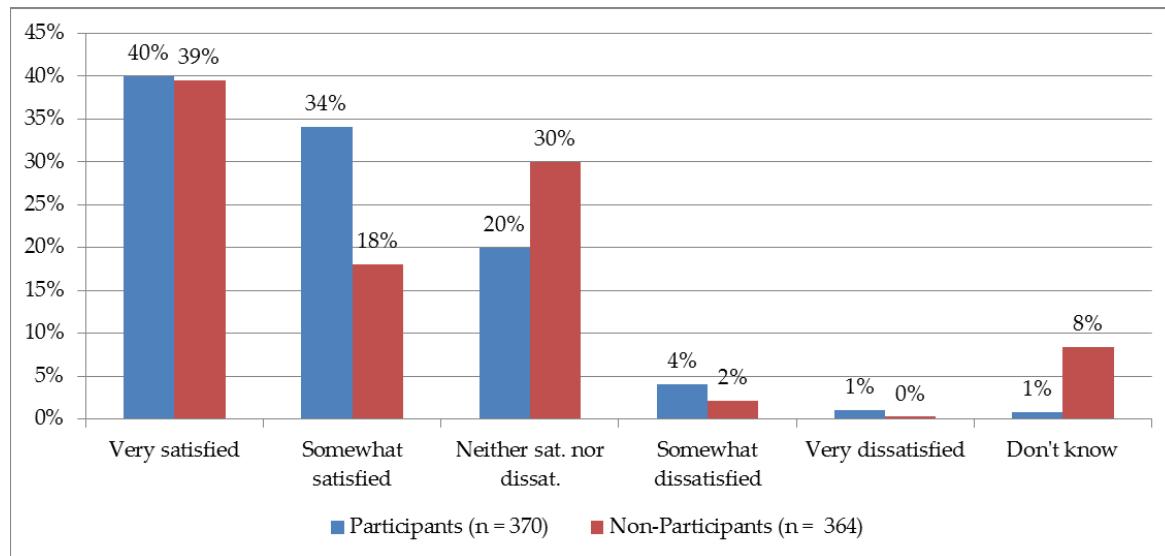
Source: Navigant

Shows percent of respondents who said they were either very or somewhat satisfied with the HERs.

Figure 9 shows that while nearly the same rate of participants and non-participant LWP customers said they are very satisfied with LWP's efforts to help them save on their energy bills, more

participants said they are somewhat satisfied with LWP and less provided a neutral rating. Navigant did not run a statistical significance test on this, but this implies that the reports generate a slight lift in customer satisfaction with LWP's education efforts.

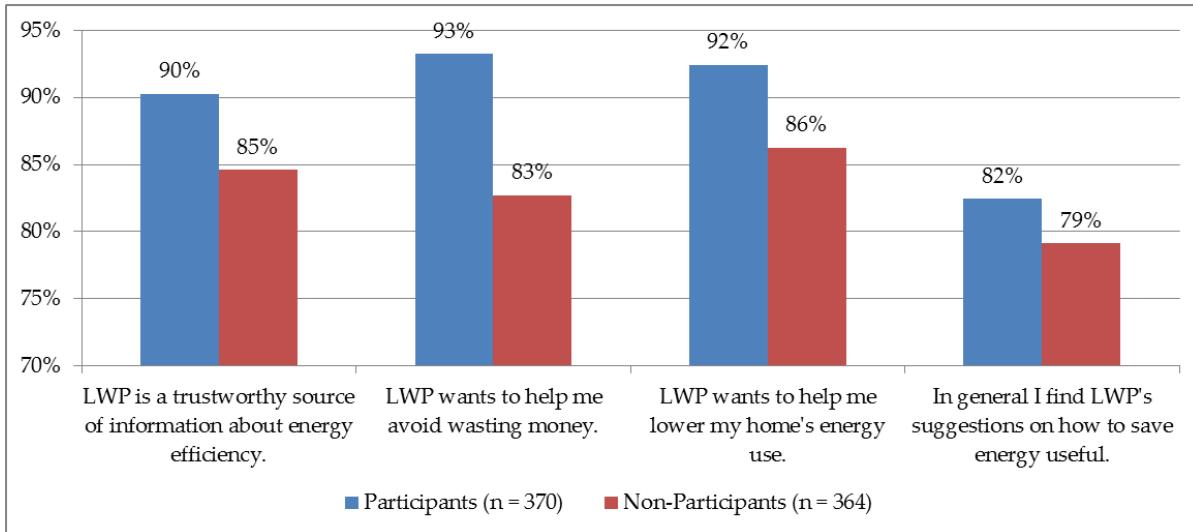
Figure 9. How satisfied are customers with LWP's efforts to help them save on their energy bills?



Source: Navigant

Figure 10 provides additional support for the finding that the HERs have a positive effect on customer perception of LWP. When asked whether a list of statements were true or false, participant customers were more likely to agree that LWP is a "trustworthy source of information" and that LWP "wants to help me avoid wasting money" than non-participants.

Figure 10. Do LWP respondents feel each statement is true?



Source: Navigant

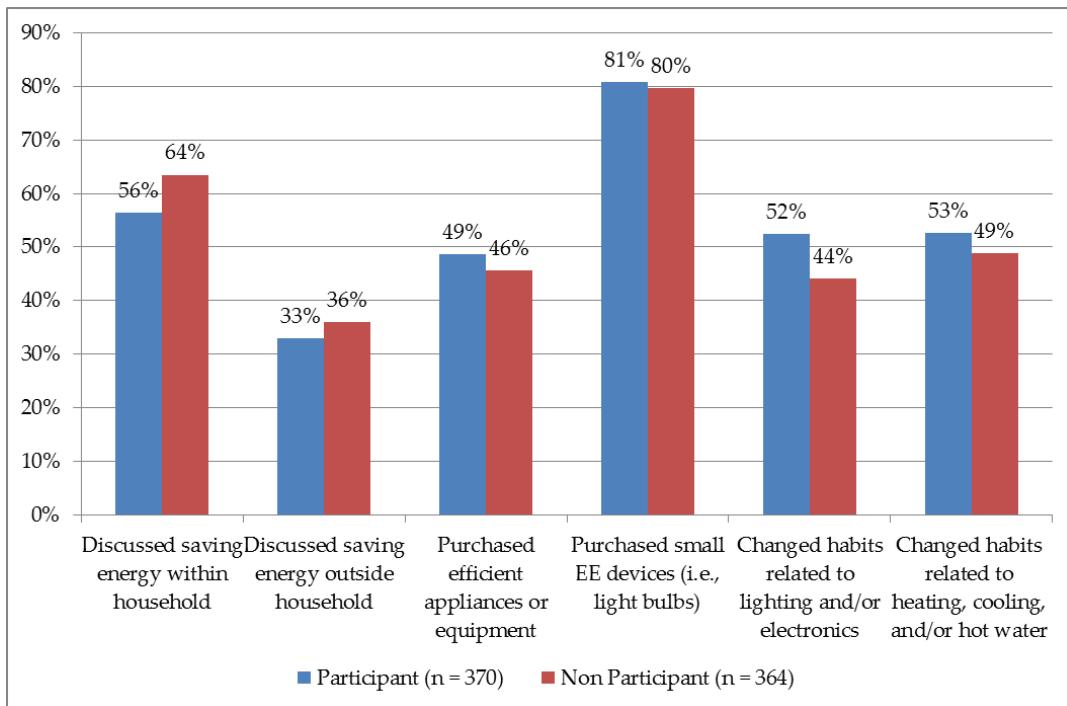
Shows percent of respondents who either agreed or strongly agreed with each statement.

Actions Taken & Program Awareness

In its evaluations of HER programs across the country, Navigant most often finds that responses to questions about what actions customers take to save energy do not differ significantly between participants and non-participants.⁵ While Navigant did not run statistical analysis on LWP's results, seen in Figure 11, they appear to be in line with this ongoing observation.

⁵ It is possible that this trend is due to survey response bias, rather than actual actions taken within the respondent households. Navigant is currently developing improved survey methodologies to explore the question of what participants are doing to achieve energy savings identified via impact analysis.

Figure 11. Did LWP respondents take action within the 12 months before the survey?



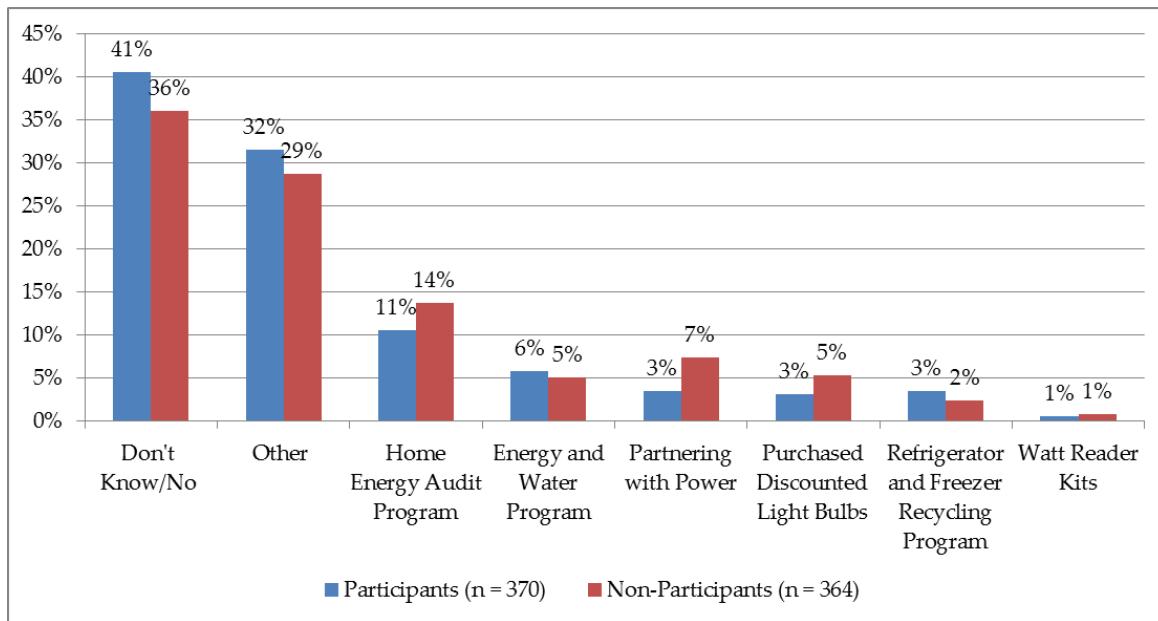
Source: Navigant

Shows percent of respondents who said they took each action within the 12 months leading up to the survey.

The lack of difference between participant and non-participant responses to the “actions taken” questions does not mean that the HERs do not have an impact on energy savings within participant households. On the contrary, impact evaluations of HER programs consistently show an average of between 1% and 3% energy savings per participant household per year when compared to a control group. However, the lack of difference does indicate that participants and non-participants maintain similar levels of awareness about what they can/should do to save energy in their home. The fact that HER program participant households demonstrate energy savings suggests that the reports convert this awareness into action and behavior change.

As shown in Figure 12, LWP non-participants were equally as aware of other LWP programs as participants were, so this relatively high awareness could be a result of LWP’s general marketing approach rather than the HERs. Navigant did not run a statistical test on the comparison between LWP’s participant and non-participant responses so we are unable to say whether the difference in awareness of other LWP programs is statistically significant. Regardless, Navigant recommends that LWP require examples of effective channeling techniques and measured channeling effects in future requests for proposals.

Figure 12. Have respondents heard of any energy efficiency programs offered by LWP?

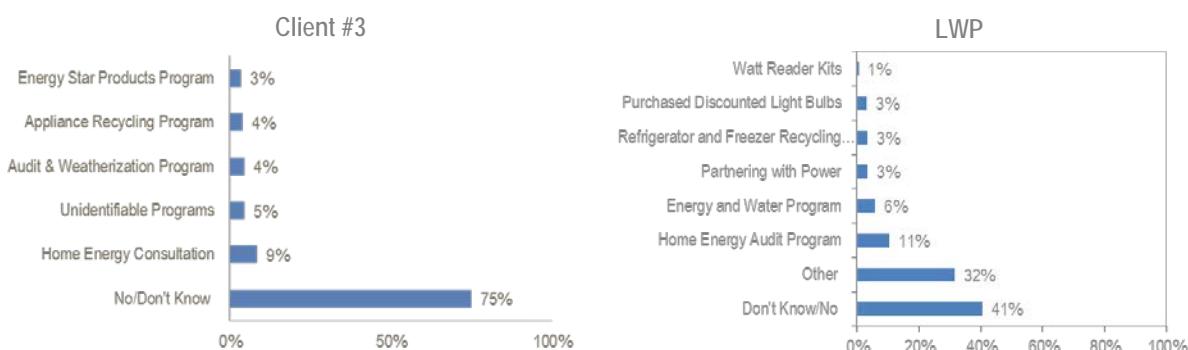


Source: Navigant

Shows percent of respondents who said they had heard of each program. This question was asked as an open-ended question; the interviewer did not prompt responses.

LWP participant respondents reported a higher rate of awareness of other LWP programs than the comparison group client for which Navigant has data (see Figure 13). Note that Navigant did not analyze the “Other” responses to the LWP survey; it is possible that the other mentioned programs fall into one of the existing program categories.

Figure 13. Comparison group and LWP participant awareness of other programs



Source: Navigant

Client #3 n = 715; LWP n = 370

Forty five percent of surveyed LWP participants felt they have reduced their energy use since receiving the reports, indicating that a little more than half of participants perceive that their actions

are not affecting their energy use. As mentioned earlier, impact evaluations of HER programs consistently show an average of between 1% and 3% energy savings per participant household per year when compared to a control group; it is clear that HERs reduce overall participant energy use. However, it is reasonable to assume that if individual participants feel their actions have an impact, they will be more likely to make changes to their behavior. Navigant recommends that LWP and its program implementer consider ways to provide participants with direct feedback on how their performance has changed over time, beyond the personal history comparisons currently included in the HERs. For example, LWP could tie household performance improvements to rewards (i.e., gift certificates to local businesses) or some other form of recognition, such as mentioning each month's "winners" at local events, via social media or in local publications.

Appendix

Table 1. LWP Survey and HER Comparison Program Survey Details

	Overall Survey Sample Size*	U.S. Region
LWP	370 participants; 365 non-participants	Rocky Mountain
Client #1	320 participants	Midwest
Client #2	316 participants	Midwest
Client #3	715 participants	Southeast

* Sample size for specific questions is included in text and graphics where necessary.

Participant Survey Guide

Interviewer Instructions and Notes

1. The purpose of the introductory script and associated questions is to identify the person within the contact household that is responsible for opening and handling the mail the household receives from the City of Loveland.
2. We also want to ensure that we are talking to the appropriate household to maintain confidence in our sample. If the household is no longer affiliated with the contact in the contact list, please terminate the call and note the reason for the termination.

<u>Title</u>	<u>Code</u>	<u>Page Number</u>
Introduction & Screener	S	2
Home Energy Report Engagement	E	3
Actions Taken	AT	7
Satisfaction	SA	10

Introduction & Screener

Hello, may I speak with [CONTACT NAME]? [IF NOT AVAILABLE, ASK TO SPEAK WITH ADULT THAT OPENS THE MAIL]

INTRO. Hello, I'm ____ of SURVEY HOUSE, calling on behalf of the City of Loveland Water and Power. I have a few questions about mailings you may have received from Loveland Water and Power. Your feedback is important and will help Loveland Water and Power fine tune the information it sends you. We are only gathering information and I will not attempt to sell you anything. We will keep your name and opinions confidential and the survey will only take a few minutes.

S1. Are you the person in the household who handles the mail regarding your electric service from Loveland Water and Power? This might include the electric bill, letters about your account, and information about energy efficiency. [DO NOT READ LIST]

1. YES [CONTINUE]
2. NO [ASK FOR PERSON WHO READS MAIL]: "Is the person who does read this sort of mail available?" [IF NOT AVAILABLE, SCHEDULE CALLBACK]
98. DON'T KNOW [THANK AND TERMINATE]
99. REFUSED [THANK AND TERMINATE]

[SCHEDULE A CALLBACK IF PERSON IS NOT AVAILABLE]: "Okay, I can call back. Is there a good time to reach that person?"

_____break_____

S2. Great, thank you. Just one more question before we get started with the survey. Are you talking to me on a mobile phone or a landline?

1. LANDLINE
2. MOBILE PHONE
99. REFUSED

_____break_____

[IF S2 = 2 or 99 ASK]

S3. Are you driving a vehicle or using any equipment that requires your attention?

1. NO
2. YES **[SCHEDULE CALLBACK]:** "When is a good time for me to call you back?"
98. DON'T KNOW **[SCHEDULE CALLBACK]:** "When is a good time for me to call you back?"
99. REFUSED **[SCHEDULE CALLBACK]:** "When is a good time for me to call you back?"

_____break_____

Home Energy Report Engagement

We are helping Loveland Water and Power determine the value of the mail it sends to you -- in addition to your monthly bill. Your input will be extremely helpful.

E1. Do you recall whether your household receives a report in the mail that describes your home's energy use? The reports are different from your utility bill. They come in a different envelope, are printed on one piece of paper, and include charts and graphs about your energy use. **[DO NOT READ LIST]**

1. YES
2. NO, WE DO NOT RECEIVE THE REPORTS **[THANK AND TERMINATE]**
98. DON'T KNOW **[THANK AND TERMINATE]**
99. REFUSED **[THANK AND TERMINATE]**

_____break_____

E2. Thanks for confirming that you have been receiving the home energy reports. Can you tell me if anyone in your household reads the reports? **[DO NOT READ LIST, CHECK ALL THAT APPLY]**

1. I PERSONALLY READ THEM
2. I PERSONALLY READ THEM AND OTHERS IN MY HOUSEHOLD LOOK AT THEM
3. I DO NOT READ THEM, ONLY OTHERS IN MY HOUSEHOLD LOOK AT THEM
[ASK FOR PERSON WHO LOOKS AT THEM]: "Is the person who does read the report available?" **[IF NOT AVAILABLE, RECORD NAME AND SCHEDULE CALLBACK]**
4. NO ONE READS THEM. WE TOSS THEM OUT.

5. I PERSONALLY READ THEM AND SHARE THEM WITH OTHERS IN MY HOUSEHOLD
6. I PERSONALLY READ THEM AND SHARE THEM WITH OTHERS OUTSIDE OF MY HOUSEHOLD
97. OTHER (SPECIFY)
98. DON'T KNOW [THANK AND TERMINATE]
99. REFUSED [THANK AND TERMINATE]

_____ break _____

[IF E2 = 4 ASK]

E3. Please tell me why no one in your household reads the reports. **[RECORD VERBATIM]**
[THANK AND TERMINATE]

_____ break _____

[IF E2 = 5 ASK]

[IF E2 = 6 ASK]

E4. How do you share the home energy report with others? **[RECORD VERBATIM]**

_____ break _____

E5. Roughly how much time do you spend on average reviewing the report? **[IF NECESSARY, PROMPT: "Do you spend more than 20 minutes reviewing it? More than 10 minutes? More than five? More than two minutes or two minutes or less?"] [DO NOT READ LIST]**

1. MORE THAN 20 MINUTES
2. MORE THAN 10 MINUTES
3. MORE THAN 5 MINUTES
4. MORE THAN 2 MINUTES
5. TWO MINUTES OR LESS
97. OTHER (SPECIFY)
98. DON'T KNOW
99. REFUSED

_____ break _____

E6. The Home Energy Reports suggest actions you can take to save energy. Do you recall any specific suggestions from your reports? **[DO NOT READ LIST]**

1. YES, [SPECIFY WHICH, OPEN END]: "Which specific suggestions do you recall?"
2. NO
97. OTHER (SPECIFY)
98. DON'T KNOW
99. REFUSED

_____break_____

E7. In addition to mailing the home energy reports, Loveland Water and Power offers the information found in the home energy reports through a website. The home energy report website is different from the Loveland Water and Power website. The home energy report website includes sections for reviewing your energy use, making a plan to save, and learning about how to save energy. Have you ever visited the home energy report website?

1. YES
2. NO
97. OTHER (SPECIFY)
98. DON'T KNOW
99. REFUSED

_____break_____

[IF E7 = 1 ASK]

E8. How many times have you visited the home energy report website in the past 12 months? [DO NOT READ LIST]

1. 1-3
2. 4-6
3. 7 OR MORE
97. OTHER (SPECIFY)
98. DON'T KNOW
99. REFUSED

_____break_____

E9. I am going to read a list of statements. Please tell me whether you strongly agree, somewhat agree, neither agree nor disagree, somewhat disagree or strongly disagree with each of the following statements. [RANDOMIZE STATEMENTS] [5-POINT SCALE, RECORD NUMBER]

	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	Don't Know	Refused
a. The tips in the home energy report are relevant to my household.	1	2	3	4	5	98	99
b. The home energy	1	2	3	4	5	98	99

reports are influential in helping me make informed energy choices.							
c. I have reduced my energy use since receiving the home energy reports.	1	2	3	4	5	98	99
d. The home energy reports help customers save energy.	1	2	3	4	5	98	99
e. I appreciate that Loveland Power and Water provides the home energy reports.	1	2	3	4	5	98	99
f. I have confidence in the report's comparison of my home to similar homes in my area.	1	2	3	4	5	98	99

_____ break _____

E10. Please tell me how useful you find each of the following components of the home energy report.
[RANDOMIZE STATEMENTS] [5-POINT SCALE, RECORD NUMBER]

	Extremely useful	Somewhat useful	Neutral	Not really useful	Not at all useful	Don't Know	Refused
a. The bar chart at the top of the report that compares my home's energy use over the past two months to an efficient neighbor's and all neighbors' home energy use	1	2	3	4	5	98	99
b. The bar chart that compares how my home's energy use	1	2	3	4	5	98	99

over the past two months compares to my home's energy use at the same time last year							
c. The personalized energy saving tips	1	2	3	4	5	98	99
d. Information about Loveland Water and Power programs	1	2	3	4	5	98	99

_____ break _____

Actions Taken

AT1. I'm going to read a list of things that you may have done in the past 12 months. Please tell me if you, or anyone in your household, have done any of these things within the last 12 months.

[CHECK BOXES] Have you... [RANDOMIZE STATEMENTS] [INTERVIEWER NOTE: EVERY THIRD ATTRIBUTE REITERATE THAT IT IS WITHIN THE LAST 12 MONTHS]

	Yes (1)	No (2)	Don't Know (98)	Refused (99)
a. Discussed ideas about how to save energy within your household?				
b. Discussed ideas about how to save energy with others outside of your household (i.e., co-workers, neighbors, and friends)?				
c. Purchased energy efficient appliances or energy efficient equipment, such as computers or an efficient furnace, or made major upgrades to your home's efficiency such as installing insulation?				
d. Purchased any small energy efficiency devices, such as efficient light bulbs or power strips?				
e. Changed any of your habits related to how often or how long you use lighting and/or electronics in your home?				
f. Changed any of your habits related to the amount of heating, cooling, and/or hot water you use in your home?				

_____ break _____

[IF AT1c. = 1 ASK]
[IF AT1d. = 1 ASK]

AT2. What energy efficient purchases do you recall making within the past 12 months? [DO NOT READ LIST, CHECK ALL THAT APPLY]

1. AIR CONDITIONER (I.E., WINDOW UNIT, CENTRAL AIR, ROOM AIR CONDITIONER, DUCTLESS AIR CONDITIONER)
2. CLOTHES DRYER
3. CLOTHES WASHER
4. DEHUMIDIFIER
5. DISHWASHER
6. ELECTRONICS (I.E., TELEVISION, LAPTOP, DESKTOP COMPUTER, HOME OFFICE EQUIPMENT)
7. FANS (I.E., WHOLE-HOUSE FAN, ATTIC FAN, SOLAR ATTIC FAN, BOX FANS, CEILING FANS)
8. HEAT PUMP (FOR HEATING OR COOLING HOME; I.E., A "REGULAR" HEAT PUMP, GEOTHERMAL HEAT PUMP, OR DUCTLESS HEAT PUMP)
9. INSULATION IN ATTIC AND/OR WALLS OF HOME
10. LIGHTING AND/OR OCCUPANCY SENSORS (I.E., CFLS, A.K.A. THE "SPIRAL LIGHT BULBS", LED LIGHTS, OUTDOOR SOLAR LIGHTS, DIMMING LIGHTS, MOTION SENSORS, OCCUPANCY SENSORS)
11. POOL EQUIPMENT (I.E., HEATER, POOL PUMP, VARIABLE SPEED POOL PUMP)
12. REFRIGERATOR AND/OR FREEZER
13. PROGRAMMABLE THERMOSTAT
14. WATER HEATER (I.E., "REGULAR" WATER HEATER, SOLAR WATER HEATER, GEOTHERMAL WATER HEATER, DRAIN WATER HEAT RECOVERY SYSTEM, HEAT PUMP WATER HEATER, TANKLESS WATER HEATER)
15. WINDOWS (I.E., DOUBLE PANE, STORM WINDOWS, STRATEGICALLY PLACED NEW WINDOWS)
97. OTHER [SPECIFY]
98. DON'T KNOW
99. REFUSED

_____break_____

[IF AT1e = 1 ASK]
[IF AT1f = 1 ASK]

AT3. What did you do to change the way you use energy within the past year? [DO NOT READ LIST, CHECK ALL THAT APPLY]

1. DRY CLOTHES EFFICIENTLY (I.E., HANG CLOTHES TO AIR DRY, RUN THE CLOTHES DRYER WITH A FULL LOAD)
2. WASH CLOTHES EFFICIENTLY (I.E., USE COLD WATER, RUN THE WASHER WITH A FULL LOAD)
3. RUN DISHWASHER EFFICIENTLY (I.E., RUN ON FULL LOADS, AIR DRY, AVOID USING SPECIAL SETTINGS)
4. MANAGE ELECTRONIC DEVICES EFFICIENTLY (I.E., UNPLUG ELECTRONICS WHEN NOT IN USE, USE POWER STRIPS AND TURN THEM OFF WHEN NOT IN

USE, USE POWER SAVE MODES ON COMPUTERS, ADJUST SETTINGS TO ENERGY EFFICIENT SETTINGS, SHUT DOWN COMPUTER AT NIGHT, UNPLUG CHARGERS WHEN NOT IN USE)

5. MAINTAIN EQUIPMENT TO RUN EFFICIENTLY (I.E., REPLACE FURNACE/HEATER AND AC FILTERS, CLEAN REFRIGERATOR COILS, CLEAR AREAS AROUND HEATING AND COOLING VENTS, KEEP AC UNIT CLEAR OF DEBRIS)
6. USE LIGHTING EFFICIENTLY (I.E., TURN OFF LIGHTS WHEN NOT IN USE, USE TASK LIGHTING RATHER THAN OVERHEAD LIGHTS FOR THINGS LIKE READING AND COOKING)
7. SEAL LEAKS AND DRAFTS (I.E., LEAKY DOORS, WINDOWS, REFRIGERATOR SEALS, FIREPLACES, AIR DUCTS, AIR CONDITIONER UNITS, OUTLETS AND LIGHT SWITCHES)
8. TAKE SHORTER SHOWERS
9. ADJUST MANUAL THERMOSTAT TO HEAT AND COOL EFFICIENTLY (I.E., RAISE THERMOSTAT SETTING DURING WARM WEATHER TO REDUCE COOLING, LOWER THERMOSTAT SETTING DURING COOL WEATHER TO REDUCE HEATING)
10. PROGRAM PROGRAMMABLE THERMOSTAT TO HEAT AND COOL EFFICIENTLY (I.E., PROGRAM TO REDUCE HEATING AND/OR COOLING WHEN AWAY FROM HOME OR ASLEEP)
11. INSULATE WATER HEATER AND/OR PIPES (I.E., INSTALL A WATER HEATER BLANKET, INSULATE WATER PIPES)
12. USE WINDOW SHADES (I.E., TO LET HEAT FROM SUN IN ON COLD DAYS, AND/OR KEEP HEAT FROM SUN OUT ON WARM DAYS)
97. OTHER (SPECIFY)
98. DON'T KNOW
99. REFUSED

break

AT4. Have you heard of any energy efficiency programs offered by Loveland Water and Power?
[ASK AS OPEN END; DO NOT PROBE FOR ADDITIONAL MENTIONS; CHECK ALL THAT APPLY; MATCH RESPONSES TO PROGRAM AS BEST POSSIBLE IF RESPONDENT DOESN'T KNOW THE EXACT PROGRAM NAME]

1. PARTNERING WITH POWER (I.E., AIR CONDITIONING/AC LOAD CONTROL, METER OR CONTROL "BOX" ON THE AC, ENERGY SAVING DEVICE ON THE AC, BOX ON THE AC THAT HELPS WITH PEAK POWER)
2. REFRIGERATOR AND FREEZER RECYCLING PROGRAM (I.E., REFRIGERATOR HAUL-AWAY OR TAKEAWAY PROGRAM, \$35 OR \$70 REFRIGERATOR CREDIT)
3. ENERGY AND WATER PROGRAM (I.E., FREE AUDIT PROGRAM, QUICK ENERGY ASSESSMENTS, LARIMER COUNTY CONSERVATION CORPS PROGRAM, YOUTH CORPS OR REFERENCE TO "KIDS" GROUP THAT COMES TO HOME TO INSTALL CFLS, SHOWERHEADS AND CLOTHESLINES)

4. HOME ENERGY AUDIT PROGRAM (I.E., AUDIT THAT YOU PAY \$70 FOR, AUDIT COMPANYOR "ENERGY INSPECTOR" COMES AND DOES BLOWER DOOR TEST, INFRARED CAMERA, FURNACE SAFETY TEST, AUDIT COMPANY INSTALLS CFLS/LEDS AND SHOWERHEADS)
5. PURCHASED DISCOUNTED LIGHT BULBS (I.E, GOT A DISCOUNT ON CFLS/LEDS, DIMMER SWITCH OR MOTION SENSORS AT LOCAL RETAILER, IN STORE OR INSTANT REBATE ON LIGHT BULBS PURCHASED AT HOME DEPOT, LOWE'S, ETC.)
6. WATT READER KITS (I.E., CHECKED OUT A KILL-A-WATT READER FROM THE LOCAL LIBRARY, BORROWED PLUG IN ENERGY MONITOR FROM LIBRARY)
97. OTHER (SPECIFY)
98. DON'T KNOW
99. REFUSED

_____break_____

[IF AT4. = 1-6 ASK AT5; IF = 97, 98, 99 SKIP TO SA1]

AT5. Which of the programs you mentioned have you participated in within the past 12 months?

1. PARTNERING WITH POWER (I.E., AIR CONDITIONING/AC LOAD CONTROL, METER OR CONTROL "BOX "ON THE AC, ENERGY SAVING DEVICE ON THE AC, BOX ON THE AC THAT HELPS WITH PEAK POWER)
2. REFRIGERATOR AND FREEZER RECYCLING PROGRAM (I.E., REFRIGERATOR HAUL-AWAY OR TAKEAWAY PROGRAM, \$35 OR \$70 REFRIGERATOR CREDIT)
3. ENERGY AND WATER PROGRAM (I.E., FREE AUDIT PROGRAM, QUICK ENERGY ASSESSMENTS, LARIMER COUNTY CONSERVATION CORPS PROGRAM, YOUTH CORPS OR REFERENCE TO "KIDS" GROUP THAT COMES TO HOME TO INSTALL CFLS, SHOWERHEADS AND CLOTHESLINES)
4. HOME ENERGY AUDIT PROGRAM (I.E., AUDIT THAT YOU PAY \$70 FOR, AUDIT COMPANYOR "ENERGY INSPECTOR" COMES AND DOES BLOWER DOOR TEST, INFRARED CAMERA, FURNACE SAFETY TEST, AUDIT COMPANY INSTALLS CFLS/LEDS AND SHOWERHEADS)
5. PURCHASED DISCOUNTED LIGHT BULBS (I.E, GOT A DISCOUNT ON CFLS/LEDS, DIMMER SWITCH OR MOTION SENSORS AT LOCAL RETAILER, IN STORE OR INSTANT REBATE ON LIGHT BULBS PURCHASED AT HOME DEPOT, LOWE'S, ETC.)
6. WATT READER KITS (I.E., CHECKED OUT A KILL-A-WATT READER FROM THE LOCAL LIBRARY, BORROWED PLUG IN ENERGY MONITOR FROM LIBRARY)
97. OTHER (SPECIFY)
98. DON'T KNOW
99. REFUSED

_____break_____

Satisfaction

SA1. Thinking broadly, how satisfied or dissatisfied are you with Loveland Water and Power overall? Would you say you are Very Satisfied, Somewhat Satisfied, Neither Satisfied nor Dissatisfied, Somewhat Dissatisfied, or Very Dissatisfied?

1	Very satisfied
2	Somewhat satisfied
3	Neither satisfied nor dissatisfied
4	Somewhat dissatisfied
5	Very dissatisfied
98	DON'T KNOW
99	REFUSED

_____break_____

[IF SA1 > 3 OR < 3]

SA2. Why did you give that rating? **[OPEN END, 98 DON'T KNOW, 99 REFUSED]**

_____break_____

SA3. How satisfied or dissatisfied are you with the home energy reports? Would you say you are Very Satisfied, Somewhat Satisfied, Neither Satisfied nor Dissatisfied, Somewhat Dissatisfied, or Very Dissatisfied?

1	VERY SATISFIED
2	SOMEWHAT SATISFIED
3	NEITHER SATISFIED NOR DISSATISFIED
4	SOMEWHAT DISSATISFIED
5	VERY DISSATISFIED
98	DON'T KNOW [SKIP TO END]
99	REFUSED [SKIP TO END]

_____break_____

[IF SA3 > 3 OR < 3]

SA4. Why did you give that rating? **[OPEN END, 98 DON'T KNOW, 99 REFUSED]**

_____ break _____

SA5. Thinking broadly, how satisfied or dissatisfied are you with Loveland Water and Power's efforts to help you save on your energy bills? Would you say you are Very Satisfied, Somewhat Satisfied, Neither Satisfied nor Dissatisfied, Somewhat Dissatisfied, or Very Dissatisfied?

1	Very satisfied
2	Somewhat satisfied
3	Neither satisfied nor dissatisfied
4	Somewhat dissatisfied
5	Very dissatisfied
98	DON'T KNOW
99	REFUSED

_____ break _____

[IF SA5 > 3 OR < 3]

SA6. Why did you give that rating? [OPEN END, 98 DON'T KNOW, 99 REFUSED]

_____ break _____

SA7. I'm going to read a list of statements and I'd like you to tell me whether you feel they are true or false. [CHECK BOXES]

	True (1)	False (2)	Don't Know (98)	Refused (99)
a. Loveland Power and Water is a trustworthy source of information about energy efficiency.				
b. Loveland Power and Water wants to help me avoid wasting money.				
c. Loveland Power and Water wants to help me lower my home's energy use.				
d. In general I find Loveland Power and Water's suggestions on how to save energy useful.				

_____ break _____

END1. Do you have any additional comments or suggestions about the home energy reports?

[RECORD VERBATIM]

Those are all of the questions I have for you today. Thank you for your time. Loveland Water and Power appreciates your participation!

Non-Participant Survey

Interviewer Instructions and Notes

3. The purpose of the introductory script and associated questions is to identify the person within the contact household that is responsible for opening and handling the mail the household receives from the City of Loveland.

<u>Title</u>	<u>Code</u>	<u>Page Number</u>
Introduction & Screener	S	2
Actions Taken	AT	4
Satisfaction	SA	7

Introduction & Screener

Hello, may I speak with [CONTACT NAME]? [IF NOT AVAILABLE, ASK TO SPEAK WITH ADULT THAT OPENS THE MAIL]

INTRO. Hello, I'm ____ of SURVEY HOUSE, calling on behalf of the City of Loveland Water and Power. I have a few questions about mailings you may have received from Loveland Water and Power. Your feedback is important and will help Loveland Water and Power fine tune the information it sends you. We are only gathering information and I will not attempt to sell you anything. We will keep your name and opinions confidential and the survey will only take a few minutes.

S1. Are you the person in the household who handles the mail regarding your electric service from Loveland Water and Power? This might include the electric bill, letters about your account, and information about energy efficiency. [DO NOT READ LIST]

3. YES [CONTINUE]
4. NO [ASK FOR PERSON WHO READS MAIL]: "Is the person who does read this sort of mail available?" [IF NOT AVAILABLE, SCHEDULE CALLBACK]
98. DON'T KNOW [THANK AND TERMINATE]
99. REFUSED [THANK AND TERMINATE]

[SCHEDULE A CALLBACK IF PERSON IS NOT AVAILABLE]: "Okay, I can call back. Is there a good time to reach that person?"

_____ break _____

S2. Great, thank you. Just one more question before we get started with the survey. Are you talking to me on a mobile phone or a landline?

- 3. LANDLINE
- 4. MOBILE PHONE
- 99. REFUSED

_____break_____

[IF S2 = 2 or 99]

S3. Are you driving a vehicle or using any equipment that requires your attention?

- 3. NO
- 4. YES [SCHEDULE CALLBACK]: "When is a good time for me to call you back?"
- 98. DON'T KNOW [SCHEDULE CALLBACK]: "When is a good time for me to call you back?"
- 99. REFUSED [SCHEDULE CALLBACK]: "When is a good time for me to call you back?"

Actions Taken

Thank you for agreeing to speak with me. We are helping Loveland Water and Power determine the value of the mail it sends to you -- in addition to your monthly bill. Your input will be extremely helpful.

AT1. I'm going to read a list of things that you may have done in the past 12 months. Please tell me if you, or anyone in your household, have done any of these things within the last 12 months.

[CHECK BOXES] Have you... [RANDOMIZE STATEMENTS] [INTERVIEWER NOTE: EVERY THIRD ATTRIBUTE REITERATE THAT IT IS WITHIN THE LAST 12 MONTHS]

	Yes (1)	No (2)	Don't Know (98)	Refused (99)
a. Discussed ideas about how to save energy within your household?				
b. Discussed ideas about how to save energy with others outside of your household (i.e., co-workers, neighbors, and friends)?				
c. Purchased energy efficient appliances or energy efficient equipment, such as computers or an efficient furnace, or made major upgrades to your home's efficiency such as installing insulation?				
d. Purchased any small energy efficiency devices, such as efficient light bulbs or power strips?				
e. Changed any of your habits related to how often or how long you use lighting and/or electronics in your home?				
f. Changed any of your habits related to the amount of heating, cooling, and/or hot water you use in your home?				

break

[IF AT1c. = 1 ASK]

AT2. What energy efficient purchases do you recall making within the past 12 months? [DO NOT READ LIST, CHECK ALL THAT APPLY]

16. AIR CONDITIONER (I.E., WINDOW UNIT, CENTRAL AIR, ROOM AIR CONDITIONER, DUCTLESS AIR CONDITIONER)
17. CLOTHES DRYER
18. CLOTHES WASHER
19. DEHUMIDIFIER
20. DISHWASHER
21. ELECTRONICS (I.E., TELEVISION, LAPTOP, DESKTOP COMPUTER, HOME OFFICE EQUIPMENT)
22. FANS (I.E., WHOLE-HOUSE FAN, ATTIC FAN, SOLAR ATTIC FAN, BOX FANS, CEILING FANS)
23. HEAT PUMP (FOR HEATING OR COOLING HOME; I.E., A "REGULAR" HEAT PUMP, GEOTHERMAL HEAT PUMP, OR DUCTLESS HEAT PUMP)
24. INSULATION IN ATTIC AND/OR WALLS OF HOME
25. LIGHTING AND/OR OCCUPANCY SENSORS (I.E., CFLS, A.K.A. THE "SPIRAL LIGHT BULBS", LED LIGHTS, OUTDOOR SOLAR LIGHTS, DIMMING LIGHTS, MOTION SENSORS, OCCUPANCY SENSORS)
26. POOL EQUIPMENT (I.E., HEATER, POOL PUMP, VARIABLE SPEED POOL PUMP)
27. REFRIGERATOR AND/OR FREEZER
28. PROGRAMMABLE THERMOSTAT
29. WATER HEATER (I.E., "REGULAR" WATER HEATER, SOLAR WATER HEATER, GEOTHERMAL WATER HEATER, DRAIN WATER HEAT RECOVERY SYSTEM, HEAT PUMP WATER HEATER, TANKLESS WATER HEATER)
30. WINDOWS (I.E., DOUBLE PANE, STORM WINDOWS, STRATEGICALLY PLACED NEW WINDOWS)
97. OTHER [SPECIFY]
98. DON'T KNOW
99. REFUSED

break

[IF AT1e = 1 ASK]

AT3. What did you do to change the way you use energy within the past year? [DO NOT READ LIST, CHECK ALL THAT APPLY]

13. DRY CLOTHES EFFICIENTLY (I.E., HANG CLOTHES TO AIR DRY, RUN THE CLOTHES DRYER WITH A FULL LOAD)
14. WASH CLOTHES EFFICIENTLY (I.E., USE COLD WATER, RUN THE WASHER WITH A FULL LOAD)

15. RUN DISHWASHER EFFICIENTLY (I.E., RUN ON FULL LOADS, AIR DRY, AVOID USING SPECIAL SETTINGS)
16. MANAGE ELECTRONIC DEVICES EFFICIENTLY (I.E., UNPLUG ELECTRONICS WHEN NOT IN USE, USE POWER STRIPS AND TURN THEM OFF WHEN NOT IN USE, USE POWER SAVE MODES ON COMPUTERS, ADJUST SETTINGS TO ENERGY EFFICIENT SETTINGS, SHUT DOWN COMPUTER AT NIGHT, UNPLUG CHARGERS WHEN NOT IN USE)
17. MAINTAIN EQUIPMENT TO RUN EFFICIENTLY (I.E., REPLACE FURNACE/HEATER AND AC FILTERS, CLEAN REFRIGERATOR COILS, CLEAR AREAS AROUND HEATING AND COOLING VENTS, KEEP AC UNIT CLEAR OF DEBRIS)
18. USE LIGHTING EFFICIENTLY (I.E., TURN OFF LIGHTS WHEN NOT IN USE, USE TASK LIGHTING RATHER THAN OVERHEAD LIGHTS FOR THINGS LIKE READING AND COOKING)
19. SEAL LEAKS AND DRAFTS (I.E., LEAKY DOORS, WINDOWS, REFRIGERATOR SEALS, FIREPLACES, AIR DUCTS, AIR CONDITIONER UNITS, OUTLETS AND LIGHT SWITCHES)
20. TAKE SHORTER SHOWERS
21. ADJUST MANUAL THERMOSTAT TO HEAT AND COOL EFFICIENTLY (I.E., RAISE THERMOSTAT SETTING DURING WARM WEATHER TO REDUCE COOLING, LOWER THERMOSTAT SETTING DURING COOL WEATHER TO REDUCE HEATING)
22. PROGRAM PROGRAMMABLE THERMOSTAT TO HEAT AND COOL EFFICIENTLY (I.E., PROGRAM TO REDUCE HEATING AND/OR COOLING WHEN AWAY FROM HOME OR ASLEEP)
23. INSULATE WATER HEATER AND/OR PIPES (I.E., INSTALL A WATER HEATER BLANKET, INSULATE WATER PIPES)
24. USE WINDOW SHADES (I.E., TO LET HEAT FROM SUN IN ON COLD DAYS, AND/OR KEEP HEAT FROM SUN OUT ON WARM DAYS)
97. OTHER (SPECIFY)
98. DON'T KNOW
99. REFUSED

break

AT4. Have you heard of any energy efficiency programs offered by Loveland Water and Power?
[ASK AS OPEN END; DO NOT PROBE FOR ADDITIONAL MENTIONS; CHECK ALL THAT APPLY; MATCH RESPONSES TO PROGRAM AS BEST POSSIBLE IF RESPONDENT DOESN'T KNOW THE EXACT PROGRAM NAME]

7. PARTNERING WITH POWER (I.E., AIR CONDITIONING/AC LOAD CONTROL, METER OR CONTROL "BOX" ON THE AC, ENERGY SAVING DEVICE ON THE AC, BOX ON THE AC THAT HELPS WITH PEAK POWER)
8. REFRIGERATOR AND FREEZER RECYCLING PROGRAM (I.E., REFRIGERATOR HAUL-AWAY OR TAKEAWAY PROGRAM, \$35 OR \$70 REFRIGERATOR CREDIT)

9. ENERGY AND WATER PROGRAM (I.E., FREE AUDIT PROGRAM, QUICK ENERGY ASSESSMENTS, LARIMER COUNTY CONSERVATION CORPS PROGRAM, YOUTH CORPS OR REFERENCE TO "KIDS" GROUP THAT COMES TO HOME TO INSTALL CFLS, SHOWERHEADS AND CLOTHESLINES)
10. HOME ENERGY AUDIT PROGRAM (I.E., AUDIT THAT YOU PAY \$70 FOR, AUDIT COMPANY OR "ENERGY INSPECTOR" COMES AND DOES BLOWER DOOR TEST, INFRARED CAMERA, FURNACE SAFETY TEST, AUDIT COMPANY INSTALLS CFLS/LEDS AND SHOWERHEADS)
11. PURCHASED DISCOUNTED LIGHT BULBS (I.E, GOT A DISCOUNT ON CFLS/LEDS, DIMMER SWITCH OR MOTION SENSORS AT LOCAL RETAILER, IN STORE OR INSTANT REBATE ON LIGHT BULBS PURCHASED AT HOME DEPOT, LOWE'S, ETC.)
12. WATT READER KITS (I.E., CHECKED OUT A KILL-A-WATT READER FROM THE LOCAL LIBRARY, BORROWED PLUG IN ENERGY MONITOR FROM LIBRARY)
13. HOME ENERGY REPORTS (I.E., REPORT COMES IN THE MAIL AND TELLS YOU ABOUT YOUR ENERGY USE)
97. OTHER (SPECIFY)
98. DON'T KNOW
99. REFUSED

_____break_____

[IF AT4. = 1-7 ASK AT5; IF = 97,98,99 SKIP TO SA1]

AT5. Which of these programs have you participated in within the past 12 months?

1. PARTNERING WITH POWER (I.E., AIR CONDITIONING/AC LOAD CONTROL, METER OR CONTROL "BOX" ON THE AC, ENERGY SAVING DEVICE ON THE AC, BOX ON THE AC THAT HELPS WITH PEAK POWER)
2. REFRIGERATOR AND FREEZER RECYCLING PROGRAM (I.E., REFRIGERATOR HAUL-AWAY OR TAKEAWAY PROGRAM, \$35 OR \$70 REFRIGERATOR CREDIT)
3. ENERGY AND WATER PROGRAM (I.E., FREE AUDIT PROGRAM, QUICK ENERGY ASSESSMENTS, LARIMER COUNTY CONSERVATION CORPS PROGRAM, YOUTH CORPS OR REFERENCE TO "KIDS" GROUP THAT COMES TO HOME TO INSTALL CFLS, SHOWERHEADS AND CLOTHESLINES)
4. HOME ENERGY AUDIT PROGRAM (I.E., AUDIT THAT YOU PAY \$70 FOR, AUDIT COMPANY OR "ENERGY INSPECTOR" COMES AND DOES BLOWER DOOR TEST, INFRARED CAMERA, FURNACE SAFETY TEST, AUDIT COMPANY INSTALLS CFLS/LEDS AND SHOWERHEADS)
5. PURCHASED DISCOUNTED LIGHT BULBS (I.E, GOT A DISCOUNT ON CFLS/LEDS, DIMMER SWITCH OR MOTION SENSORS AT LOCAL RETAILER, IN STORE OR INSTANT REBATE ON LIGHT BULBS PURCHASED AT HOME DEPOT, LOWE'S, ETC.)
6. WATT READER KITS (I.E., CHECKED OUT A KILL-A-WATT READER FROM THE LOCAL LIBRARY, BORROWED PLUG IN ENERGY MONITOR FROM LIBRARY)

7. HOME ENERGY REPORTS (I.E., REPORT COMES IN THE MAIL AND TELLS YOU ABOUT YOUR ENERGY USE)
 97. OTHER (SPECIFY)
 98. DON'T KNOW
 99. REFUSED

_____break_____

Satisfaction

SA1. Thinking broadly, how satisfied or dissatisfied are you with Loveland Water and Power overall? Would you say you are Very Satisfied, Somewhat Satisfied, Neither Satisfied nor Dissatisfied, Somewhat Dissatisfied, or Very Dissatisfied?

1	Very satisfied
2	Somewhat satisfied
3	Neither satisfied nor dissatisfied
4	Somewhat dissatisfied
5	Very dissatisfied
98	DON'T KNOW
99	REFUSED

_____break_____

[IF SA1 > 3 OR < 3]

SA2. Why did you give that rating? [OPEN END, 98 DON'T KNOW, 99 REFUSED]

_____break_____

SA5. Thinking broadly, how satisfied or dissatisfied are you with Loveland Water and Power's efforts to help you save on your energy bills? Would you say you are Very Satisfied, Somewhat Satisfied, Neither Satisfied nor Dissatisfied, Somewhat Dissatisfied, or Very Dissatisfied?

1	Very satisfied
2	Somewhat satisfied
3	Neither satisfied nor dissatisfied
4	Somewhat dissatisfied
5	Very dissatisfied
98	DON'T KNOW
99	REFUSED

_____break_____

[IF SA5 > 3 OR < 3]

SA6. Why did you give that rating? [OPEN END, 98 DON'T KNOW, 99 REFUSED]

_____break_____

SA7. I'm going to read a list of statements and I'd like you to tell me whether you feel they are true or false. [CHECK BOXES]

	True (1)	False (2)	Don't Know (98)	Refused (99)
a. Loveland Power and Water is a trustworthy source of information about energy efficiency.				
b. Loveland Power and Water wants to help me avoid wasting money.				
c. Loveland Power and Water wants to help me lower my home's energy use.				
d. In general I find Loveland Power and Water's suggestions on how to save energy useful.				

_____break_____

END. Those are all of the questions I have for you today. Thank you for your time. Loveland Water and Power appreciates your participation!



CITY OF LOVELAND

WATER & POWER DEPARTMENT

200 North Wilson • Loveland, Colorado 80537

(970) 962-3000 • FAX (970) 962-3400 • TDD (970) 962-2620

AGENDA ITEM: 2

MEETING DATE: 8/20/2014

SUBMITTED BY: Gretchen Stanford, Customer Relation Manager

TITLE: FEMA Alternate Project Update

DESCRIPTION:

On May 30 2014, Loveland received confirmation that we could potentially be awarded \$9.1 million for an alternate FEMA project to replace the hydro we lost in the September 2013 flood.

SUMMARY:

Staff will report on the status of this FEMA alternate project.

RECOMMENDATION:

Staff report only. No action required.

REVIEWED BY DIRECTOR:

AP for SA



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WATER & POWER DEPARTMENT
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AGENDA ITEM: 3
MEETING DATE: 8/20/2014
SUBMITTED BY: Steve Adams, Director

TITLE: Commission/Council Report *AP for SA*

SUMMARY:

Discuss events that the Loveland Utility Commission Board members attended and any City Council items related to the Water and Power Department from the past month.

- August 5, 2014 City Council meeting

RECOMMENDATION:

Commission/Council report only.

REVIEWED BY DIRECTOR:

AP for SA



CITY OF LOVELAND
WATER & POWER DEPARTMENT
200 North Wilson • Loveland, Colorado 80537
(970) 962-3000 • FAX (970) 962-3400 • TDD (970) 962-2620

AGENDA ITEM: 4
MEETING DATE: 8/20/2014
SUBMITTED BY: Steve Adams, Director

TITLE: Director's Report *AP for SA*

SUMMARY:

- **25th Annual South Platte Forum:** The 2014 South Platte Forum will be held in Longmont, Colorado on October 22-23, 2014. Please let Allison Prokop know if you are interested in attending. See attachment A for a copy of the preliminary conference schedule. – Allison Prokop

- **Additional September LUC meeting regarding fluoride:** Staff would like to recommend an additional September LUC meeting to discuss fluoride. The recommended meeting will be on September 30, 2014 at 4PM in the Police and Courts Building located at 810 E. 10th St. to see the complete Fluoride Response Letter to Larry Sarner use the link below.
– Allison Prokop

<http://www.cityofloveland.org/Modules/ShowDocument.aspx?documentID=21178>

- **Corn Roast Festival:** Staff would like to invite board members to the annual Corn Roast Festival on Friday and Saturday, August 22-23, 2014. Customer Relations will host a booth on Fourth Street where we will provide information about water conservation programs, home energy audits, efficient lighting and electric vehicles. – Allison Prokop

- **Summer Update, Thompson Water Users Association Legal Counsel:** Attorney Dan Brown has provided comments in a memo to the members of the Thompson Water Users Association on several important issues. These are as follows:

1. Public Trust Initiatives, which as of August 6, 2014 have all died
2. EPA rulemaking on EPA and COE jurisdiction under the Clean Water Act, which is open for comment until October 1, 2014
3. Colorado Water Plan
4. Water Court cases currently on appeal, and possible pending legislation, particularly concerning the extent that recent non-use of a water right is relevant in a change of water right case

See attachment B for full memo. – Larry Howard

Attachment A

Water and Wisdom

25th Annual South Platte Forum

Schedule

Wednesday Oct. 22

8:20 Welcome - Reagan Waskom, Colorado Water Institute

8:30 **When it Rains, it Pours** *Flood Impacts on Stream Restoration*

- Moderator: Kevin Houck, Colorado Water Conservation Board (CWCB)
- **Overview of Flood Impacts** – Chris Sturm, CWCB
- **Channel Restoration & Fish Passage: What Works, What Doesn't** - Matt Kondratieff, Colorado Parks and Wildlife
- **A Coalition Approach to River Restoration Master Planning: Case Study on the Big Thompson** – John Giordanengo, Colorado Northern Regional Director, Wildlands Restoration Volunteers

9:40 Break

10:10 **Under the Weather** *Flood Impacts on Property Owners*

- Moderator: Sean Cronin, St. Vrain and Left Hand Water Conservancy District
- **Jamestown: From Flood to Recovery, It Takes a Village** – Colleen Williams, James Creek Watershed Initiative
- **Landowner Permissions and Limitations** – Buddy Nichols/Jeff Wilson, Weld County Farm Services Agency
- **Damage Update and Tools to Get Back on Your Feet** – Todd Boldt, NRCS

11:20 **Every Cloud Has a Silver Lining** *History of Flood in S. Platte Basin*

- Nolan Doesken, Colorado Climate Center

11:50 **Food for Thought** *Keynote Luncheon*

- Friends of the South Platte Award presentation
- **Proposed Rule: Definitions of Waters of the U.S.** - Karen Hamilton, Chief of the Aquatic Resource and Accountability Unit, U.S. EPA Region 8

1:10 **When Life Gives You Gas, Make Energy**

- Moderator: Patty Limerick

2:30 Break

2:45 **Knowledge is Power** *Water Education in 2014 and 2034*

- Moderator: Richard Vidmar, City of Aurora
- **Effectiveness of Water Education Survey** – Tom Browning, Colorado Water Conservation Board
- **Colorado Foundation for Water Education** - Nicole Selzer, Executive Director, Colorado Foundation for

Water Education

- **AN OWOW Update: The One World One Water Center at MSU Denver** - Tom Cech, Director, One World One Water Center

4:00 **Light at the End of the Tunnel *An Overview of Basin Projects***

- **Front Range Water Supply EISs - Overview and Status Update** – Rena Brand, U.S. Army Corp of Engineers

4:20 **Conserve Water, Drink Beer**

A reception to mingle and speak to representatives for multiple storage projects in the basin.

- **Halligan Reservoir Enlargement Project** – Donnie Dustin, City of Fort Collins
- **Moffat Collection System Project** – Travis Bray, Denver Water
- **Chatfield** – Rick McLoud, Centennial
- **Windy Gap Firming Project** – Jeff Drager, Northern Water
- **NISP** – Carl Brower, Northern Water
- **Milton Seaman** – Eric Reckentine, City of Greeley

5:30 Day 1 Ends

Thursday Oct. 23

8:30 **Plan Your Work/Work Your Plan *State and Basin Water Plans***

- Moderator: John Stulp, Special Policy Advisor to the Governor for Water
- Opening Keynote: **Colorado Water Plan** - TBA
- **The South Platte Plan** - Mark Koleber, Metro Roundtable
- **West Slope perspective on the South Platte Plan** – Jim Pokrandt, Colorado River District, Colorado River Basin chair

9:55 Break

10:25 **What Goes In Must Come Out *Water Quality***

- Moderator: Troy Bauder, Colorado State University Extension
- **EPA Perspective on Nurtient Pollution** - Al Basile, U.S. EPA Region 8
- **CSU National Nutrient Center** – Mazdak Arabi, CSU
- **USGS Post-Flood Sample Results** – Nancy Bauch, USGS
- **Status of Nutrients Management in Colorado** - Dick Parachini, Clean Water Program Manager, Water Quality Control Division, CDPHE

11:55 **Poetry in Water *Keynote Luncheon***

- Justice Gregory Hobbs

1:10 Closing

For Additional Information:

Jennifer Brown

ph: 402-960-3670

jennifer@southplatteforum.org

Attachment B

FISCHER, BROWN, BARTLETT & GUNN, PC



ATTORNEYS AT LAW

1319 East Prospect Road
Fort Collins, CO 80525

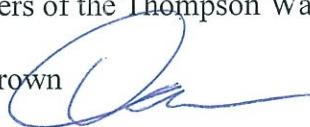
WILLIAM R. FISCHER
MARGARET A. (Meg) BROWN
DANIEL K. BROWN
BRENT A. BARTLETT
LISA A. LARSEN
SARA J.L. IRBY
DONALD E. FRICK

WARD H. FISCHER (1929-1996)
WILLIAM H. BROWN (Of Counsel)
WILLIAM C. GUNN (Of Counsel)

Phone: 970.407.9000
Fax: 970.407.1055
E-mail: fbg@fbgpc.com
Website: www.fbbglaw.com

Memorandum

TO: Members of the Thompson Water Users Association

FROM: Dan Brown 

Date: July 29, 2014

RE: Summer Update: Public Trust Initiatives, EPA Rulemaking, Cases on Appeal/Pending Legislation, and the State Water Plan

I hope you all are enjoying this wet summer. As always, it is going fast! There are a few matters to report to you that cannot wait until the annual meeting, so I thought I would send you some light summer reading. As always, please feel free to contact me with questions or concerns.

Public Trust Initiatives

At the annual meeting you will recall that I mentioned that we should expect to see a “public trust initiative” proposed this year for inclusion on the November 2014 ballot. As it turns out, there were actually three initiatives proposed (not to mention all the anti-fracking initiatives that are moving forward) that could be characterized as public trust initiatives. One of these initiatives, Initiative #89, still remains viable for the November ballot. The other two have been dismissed (Initiative #73 by the proponent and Initiative #89 by the Supreme Court on procedural grounds). While we can continue to hope that Initiative #89 also does not go forward, I think it time to alert you to this initiative as it has passed the title board, survived judicial challenge and only needs another 46,000 signatures or so to make the ballot (approximately 40,000 of the 86,000 signatures needed by August 4 were collected as of mid-July).

The full text of Initiative #89 is attached for you to review. While I believe this initiative is primarily intended to be an anti-fracking measure, if passed it could have significant consequences for water resource management as well. In a nutshell, Initiative #89 would add a new Section 32 to Article II of the Colorado Constitution that would simply declare Colorado’s environment to be the “common property of all Coloradoans” and that the “people of the State of Colorado, including future generations, have a right to Colorado’s environment, including clean

air, pure water, and natural and scenic values for the benefit of all the people.” Importantly, the initiative would grant local governments the power to enact laws more restrictive than State laws. This would allow misguided local governments to wreak havoc with ad hoc local regulation and create a patch-work and confusing set of requirements across jurisdictions and State-wide. The major danger of this initiative though, in my view, lies in its broad, standardless statement that environmental resources are common property. This would seem to be an open-ended invitation for virtually any sort of environmental claims and would insert potential uncertainty into virtually all aspects of natural resource ownership and regulation.

I will alert all of you if Initiative #89 gains the necessary signatures to make the November ballot as I expect that we will want to be involved in efforts to resist the Initiative if it goes forward.

EPA Rulemaking on extent of Federal Jurisdiction Under the Clean Water Act

As many of you are likely aware, for over a decade now there has been a battle being waged in the Federal Courts concerning just how far the Environmental Protection Agency’s (EPA) and Army Corps of Engineers’ (Corps) jurisdiction extends under the Clean Water Act. I won’t bore you with the whole back-story, but suffice it to say that EPA has been pushing for jurisdiction over virtually all surface waters, wherever located, while the regulated community has been fighting to contain this jurisdiction to something resembling what was originally envisioned—the navigable waters of the United States. This has lead to several high profile U.S. Supreme Court decisions that have at once beaten the EPA back (somewhat) and also served to confuse matters further. In an effort to bring some clarity to the issue, the EPA determined to enter into rulemaking to “clarify,” by regulation, the extent of its jurisdiction. To this end, the EPA has prepared a proposed rule running some 88 pages that is intended to describe its jurisdiction by better defining what is meant by “Waters of the United States” under the Clean Water Act. A copy of the proposed rule can be found at the following website: <http://www.gpo.gov/fdsys/pkg/FR-2014-04-21/pdf/2014-07142.pdf>. You also can learn more at the following website: <http://water.epa.gov/lawsregs/guidance/wetlands/CWAwaters.cfm>.

There are many who are very concerned that this proposed rule is a power grab by the EPA. I am not sure that I would go quite this far, but water users are wise to be skeptical and pay close attention. It is a short jurisdictional step from the EPA’s existing jurisdiction to EPA laying a jurisdictional claim over waters in ditches, drains and reservoirs, all of which could lead, in the worst case scenario, to permit requirements for things like the diversion of water from one water course to another (e.g. transbasin diversion) or discharges into and out of man-made ditches and reservoirs. This would obviously be unacceptable. A lot of folks across the West are watching and commenting, and I think we need to be among them.

The deadline for providing comments has been extended to October 20, 2014.

Cases on Appeal/Pending Legislation

Many of you may have caught wind that there is an on-going legal battle between many water users and the State and Division Engineers. The State Engineer via the Attorney General’s office is taking what I, and many others, believe to be a misguided position in several change

cases that will, if the State is successful, potentially alter Colorado law in ways that would harm senior water users. The legal battle is now set to play out in three different cases that have been appealed to the State Supreme Court. This battle is also likely to spill over to the 2014 legislative session, so I want to give you a sense of what this dispute is about.

The cases on appeal have at their core essentially the same issue: the extent that recent non-use (or undecreed use) of a water right is relevant in a change of water right case. Though the facts of the cases vary, each involves a situation where, for different reasons, the applicant has not used the water right (or used the water right for an undecreed purpose) for approximately ten to twenty-five years. The State's position in each of these cases has been that this non-use or undecreed use must be factored into the quantification of the water right, thus effectively reducing or "ratcheting-down" the water right due to the recent non-use or undecreed use. The applicants' positions in these cases (as well as the position of virtually every other party I am aware of), has been essentially that for a vested water right, recent non-use or undecreed use is relevant only for the purpose of determining if the water right has been abandoned, in whole or in part, and not a basis for "requantifying" a decreed and vested water right.

While this issue seems rather esoteric, even unimportant, in my opinion it in fact goes to the heart of what a water right is. Is a water right a constantly evolving thing based upon last year's use or non-use (as the State's position would imply)? Or instead, once vested, is a water right a fixed/vested property right that can only be lost through abandonment? On behalf of the Cache La Poudre Water Users Association I have been involved in these cases and taken the latter position which I think proper from both a policy and legal point of view. However, the issue has been decided in different ways by different Water Courts (in fact seemingly differently in different Division No. 1 water cases), and has been appealed in three different cases, all of which are pending before the Colorado Supreme Court. The outcome of the issue may well alter the meaning of what a water right is and will set the stage for how water rights are changed in the future, so I want to give you a sense of what these cases are about.

The first is Case No. 2010CW261 of the Sedalia Water and Sanitation District. This case involves a second change of the same water right. The right had been originally changed and quantified some 24 years earlier in Case No. 83CW364 for use in a plan for augmentation filed by Owens Brothers Concrete. The anticipated augmentation use by the concrete company never materialized and so the water right was unused until it was sold to Sedalia. Sedalia filed the change case in 2010CW261 seeking to change the water again, this time for its municipal use. Sedalia sought to rely upon the quantification of the water right from the 83CW364 case. However, the State took the position that the water right needed to be requantified to take into consideration the 24 years of non-use of the water right since the decree entered in 83CW364. Sedalia disagreed, and the Water Court correctly (in my view) agreed with Sedalia stating that the water right did not need to be requantified; rather, the 24 years of non-use were relevant only to the issue of abandonment (which had not been alleged by the State). The State appealed this case, and it has now been briefed and is awaiting oral argument before the Supreme Court. On behalf of the Cache La Poudre Water Users Association, I filed an *amicus* brief essentially agreeing with the Water Court. I expect a ruling from the Supreme Court on this case sometime next year.

The second case, Case No. 06CW40, was filed by the Colorado Water Network and involves a change in Greeley Irrigation Company shares. A “ditch-wide” change of water rights case was previously completed for the GIC system in the Poudre Prairie Case, 1998CW658. Because it involved a “ditch-wide” change, the Poudre Prairie case quantified all of the GIC shares in the system. Here again, the applicant had not used its shares recently and the State’s position was that the non-use of the water since the Poudre Prairie decree was entered requires that the applicant’s shares be requantified, despite the fact that the shares were already quantified through ditch-wide quantification in the Poudre Prairie case. In this instance, the Water Court largely side-stepped the question by essentially repeating a prior ruling (*Midway Ranches*, 938 P.2d 515) stating that historical use of the shares was subject to being requantified, “but only if subsequent events exist” that were not previously addressed by the Court that are “germane to the issue of injury.” This ruling begged the question of whether non-use constitutes a “subsequent event” “germane to the issue of injury”, and, thus, provides very little guidance. This case has also been appealed in hopes of a more definitive ruling and will be briefed later in the fall.

Finally, the third case on this issue that has been appealed is a case involving a change of Church Ditch water on Clear Creek filed by the City of Black Hawk in Case No. 12CW303. Here again, the facts are unique but the main issue is the same--must recent non-use or undecreed use of a water right be included in the quantification of the water right. The Water Court’s ruling in this case is in seeming contradiction to its order in the Sedalia case. My understanding is that this case has been or will be appealed and so too will likely be briefed later this year.

So, we have contradictory and confusing trial court opinions. Because of the importance of this issue, in addition to involvement in the briefing, on behalf of the Cache La Poudre Water Users Association we have recently become engaged in an effort to develop legislation to address the matter, and not leave it up to the Supreme Court to decide in a piece-meal fashion through these cases. In fact, we have drafted proposed legislation and circulated it to a group of like-minded parties for review, and in the last couple of weeks we have been meeting to see if we could finalize a draft bill. This legislative effort, though in its infancy, appears promising and to be gathering broad support. If such a bill does go forward, it will need to be soon, so we are working on this now so it can be vetted (and perhaps introduced to the Interim Water Committee this fall) prior to the upcoming legislative session. The TWUA and/or your organizations may want to become involved in this effort as well and if so please let me know.

I will keep you apprised as things develop, and if you have any interest in being more involved (or have a relationship with a legislator who might be interested in carrying the bill) please let me know.

State Water Plan

Finally, I thought I would make sure you are aware of the State Water Plan that is being developed. Last year through an executive order (attached), the Governor mandated that the CWCB prepare the “Colorado Water Plan,” which is intended to be a State-wide water planning document. The executive order mandates that the plan address various issues including:

- The gap in our water supply and water demand that was identified as potentially exceeding 500,000 acre feet by 2050
- Drought preparedness
- Alternatives to “buy and dry”

I have a personal skepticism about just what this plan will actually accomplish, as I fall into the camp that says the prior appropriation doctrine is Colorado’s “water plan.” Nevertheless, this process is going forward and the CWCB is presently actively seeking input from water users. A draft of the plan is due to the Governor by no later than December 10, 2014. If you wish to learn more or to comment, please go to the State’s website: <http://www.coloradowaterplan.com>. The CWCB is now starting to roll-out initial drafts of chapters of the report, so now is a good time to start tuning-in to this process if you have an interest.

Perhaps the best place to providing meaningful comments to the Plan though will be through the South Platte Basin Roundtable. The Roundtable is preparing a “Basin Implementation Plan” that will be incorporated into the State Water Plan, and address issues specific to the South Platte basin. A draft of the South Platte Basin implementation plan is expected out at the end of July and will be made available at the above website and also at <http://www.southplattebasin.com>. The Roundtable will be taking comments to its draft basin implementation plan after it is circulated.

Give me a call if you wish to learn more about any of these issues.

RECEIVED

MAR 21 2014

2013-2014 #89 - FINAL

Colorado Secretary of State

SWARD 1:15 P.M.

Be it Enacted by the People of the State of Colorado:

SECTION 1. In the constitution of the state of Colorado, amend article II to add the following:

Section 32. Environmental Rights (1) THE PEOPLE OF THE STATE OF COLORADO FIND AND DECLARE THAT COLORADO'S ENVIRONMENT IS THE COMMON PROPERTY OF ALL COLORADANS; CONSERVATION OF COLORADO'S ENVIRONMENT, INCLUDING ITS CLEAN AIR, PURE WATER, AND NATURAL AND SCENIC VALUES IS FUNDAMENTAL; AND COLORADO'S ENVIRONMENT SHOULD BE PROTECTED AND PRESERVED FOR ALL COLORADANS, INCLUDING GENERATIONS YET TO COME.

(2) THE PEOPLE OF THE STATE OF COLORADO, INCLUDING FUTURE GENERATIONS, HAVE A RIGHT TO COLORADO'S ENVIRONMENT, INCLUDING ITS CLEAN AIR, PURE WATER, AND NATURAL AND SCENIC VALUES. AS TRUSTEES OF THIS RESOURCE, THE STATE AND LOCAL GOVERNMENTS SHALL CONSERVE COLORADO'S ENVIRONMENT, INCLUDING ITS CLEAN AIR, PURE WATER, AND NATURAL AND SCENIC VALUES FOR THE BENEFIT OF ALL THE PEOPLE. THIS SECTION APPLIES TO THE STATE OF COLORADO AND TO EVERY COLORADO CITY, TOWN, COUNTY, AND CITY AND COUNTY, NOTWITHSTANDING ANY PROVISION OF ARTICLE XX, OR SECTION 16 OF ARTICLE XIV, OF THE COLORADO CONSTITUTION.

(3) ALL PROVISIONS OF THIS SECTION OF ARTICLE II OF THE COLORADO CONSTITUTION ARE SELF-EXECUTING AND SEVERABLE. TO FACILITATE THE CONSERVATION OF COLORADO'S ENVIRONMENT, LOCAL GOVERNMENTS HAVE THE POWER TO ENACT LAWS, REGULATIONS, ORDINANCES, AND CHARTER PROVISIONS THAT ARE MORE RESTRICTIVE AND PROTECTIVE OF THE ENVIRONMENT THAN LAWS OR REGULATIONS ENACTED OR ADOPTED BY THE STATE GOVERNMENT. IF ANY LOCAL LAW OR REGULATION ENACTED OR ADOPTED PURSUANT TO THIS ARTICLE CONFLICTS WITH A STATE LAW OR REGULATION, THE MORE RESTRICTIVE AND PROTECTIVE LAW OR REGULATION GOVERS.

STATE OF COLORADO

OFFICE OF THE GOVERNOR

136 State Capitol Building
Denver, Colorado 80203
Phone (303) 866-2471
Fax (303) 866-2003



John W. Hickenlooper
Governor

D 2013-005

EXECUTIVE ORDER

DIRECTING THE COLORADO WATER CONSERVATION BOARD TO COMMENCE WORK ON THE COLORADO WATER PLAN

Pursuant to the authority vested in the Governor of the State of Colorado, and in particular, pursuant to powers vested in the Governor pursuant to article IV, section 2 of the Colorado Constitution, I, John W. Hickenlooper, Governor of the State of Colorado, hereby direct the Colorado Water Conservation Board to commence work on the Colorado Water Plan.

I. Background

Colorado has long been on the leading edge of water innovation and solutions. We are the home of the "Colorado Doctrine" of prior appropriation and the birthplace of the interstate water compact, of which we have nine. We are a headwater state – vital rivers and streams begin here, provide water to Colorado uses, and exit to water 18 downstream states as well as the United Mexican States. Colorado has benefited much from its water and has taken seriously its responsibilities as a headwater state. The creation of a Colorado Water Plan is in keeping with Colorado's water heritage and continued responsibility.

The Colorado Water Conservation Board (CWCB) was created in 1937 "[f]or the purpose of aiding in the protection and development of the waters of the state, for the benefit of the present and future inhabitants of the state." C.R.S. § 37-60-102. More than 75 years later, we reaffirm this purpose and seek to tap Colorado collaboration and innovation in addressing our water challenges. The Board's recently-adopted strategic framework is consistent with this mission.

We also recognize the important role the Office of the State Engineer has played throughout Colorado's water history. This office administers water rights, issues water well permits, represents Colorado in certain interstate water compact proceedings, monitors streamflow and water use, approves construction and repair of dams and performs dam safety inspections, assures the safe and proper construction of water wells, and maintains numerous databases of state water information.

The Interbasin Compact Committee and Basin Roundtable processes, established by House Bill 05-1177, have produced more than eight years worth of important discussion and information about the basins from Coloradans in each basin.

In addition, many state agencies, lead by DNR, play important roles in Colorado water including:

- The Colorado Department of Public Health and Environment that includes the Colorado Water Quality Control Division and the Commission, the administrative agency responsible for developing specific state water quality policies, in a manner that implements the broader policies set forth by the Legislature in the Colorado Water Quality Control Act. The Commission adopts water quality classifications and standards for surface and ground waters of the state, as well as various regulations aimed at achieving compliance with those classifications and standards.
- The Colorado Water Resources and Power Development Authority that provides low-cost financing to governmental agencies in Colorado primarily for water and wastewater infrastructure development.
- The Colorado Department of Agriculture that works to strengthen and advance Colorado's largest consumptive use of water, its agriculture industry.
- The Colorado Energy Office that maintains information helpful in understanding Colorado's water-energy nexus as well as state agency water use.

Throughout our state's history, other water plans have been created by federal agencies or for the purpose of obtaining federal dollars. We embark on Colorado's first water plan written by Coloradans, for Coloradans. Nevertheless, our past and current data and studies will aid in developing a plan for the future.

II. Purpose and Need

The Colorado Water Plan is necessary to address the following:

- A. The gap between our water supply and water demand is real and looming. The Statewide Water Supply Initiative forecasts that this gap could exceed 500,000 acre feet by 2050. Moreover, our largest regional gap is set to occur in the South Platte Basin, our most populous as well as our largest agriculture-producing basin.
- B. Colorado's drought conditions threaten to hasten the impact of the water supply gap. Indeed, the past two decades have been Colorado's warmest on record, dating back to the 1890s.
- C. Coloradans find that the current rate of purchase and transfer of water rights from irrigated agriculture (also known as "buy-and-dry") is unacceptable. We have witnessed the economic and environmental impacts on rural communities when water is sold and removed from an agricultural area. For example, projected reduction in irrigated acreage in the South Platte Basin alone is currently estimated at 20% of agricultural land under production.

- D. The Interbasin Compact Committee and Basin Roundtables have worked for the past eight years to engage in a visioning process and to discuss long-standing intrabasin and interbasin challenges by defining scenarios, portfolios, and strategies. These efforts have produced informed discussions, provided a forum for building consensus, and generated momentum that the Colorado Water Plan should utilize.
- E. Colorado's water quantity and quality questions can no longer be thought of separately. Each impacts the other and our state water policy should address them conjunctively.
- F. Our interstate water concerns are as pressing as ever and require Colorado to be vigilant in protecting its interstate water rights pursuant to its nine interstate compacts and two equitable apportionment decrees.
- G. CWCB is well-positioned to conduct this work given its duties and history, statewide representation, and expertise.

III. Declaration and Directives

- A. Colorado's water policy must reflect its water values. The Basin Roundtables have discussed and developed statewide and basin-specific water values and the Colorado Water Plan must incorporate the following:
 - a productive economy that supports vibrant and sustainable cities, viable and productive agriculture, and a robust skiing, recreation, and tourism industry;
 - efficient and effective water infrastructure promoting smart land use; and
 - a strong environment that includes healthy watersheds, rivers and streams, and wildlife.
- B. The CWCB is directed to commence the work necessary to submit a draft Colorado Water Plan for review by the Governor's Office no later than December 10, 2014. The CWCB will work with the Governor's Office to complete the final plan no later than December 10, 2015.
- C. The CWCB is directed to align state water projects, studies, funding, and other efforts as part of the Colorado Water Plan to the greatest extent possible. As part of this alignment, the CWCB is directed to develop an inventory of water rights held by state agencies and evaluate the opportunities for those rights. The CWCB is also directed to ensure that financial assistance for water funding activities is in accordance with the Colorado Water Plan.
- D. The CWCB is directed to align the state's role in water project permitting and review processes with the water values included in the Colorado Water Plan and to streamline the state role in the approval and regulatory processes regarding water projects. The

Colorado Water Plan should place an emphasis on expediting permitting processes for projects that stress conservation, innovation, collaboration, and other criteria as determined by the CWCB. Efficient infrastructure promoting smart land use, healthy watersheds that support Colorado's rivers and streams, and smart water conservation practices that utilize demand-management are examples of criteria to be considered.

- E. In drafting the Colorado Water Plan, the CWCB is directed to utilize the Interbasin Compact Committee and the Basin Roundtables. The CWCB is also directed to review and build upon discussions and points of consensus that have emerged as part of the Interbasin Compact Committee and Basin Roundtable processes so as to capitalize on the momentum generated by these grassroots efforts.
- F. When drafting the Colorado Water Plan, the CWCB is directed to work with its sister agencies within the Colorado Department of Natural Resources as well as the Colorado Department of Public Health and Environment, the Colorado Water Resources and Power Development Authority, the Colorado Department of Agriculture, the Colorado Energy Office, and other relevant state agencies as needed. Each of these agencies is directed to cooperate with the CWCB as needed on the Colorado Water Plan.
- G. The CWCB is directed to assemble ad-hoc panels of Coloradans and inter-agency water working groups to develop recommendations regarding specific topics as it deems necessary.
- H. The Colorado Water Plan will reaffirm the Colorado Constitution's recognition of priority of appropriation while offering recommendations to the Governor for legislation that will improve coordination, streamline processes, and align state efforts.

IV. Duration

This Executive Order shall remain in full force and effect until modified or rescinded by future Executive Order of the Governor.



GIVEN under my hand and the
Executive Seal of the State of
Colorado this fourteenth day of
May, 2013.

A handwritten signature in black ink, appearing to read "John W. Hickenlooper".

John W. Hickenlooper
Governor

Pamphlet/Periodical Items

Type	Publication	Title	Date
Pamphlet	APPAP	Electric Utility Basics - 2nd Edition	2006
Pamphlet	APPAP	Smart Grid Essentials - A Public Power Primer	2009
Pamphlet	APPAP	A Neophyte's guide to the Changing Electric utility Industry - 2nd Edition	May 2011
Pamphlet	AWWA	Water and Hydraulic Fracturing White Paper	2013
Pamphlet	Citizen's Guide (Colorado Foundation for Water Education)	Citizen's Guide to Colorado Water Quality Protection	2003
Pamphlet	Citizen's Guide (Colorado Foundation for Water Education)	Citizen's Guide to Colorado Water Conservation	2004
Pamphlet	Citizen's Guide (Colorado Foundation for Water Education)	Citizen's Guide to Colorado's Water Heritage	2004
Pamphlet	Citizen's Guide (Colorado Foundation for Water Education)	Citizen's Guide to Colorado's Environmental Era	2005
Pamphlet	Citizen's Guide (Colorado Foundation for Water Education)	Citizen's Guide to Denver Basin Groundwater	2007
Pamphlet	Citizen's Guide (Colorado Foundation for Water Education)	Citizen's Guide to Colorado Climate Change	2008
Pamphlet	Citizen's Guide (Colorado Foundation for Water Education)	Citizen's Guide to Colorado's Interstate Compacts	2010
Periodical	Colorado Water (CSU)	Theme: Climate	Aug/Sept 2011
Periodical	Colorado Water (CSU)	Theme: Decision Support Systems	Jan/Feb 2011
Periodical	Colorado Water (CSU)	Theme: Water Conservation	July/Aug 2010
Periodical	Colorado Water (CSU)	Theme: Groundwater	July/Aug 2012
Periodical	Colorado Water (CSU)	Theme: Agricultural Water	July/Aug 2013
Periodical	Colorado Water (CSU)	Theme: Horticulture	Mar/Apr 2012
Periodical	Colorado Water (CSU)	Theme: Instream Flows	Mar/Apr 2013
Periodical	Colorado Water (CSU)	Theme: Student Research	May/Jun 2012
Periodical	Colorado Water (CSU)	Theme: Student Research	May/Jun 2013
Periodical	Colorado Water (CSU)	Theme: Student Research	May/June 2010
Periodical	Colorado Water (CSU)	Theme: Colorado River	Nov/Dec 2012
Periodical	Colorado Water (CSU)	Theme: Energy and Water	Sept/Oct 2012
Periodical	Colorado Water (CSU)	Theme: Water Technology and Innovation	Sept/Oct 2013
Periodical	Headwaters (Colorado Foundation for Water Education)	Water Policy's Unfolding Future - The Colorado Water Conservation Board's Expanding Role	Fall 2009
Periodical	Headwaters (Colorado Foundation for Water Education)	The Energy Issue	Fall 2013
Periodical	Headwaters (Colorado Foundation for Water Education)	For the Love of Home - Watershed Groups Act Locally to Protect Rivers	Summer 2010
Periodical	Headwaters (Colorado Foundation for Water Education)	Of Rivers, Ranches & Reservations - Coming together in Southwestern Colorado	Summer 2012
Periodical	Headwaters (Colorado Foundation for Water Education)	Valley with a View - Renewing the Future of the Rio Grande Basin	Summer 2013
Periodical	Headwaters (Colorado Foundation for Water Education)	Take the Plunge - Get the Lowdown on Colorado's Liquid Assets	Winter 2012
Periodical	Headwaters (Colorado Foundation for Water Education)	Turning on the Tap	Winter 2013
Booklet	Layperson's Guide (Water Education Foundation)	Layperson's Guide to The Klamath River	2011
Booklet	Layperson's Guide (Water Education Foundation)	Layperson's Guide to Groundwater	2011
Booklet	Layperson's Guide (Water Education Foundation)	Layperson's Guide to Water Recycling	2013
Booklet	Layperson's Guide (Water Education Foundation)	Layperson's Guide to California Wastewater	2013
Booklet	Layperson's Guide (Water Education Foundation)	Layperson's Guide to Water Rights Law (California - NOT Colorado)	2013
Periodical	River Report (Colorado River Project)	Finding a Solution for the Salton Sea	Summer 2013
Periodical	River Report (Colorado River Project)	Balancing a Complex Set of Interests: Glen Canyon Dam and Adaptive Management	Winter 2010-2011
Periodical	Water News (Northern Water)	Northern Colorado Water Conservancy District 75th Anniversary Edition	Sept 2012
Periodical	Water News (Northern Water)	Region Hit: Drought, Fire, Floods	Nov 2013
Periodical	Western Resource Advocates	Fracking Our Future: Measuring Water and Community Impacts from Hydraulic Fracturing	June 2012
Periodical	Western Water	Two States, One Lake: Keeping Lake Tahoe Blue	Sept/Oct 2013

Books/Booklet Items

Type	Publication	Title	Date
Book	Colorado Foundation for Water Education	<u>Colorado Mother of Rivers - Water Poems</u> , by Justice Greg Hobbs	2005
Book		<u>Durango</u> , by Gary Hart	2012
Booklet		History Local Loveland, Louden Ditch Company and Personal by Ralph Benson	Aug 1990
Booklet		Interview of Harvey Johnson	June 28, 1990
Book		<u>I've Seen the Mountains Falling - Poems of Colorado, Philmont, Southwest</u> , by Greg Hobbs	1995
Book		<u>Snowy Caps to Loveland's Taps: A History of the Loveland Water Utility</u> , by City of Loveland Water/Wastewater Department	June 1989
Book		<u>The Last Water Hole in the West: The Colorado-Big Thompson Project and Northern Colorado Water Conservancy District</u> , by Daniel Tyler	1992
Book		<u>The Water Board Bible: The Handbook of Modern Water Utility Management</u> , by Ellen G. Miller & Elmer Ronnebaum	1993
Book		<u>Visions Along the Poudre Valley</u> , by Phil Walker	1995
Book		<u>Water Colorado's Real Gold</u> , by Richard Stenzel & Tom Cech	2013

Mulit-Media Items

Type	Publication	Title	Date
CD	Colorado Water Wise	Colorado Water past, present and future choices	2004
CD Rom	AWWA	How Water Works - An Interactive Tour	2008
Cassette Tapes		<u>Visions Along the Poudre Valley</u> , by Phil Walker	1995
VHS Tape	Colorado Water Congress	The History of Colorado Water Law with Hon. Gregory J. Hobbs, Jr. - Part 1	Sept 10, 2001
VHS Tape	Colorado Water Congress	The History of Colorado Water Law with Hon. Gregory J. Hobbs, Jr. - Part 1	Sept 10, 2001
VHS Tape		<u>Visions Along the Poudre Valley</u> , by Phil Walker	1995

Attachment D

How to Access LUC items on the Internet

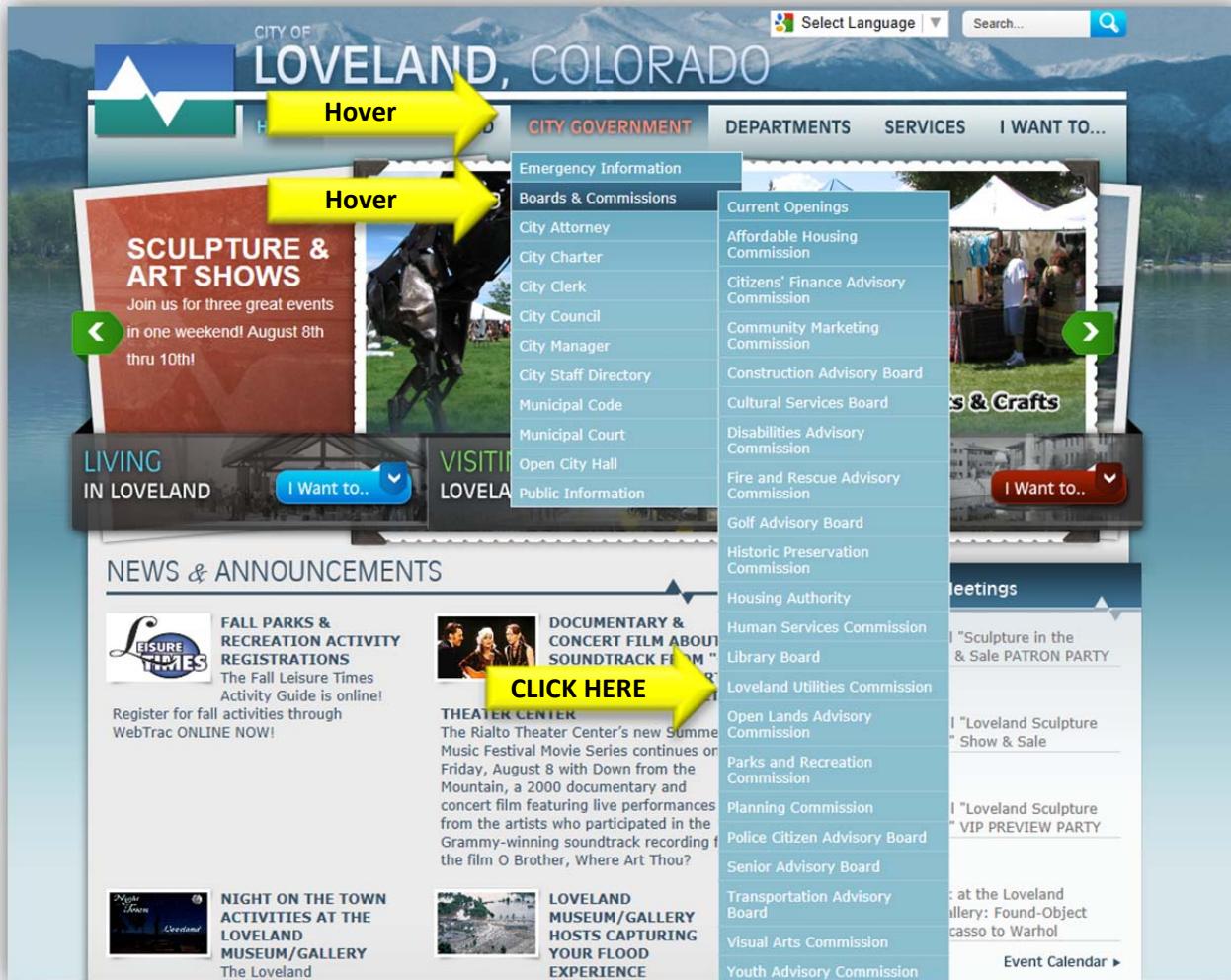
There are options two navigate to the information

Option 1

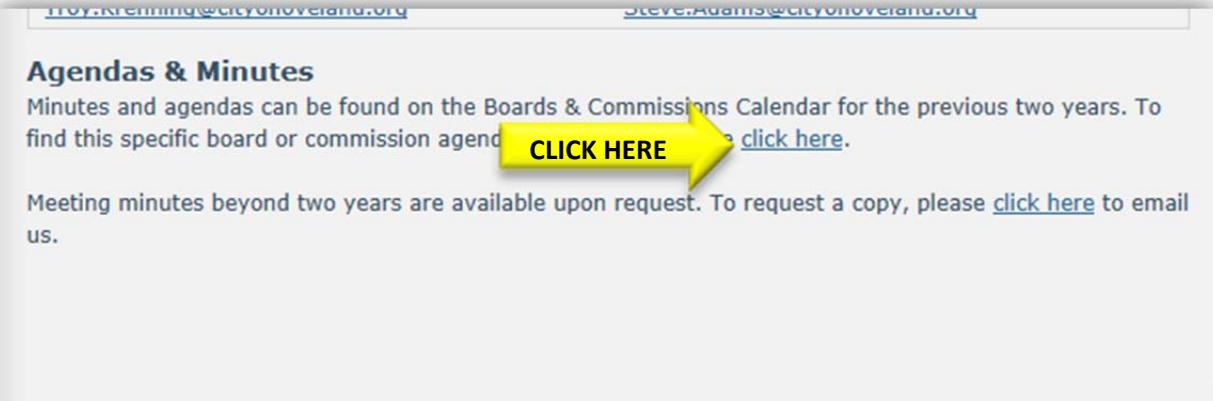
1. Open up City of Loveland Website

www.cityoflovealand.org

2. Hover mouse over the City Government headings. This will open up a task bar and then hover over boards and commissions this will open up another task bar and you will want to click on Loveland Utilities Commission.



3. Scroll to the bottom of the page. Underneath the heading of Agenda & Minutes it will prompt you to “click here” for specific LUC board and commission related documents. Click on the function.



TROY.Krenning@cityofloveland.org STEVE.Adams@cityofloveland.org

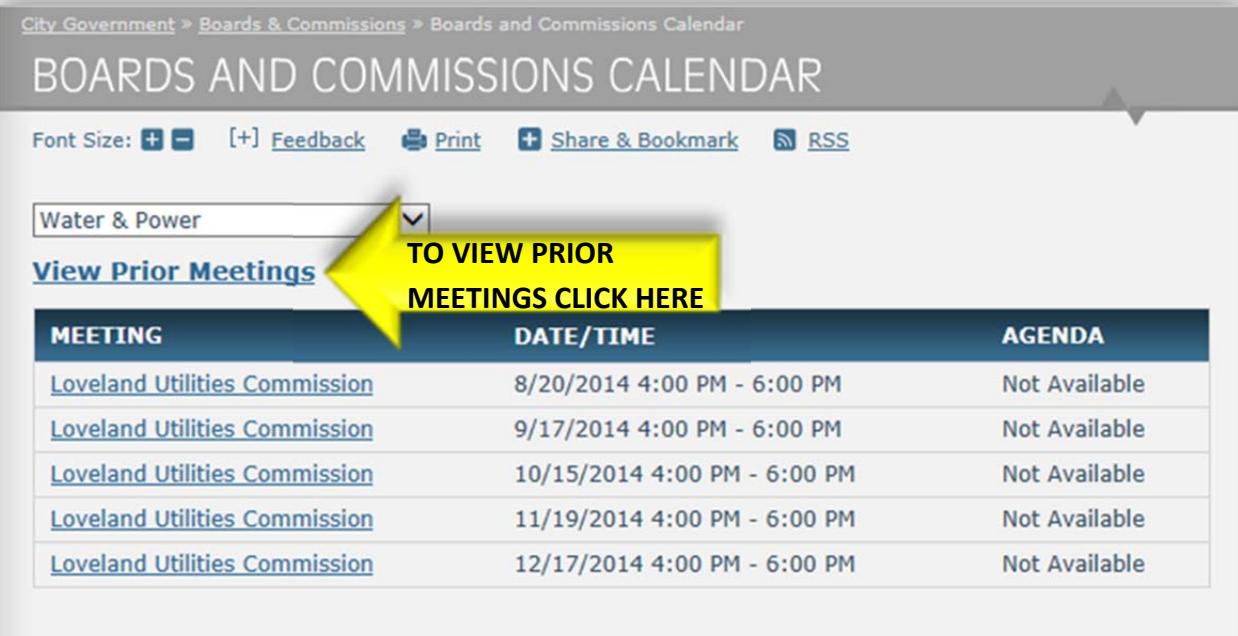
Agendas & Minutes

Minutes and agendas can be found on the Boards & Commissions Calendar for the previous two years. To find this specific board or commission agenda [click here](#).

CLICK HERE

Meeting minutes beyond two years are available upon request. To request a copy, please [click here](#) to email us.

4. If you would like to view prior meetings click on the view prior meetings link.



[City Government](#) » [Boards & Commissions](#) » [Boards and Commissions Calendar](#)

BOARDS AND COMMISSIONS CALENDAR

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Water & Power [View Prior Meetings](#)

TO VIEW PRIOR MEETINGS CLICK HERE

MEETING	DATE/TIME	AGENDA
Loveland Utilities Commission	8/20/2014 4:00 PM - 6:00 PM	Not Available
Loveland Utilities Commission	9/17/2014 4:00 PM - 6:00 PM	Not Available
Loveland Utilities Commission	10/15/2014 4:00 PM - 6:00 PM	Not Available
Loveland Utilities Commission	11/19/2014 4:00 PM - 6:00 PM	Not Available
Loveland Utilities Commission	12/17/2014 4:00 PM - 6:00 PM	Not Available

5. Next, click on the arrow next to all departments. Select “Water and Power”.

City Government > Boards & Commissions > Boards and Commissions Calendar

BOARDS AND COMMISSIONS CALENDAR

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(All Departments) 

**CLICK HERE AND SELECT
"WATER AND POWER"**

[View Prior Meetings](#)

MEETING	DATE/TIME	AGENDA
Human Services Commission	8/7/2014 6:00 PM - 8:00 PM	Included

6. This will open up the calendar page and show you a list of previous Loveland Utilities Commission meetings.

City Government > Boards & Commissions > Boards and Commissions Calendar

BOARDS AND COMMISSIONS CALENDAR

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Water & Power 

[View Upcoming Meetings](#)

MEETING	DATE/TIME	AGENDA	MINUTES
Loveland Utilities Commission	7/16/2014 4:00 PM - 6:00 PM	Included	Not Available
Loveland Utilities Commission	6/25/2014 4:00 PM - 6:00 PM	Included	Included
Loveland Utilities Commission	5/21/2014 4:00 PM - 6:00 PM	Included	Included

7. After you have found the meeting you would like more information about. Click on the blue underlined “Loveland Utilities Commission” link.

City Government > Boards & Commissions > Boards and Commissions Calendar

BOARDS AND COMMISSIONS CALENDAR

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Water & Power 

[View Prior Meetings](#)

MEETING	DATE/TIME	AGENDA
Loveland Utilities Commission	8/20/2014 4:00 PM - 6:00 PM	Not Available
Loveland Utilities Commission	8/20/2014 4:00 PM - 6:00 PM	Not Available
Loveland Utilities Commission	10/15/2014 4:00 PM - 6:00 PM	Not Available
Loveland Utilities Commission	11/19/2014 4:00 PM - 6:00 PM	Not Available
Loveland Utilities Commission	12/17/2014 4:00 PM - 6:00 PM	Not Available

CLICK HERE

8. Click on blue underlined links to open up the documents you would like to view.

City Government > Boards & Commissions > Boards and Commissions Calendar

BOARDS AND COMMISSIONS CALENDAR

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Loveland Utilities Commission
Regular Meeting

Date: 7/16/2014 4:00 PM - 6:00 PM
Cost: 0
Location: Service Center
200 N. Wilson Ave.
Loveland, Colorado 80537

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Approved Minutes:

Audio Recording:

[Part 1 LUC 07-16-2014](#)
[Part 2 LUC 07-16-2014](#)
[Part 3 LUC 07-16-2014](#)

Presentations Not Included in Packet:

[Item 4- Utility Customer Survey Results](#)
[Item 5- Alternative Project - Possible Solar Project](#)
[Item 7 - 2015 Budget Recap](#)

Handouts:

[Northern 2014 Spill Watch](#)

[Agenda](#)

9. If you would like to view upcoming meeting material. Click on view upcoming meetings.

City Government > Boards & Commissions > Boards and Commissions Calendar

BOARDS AND COMMISSIONS CALENDAR

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Water & Power

View Upcoming Meetings

TO VIEW UPCOMING MEETINGS CLICK HERE

MEETING	DATE/TIME	AGENDA	MINUTES
Loveland Utilities Commission	7/16/2014 4:00 PM - 6:00 PM	Included	Not Available
Loveland Utilities Commission	6/25/2014 4:00 PM - 6:00 PM	Included	Included
Loveland Utilities Commission	5/21/2014 4:00 PM - 6:00 PM	Included	Included
Loveland Utilities Commission	4/16/2014 4:00 PM - 6:00 PM	Included	Included
Loveland Utilities Commission	3/19/2014 4:00 PM - 6:00 PM	Included	Included

10. Next, click on the arrow next to all departments. Select “Water and Power”.

City Government > Boards & Commissions > Boards and Commissions Calendar

BOARDS AND COMMISSIONS CALENDAR

Font Size: **Font Size** [+ Feedback] Print Share & Bookmark RSS

(All Departments)  **CLICK HERE AND SELECT “WATER AND POWER”**

[View Prior Meetings](#)

MEETING	DATE/TIME	AGENDA
Human Services Commission	8/7/2014 6:00 PM - 8:00 PM	Included

11. After you have found the meeting you would like more information about. Click on the blue underlined “Loveland Utilities Commission” link.

City Government > Boards & Commissions > Boards and Commissions Calendar

BOARDS AND COMMISSIONS CALENDAR

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Water & Power  **CLICK HERE**

[View Prior Meetings](#)

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12. Click on blue underlined links to open up the documents you would like to view.

City Government > Boards & Commissions > Boards and Commissions Calendar

BOARDS AND COMMISSIONS CALENDAR

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Loveland Utilities Commission Regular Meeting

Date: 7/16/2014 4:00 PM - 6:00 PM
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[200 N. Wilson Ave.](#)
[Loveland, Colorado 80537](#)

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Option 2:

****ONLY USE THIS METHOD IF YOU KNOW THE DATE OF THE MEETING YOU ARE LOOKING FOR INFORMATION ABOUT.

1. Open up City of Loveland Website

www.cityofloveland.org

2. Scroll to the bottom of the home page and click on "Event Calendar"

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NEWS & ANNOUNCEMENTS

FALL BROCHURE FOR RIALTO THEATER AND LOVELAND MUSEUM AVAILABLE

See all the great programs and events coming to the Theater and Museum this fall.

DOCUMENTARY & CONCERT FILM ABOUT SOUNDTRACK FROM "O BROTHER, WHERE ART THOU?" AT THE RIALTO THEATER CENTER

The Rialto Theater Center's new Summer Music Festival Movie Series continues on Friday, August 8 with Down from the Mountain, a 2000 documentary and concert film featuring live performances from the artists who participated in the Grammy-winning soundtrack recording for the film O Brother, Where Art Thou?

NIGHT ON THE TOWN ACTIVITIES AT THE LOVELAND MUSEUM/GALLERY

The Loveland Museum/Gallery will host two free events during Night on the Town on Friday, August 8. A found-object art lecture with Dr. Andrew Svedlow begins at 5 pm and the opening reception for "History as Art: The Colorado Flood of 2013" starts at 6 pm.

City Events [Meetings](#)

AUG 08 31st Annual "Sculpture in the Park" Show & Sale PATRON PARTY

AUG 08 23rd Annual "Loveland Sculpture Invitational" Show & Sale

AUG 08 23rd Annual "Loveland Sculpture Invitational" VIP PREVIEW PARTY

AUG 08 Gallery Talk at the Loveland Museum/Gallery: Found-Object Art From Picasso to Warhol

CLICK HERE [Event Calendar ▶](#)

More News ▶

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3. The page below will open up. Select “Water and Power” from the menu.

About Loveland > Events Calendar

EVENTS CALENDAR

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(All Categories) **Water & Power** **CLICK HERE AND SELECT "WATER AND POWER"**

[Calendar View](#) [Today](#) [Next 7 days](#) [Next 30 days](#) [All Upcoming](#) [All Past](#) [All](#)

[< Previous Month](#) **August 2014** [Next Month >](#)

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
27 9:00 AM Farmers Market at Fairgrounds Park 5:30-9:30	28 5:30 AM Chilson Rec Center Open M-F 5:30-9:30	29 5:30 AM Chilson Rec Center Open M-F 5:30-9:30	30 5:30 AM Chilson Rec Center Open M-F 5:30-9:30	31 5:30 AM Chilson Rec Center Open M-F 5:30-9:30	1 5:30 AM Chilson Rec Center Open M-F 5:30-9:30	2 6:00 AM Chilson Rec Center Open Sat. 6-6 9:00 AM At the Rialto Theater Center: Colorado You Got Talent, Northern Regional Youth Finals
11:00 AM Chilson Rec Center Open Sun. 11-6	8:00 AM Chilson Sr. Center Open M-F 8-5	8:00 AM Chilson Sr. Center Open M-F 8-5	10:00 AM In the Galleries 10:00 AM Humpty Dumpty Storytime 10:00 AM Dance - The Cultural Connection 10:00 AM Kids Read - Buddy Reading 10:00 AM Humpty Dumpty Storytime 11:00 AM Humpty Dumpty Storytime 5:30 PM iLearn Technology: Computer 6:00 PM			
12:00 PM In the Galleries	9:00 AM Humpty Dumpty Storytime	10:00 AM Tuesday Theater for Kids: Irish Music and Dance	10:00 AM In the Galleries	9:00 AM Humpty Dumpty Storytime	10:00 AM Toddler Storytime	10:00 AM In the Galleries
					10:00 AM Learn to Knit Socks!	10:00 AM Summer Art Camp for Kids: Playful Puppet Theater
					10:30 AM Summer Art Camp for Kids: Playful Puppet Theater	10:00 AM Loveland Loves Origami
					11:00 AM Toddler Storytime	12:30 PM Loveland Loves Origami
					2:00 PM Fizz Boom Read Summer Reading	1:00 PM Waggin' Tales
					2:00 PM At the Rialto	

4. Use the “Previous Month” and “Next Month” tools to navigate to the meeting month. Click on the meeting that you would like to see more information about.

About Loveland » Events Calendar

EVENTS CALENDAR

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(All Categories) ▼ Water & Power ▼

[Calendar View](#) [Today](#) [Next 7 days](#) [Next 30 days](#) [All Upcoming](#) [All Past](#) [All](#)

[< Previous Month](#) **USE THESE TOOLS TO NAVIGATE** [Next Month >](#)

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
29	30	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16 4:00 PM Loveland Utilities Commission	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5 6:00 PM HOA Community Council	6	7	8	9

CLICK HERE

5. Use the blue links to navigate to the information you are searching for.

City Government > Boards & Commissions > Boards and Commissions Calendar

BOARDS AND COMMISSIONS CALENDAR

Font Size: [+] [-] [+] [Feedback](#) [+] [Print](#) [+] [Share & Bookmark](#)

Loveland Utilities Commission
Regular Meeting

Date: 7/16/2014 4:00 PM - 6:00 PM
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Loveland, Colorado 80537

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CITY OF LOVELAND

WATER & POWER DEPARTMENT

200 North Wilson • Loveland, Colorado 80537

(970) 962-3000 • FAX (970) 962-3400 • TDD (970) 962-2620

AGENDA ITEM: 5

MEETING DATE: 8/20/2014

SUBMITTED BY: Jim Lees, Utility Accounting Manager

TITLE: Financial Report Update

DESCRIPTION:

This item summarizes the monthly and year-to-date financials for July 2014.

SUMMARY:

The July 2014 financial reports are submitted for Commission review. The following table summarizes the sales and expense results for the month of July, and the July Year-To-Date results in comparison to the same periods from 2013. The summarized and detailed monthly financial statements that compare July Year-To-Date actuals to the 2014 budgeted figures are attached.

	July				July Year-To-Date			
	2014	2013	\$ Ovr/(Und)	% Ovr/(Und)	2014	2013	\$ Ovr/(Und)	% Ovr/(Und)
	vs. 2013	vs. 2013			vs. 2013	vs. 2013		
WATER								
Sales	\$1,418,889	\$1,383,517	\$35,371	2.6%	\$5,792,686	\$5,060,238	\$732,448	14.5%
Operating Expenses	\$980,040	\$686,924	\$293,116	42.7%	\$6,103,332	\$4,300,664	\$1,802,668	41.9%
Capital (Unrestricted)	\$287,710	\$371,533	(\$83,823)	-22.6%	\$2,993,136	\$1,936,035	\$1,057,101	54.6%
WASTEWATER								
Sales	\$719,737	\$682,345	\$37,392	5.5%	\$4,695,742	\$4,281,691	\$414,052	9.7%
Operating Expenses	\$467,449	\$583,937	(\$116,488)	-19.9%	\$3,035,549	\$3,634,847	(\$599,298)	-16.5%
Capital (Unrestricted)	\$108,720	\$138,851	(\$30,131)	-21.7%	\$825,154	\$468,513	\$356,640	76.1%
POWER								
Sales	\$5,045,661	\$5,136,897	(\$91,236)	-1.8%	\$29,535,915	\$29,312,084	\$223,831	0.8%
Operating Expenses	\$5,295,762	\$5,249,208	\$46,554	0.9%	\$28,665,467	\$28,092,972	\$572,495	2.0%
Capital (Unrestricted)	\$958,286	\$727,744	\$230,542	31.7%	\$3,434,719	\$4,578,569	(\$1,143,850)	-25.0%

RECOMMENDATION:

Staff report only. No action required.

REVIEWED BY DIRECTOR:

LIST OF ATTACHMENTS:

- City of Loveland Financial Statement-Raw Water
- City of Loveland Financial Statement-Water
- City of Loveland Financial Statement-Wastewater
- City of Loveland Financial Statement-Power

City of Loveland
Financial Statement-Raw Water
For Period Ending 07/31/2014

	* TOTAL BUDGET FYE 12/31/2014	YTD ACTUAL	YTD BUDGET	OVER <UNDER>	VARIANCE
1 REVENUES & SOURCES					
2 Hi-Use Surcharge	* 43,000	* 12,183	25,060	(12,877)	-51.4%
3 Raw Water Development Fees/Cap Rec Surcharge	* 350,700	* 217,922	203,580	14,342	7.0%
4 Cash-In-Lieu of Water Rights	* 45,000	* 23,100	26,250	(3,150)	-12.0%
5 Native Raw Water Storage Fees	* 5,000	* 27,400	2,920	24,480	838.4%
6 Raw Water 1% Transfer In	* 839,990	* 444,775	434,330	10,445	2.4%
7 Interest on Investments	* 322,850	* 129,733	188,300	(58,567)	-31.1%
8 TOTAL REVENUES & SOURCES	* 1,606,540	* 855,114	880,440	(25,326)	-2.9%
9 OPERATING EXPENSES					
10 Windy Gap Payments	* 833,730	* 833,669	833,730	(61)	0.0%
11 Transfer to Water	* 5,000,000	* 0	0	0	0.0%
12 Transfer to Water SIF	* 8,000,000	* 0	0	0	0.0%
13 TOTAL OPERATING EXPENSES	* 13,833,730	* 833,669	833,730	(61)	0.0%
14 NET OPERATING REVENUE/(LOSS) (excl depr)	* (12,227,190)	* 21,445	46,710	(25,265)	-54.1%
15 RAW WATER CAPITAL EXPENDITURES	* 3,006,860	* 190,451	1,681,950	(1,491,499)	-88.7%
16 ENDING CASH BALANCES					
17 Total Available Funds	* *	* 13,600,582			
18 Reserve - Windy Gap Cash	* *	* 3,373,953			
19 Reserve - 1% Transfer From Rates	* *	* 3,412,153			
20 Reserve - Native Raw Water Storage Interest	* *	* 1,566,077			
21 TOTAL RAW WATER CASH	* *	* 21,952,764			
22 MINIMUM BALANCE (15% OF OPER EXP)	* *	* 2,075,060			
23 OVER/(UNDER) MINIMUM BALANCE	* *	* 19,877,705			

NOTE: YTD ACTUAL DOES NOT INCLUDE ENCUMBRANCES TOTALING: \$ -

City of Loveland
Financial Statement-Water
For Period Ending 07/31/2014

	TOTAL BUDGET		YTD		OVER
	* FYE 12/31/2014	* YTD ACTUAL	BUDGET	<UNDER>	VARIANCE
1 **UNRESTRICTED FUNDS**					
1.1 REVENUES & SOURCES					
3 Water Sales	11,264,720	5,792,686	5,818,600	(25,914)	-0.4%
4 Raw Water Transfer Out	(839,990)	(444,775)	(434,330)	(10,445)	2.4%
5 Wholesale Sales	71,380	54,205	25,110	29,095	115.9%
6 Meter Sales	38,740	43,179	21,230	21,949	103.4%
7 Interest on Investments	114,730	29,518	66,900	(37,382)	-55.9%
8 Other Revenue	18,990,380	1,556,559	912,470	644,089	70.6%
9 External Loan Monies Received	0	0	0	0	0.0%
10 TOTAL REVENUES & SOURCES	29,639,960	7,031,371	6,409,980	621,391	9.7%
11 OPERATING EXPENSES					
12 Source of Supply	2,494,650	1,276,217	1,013,720	262,497	25.9%
13 Treatment	2,770,890	1,389,810	1,529,600	(139,790)	-9.1%
14 Distribution Operation & Maintenance	3,132,600	1,355,783	1,514,890	(159,107)	-10.5%
15 Administration	557,450	191,923	314,060	(122,137)	-38.9%
16 Customer Relations	238,900	121,210	115,090	6,120	5.3%
17 PILT	729,730	374,354	393,340	(18,986)	-4.8%
18 1% for Arts Transfer	55,420	8,506	27,700	(19,194)	-69.3%
19 Services Rendered-Other Departments	1,034,610	550,868	571,590	(20,722)	-3.6%
20 Internal Loan Debt Expense	810,000	832,800	810,000	22,800	2.8%
21 External Loan Debt Expense	651,200	1,861	651,200	(649,339)	-99.7%
22 TOTAL OPERATING EXPENSES	12,475,450	6,103,332	6,941,190	(837,858)	-12.1%
23 NET OPERATING REVENUE/(LOSS)(excl depr)	17,164,510	928,039	(531,210)	1,459,249	-274.7%
24 CAPITAL EXPENDITURES	20,294,580	2,993,136	8,277,120	(5,283,984)	-63.8%
25 ENDING CASH BALANCE			4,157,239		
26 WATER DEBT FUND ENDING CASH BALANCE			21,700		
26 PLUS MONIES RECEIVED FROM LENDERS					
27 MINIMUM BALANCE (15% OF OPER EXP)			1,871,318		
28 OVER/(UNDER) MINIMUM BALANCE			2,285,922		
29 **RESTRICTED FUNDS**					
30 REVENUES & SOURCES					
31 SIF Collections	9,652,540	1,474,577	830,290	644,287	77.6%
32 SIF Interest Income	77,300	47,230	48,580	(1,350)	-2.8%
33 TOTAL SIF REVENUES & SOURCES	9,729,840	1,521,807	878,870	642,937	73.2%
34 SIF Capital Expenditures	17,545,460	2,135,535	5,774,780	(3,639,245)	-63.0%
35 1% for Arts Transfer	52,500	868	26,260	(25,392)	-96.7%
36 SIF ENDING CASH BALANCE			7,525,344		
37 TOTAL ENDING CASH BALANCE			11,682,583		

NOTE: YTD ACTUAL DOES NOT INCLUDE ENCUMBRANCES TOTALING: \$ 4,414,932

City of Loveland
Financial Statement-Wastewater
For Period Ending 07/31/2014

	* TOTAL BUDGET FYE 12/31/2014	* YTD ACTUAL	YTD BUDGET	OVER <UNDER>	VARIANCE
1 **UNRESTRICTED FUNDS**	*	*			
2 REVENUES & SOURCES	*	*			
3 Sanitary Sewer Charges	*	8,269,970 *	4,695,742	4,733,090	(37,348) -0.8%
4 High Strength Surcharge	*	546,760 *	191,288	285,690	(94,402) -33.0%
5 Interest on Investments	*	35,340 *	46,486	20,630	25,856 125.3%
6 Other Revenue	*	38,680 *	128,331	25,710	102,621 399.2%
7 TOTAL REVENUES & SOURCES	*	8,890,750 *	5,061,848	5,065,120	(3,272) -0.1%
8 OPERATING EXPENSES	*	*			
9 Treatment	*	3,309,370 *	1,477,341	1,667,710	(190,369) -11.4%
10 Collection System Maintenance	*	1,940,050 *	825,263	748,910	76,353 10.2%
11 Administration	*	394,510 *	115,934	212,960	(97,026) -45.6%
12 Customer Relations	*	35,240 *	25,245	17,900	7,345 41.0%
13 PILT	*	617,170 *	341,791	351,780	(9,989) -2.8%
14 1% for Arts Transfer	*	21,610 *	2,519	10,820	(8,301) -76.7%
15 Services Rendered-Other Departments	*	472,190 *	247,457	256,060	(8,603) -3.4%
16 TOTAL OPERATING EXPENSES	*	6,790,140 *	3,035,549	3,266,140	(230,591) -7.1%
17 NET OPERATING REVENUE/(LOSS)(excl depr)	*	2,100,610 *	2,026,299	1,798,980	227,319 12.6%
18 CAPITAL EXPENDITURES	*	7,775,150 *	825,154	4,548,550	(3,723,396) -81.9%
19 ENDING CASH BALANCE	*	*	8,052,984		
20 MINIMUM BALANCE (15% OF OPER EXP)	*	*	1,018,521		
21 OVER/(UNDER) MINIMUM BALANCE	*	*	7,034,463		
22 **RESTRICTED FUNDS**	*	*			
23 REVENUES & SOURCES	*	*			
24 SIF Collections	*	1,113,850 *	758,118	692,200	65,918 9.5%
25 SIF Interest Income	*	39,760 *	32,837	23,170	9,667 41.7%
26 TOTAL SIF REVENUES & SOURCES	*	1,153,610 *	790,955	715,370	75,585 10.6%
27 SIF Capital Expenditures	*	1,325,030 *	499,972	669,970	(169,998) -25.4%
28 1% for Arts Transfer	*	8,130 *	4,037	4,060	(23) -0.6%
29 SIF ENDING CASH BALANCE	*	*	5,513,195		
30 TOTAL ENDING CASH BALANCE	*	*	13,566,180		

NOTE: YTD ACTUAL DOES NOT INCLUDE ENCUMBRANCES TOTALING \$ 1,405,316

City of Loveland
Financial Statement-Power
For Period Ending 7/31/2014

	* TOTAL BUDGET	* YTD ACTUAL	YTD BUDGET	OVER <UNDER>	VARIANCE
UNRESTRICTED FUNDS					
1 REVENUES & SOURCES:					
2 Electric revenues	* \$53,808,970	* \$29,535,915	\$30,419,560	(\$883,645)	-2.9%
3 Wheeling charges	* \$240,000	* \$154,193	\$140,000	\$14,193	10.1%
4 Interest on investments	* \$154,120	* \$96,641	\$89,903	\$6,738	7.5%
5 Aid-to-construction deposits	* \$750,000	* \$1,332,325	\$437,500	\$894,825	204.5%
6 Customer deposit-services	* \$160,000	* \$113,684	\$93,333	\$20,351	21.8%
7 Doorhanger fees	* \$420,000	* \$234,528	\$245,000	(\$10,472)	-4.3%
8 Connect Fees	* \$160,000	* \$88,732	\$93,333	(\$4,601)	-4.9%
9 Services rendered to other depts.	* \$0	* \$1,343	\$0	\$1,343	0.0%
10 Other revenues	* \$402,950	* \$262,726	\$235,054	\$27,672	11.8%
11 Year-end cash adjustments	* \$0	* \$0	\$0	\$0	0.0%
12 TOTAL NORMAL REVENUES & SOURCES	* \$56,096,040	* \$31,820,087	\$31,753,684	\$66,403	0.2%
13 FLOOD REVENUE (UNBUDGETED)	* \$0	* \$908,909	\$0	\$908,909	0.0%
14 TOTAL REVENUES & SOURCES	* \$56,096,040	* 32,728,996	\$31,753,684	\$975,312	3.1%
15 OPERATING EXPENSES:					
16 Hydro oper. & maint.	* \$82,900	* \$1,001	\$47,827	(\$46,826)	-97.9%
17 Purchased power	* \$40,266,940	* \$22,773,011	\$23,383,761	(\$610,750)	-2.6%
18 Distribution oper. & maint.	* \$8,621,930	* \$2,131,078	\$4,974,190	(\$2,843,112)	-57.2%
19 Customer Relations	* \$1,074,030	* \$379,927	\$619,633	(\$239,705)	-38.7%
20 Administration	* \$796,130	* \$286,727	\$459,306	(\$172,578)	-37.6%
21 Payment in-lieu-of taxes	* \$3,772,860	* \$1,902,138	\$2,150,530	(\$248,393)	-11.6%
22 1% for Arts Transfer	* \$78,940	* \$14,346	\$44,996	(\$30,650)	-68.1%
23 Services rendered-other depts.	* \$2,154,280	* \$1,177,238	\$1,256,663	(\$79,425)	-6.3%
24 TOTAL OPERATING EXPENSES (excl depn)	* \$56,848,010	* \$28,665,467	\$32,936,906	(\$4,271,439)	-13.0%
25 NET OPERATING REVENUE/(LOSS) (excl depn)	* (\$751,970)	* \$4,063,529	(\$1,183,222)	\$5,246,751	-443.4%
26 CAPITAL EXPENDITURES:					
27 General Plant/Other Generation & Distribution	* \$10,737,200	* \$2,121,077	\$6,199,144	(\$4,078,068)	-65.8%
28 Aid-to-construction	* \$750,000	* \$1,170,450	\$432,692	\$737,757	170.5%
29 Service installations	* \$190,000	* \$143,193	\$109,615	\$33,577	30.6%
30 TOTAL CAPITAL EXPENDITURES	* \$11,677,200	* \$3,434,719	\$6,741,452	(\$3,306,733)	-49.1%
31 ENDING CASH BALANCE			* \$18,106,430		
32 MINIMUM BAL. (15% of OPER EXP excl depn)	* \$8,527,202				
33 OVER/(UNDER) MINIMUM BALANCE	* \$9,579,229				
34 **RESTRICTED FUNDS**					
35 PIF Collections	* \$2,434,870	* \$1,303,034	\$1,910,341	(\$607,307)	-31.8%
36 PIF Interest Income	* \$22,920	* \$23,037	\$13,370	\$9,667	72.3%
37 Water Loan Payback	* \$810,000	* \$832,800	\$810,000	\$22,800	2.8%
38 TOTAL REVENUES	* \$3,267,790	* \$2,158,872	\$2,733,711	(\$574,839)	-21.0%
39 PIF Feeders	* \$1,075,000	* \$2,730	\$620,192	(\$617,462)	-99.6%
40 PIF Substations	* \$2,547,970	* \$660,279	\$1,486,316	(\$826,037)	-55.6%
41 TOTAL EXPENDITURES	* \$3,622,970	* \$663,009	\$2,106,508	(\$1,443,499)	-68.5%
42 ENDING PIF CASH BALANCE			* \$4,571,825		
43 TOTAL ENDING CASH BALANCE	* \$22,678,256				

NOTE: YTD ACTUAL does NOT include encumbrances totalling \$2,217,324