



Utility RELEASE



CANYON UPGRADES AND WIND CAUSE POWER OUTAGES THIS WEEKEND

You are a valued customer of Loveland Water and Power (LWP). It is our mission to provide safe, reliable power to all of our customers. As promised, LWP will continue to send out notifications of planned outages and inform customers about the causes of unplanned outages.

On Friday, October 20th, customers experienced yet another unplanned power outage at 12:57 pm. While moving two energized overhead electric power lines, a fuse blew at the transformer located at Glade Road and Becker Lane. The fuse was replaced and power was restored at 1:07 pm.

On Saturday October 21st, high winds caused two separate power outages. Because of the continued work on the electric system in the Canyon, LWP has slack on the overhead lines and the lines were slapping together due to the wind and causing outages. The first power outage began at 2:00 am and power was restored at 3:45 am. The second power began outage at 5:30 am and power was restored at 7:15 am.

PLEASE BE ADVISED

There will be a planned outage in the Canyon on Thursday, November 2nd from 9:00 am to 1:00 pm. If weather prohibits the work on November 2nd, the outage will be rescheduled for November 7th or November 9th.

The electric system upgrades in the Canyon are to repair damage due to the 2013 flood and to ensure better reliability and power quality for our customers. This will include a variety of system improvements and ease future operations and maintenance in this area. The project is expected to be finished at the end of 2018. As you know, the terrain in the Canyon is less than ideal to put in infrastructure much less access infrastructure that needs to be fixed. It takes more time in the Canyon to locate problems that arise as well as physically get to the infrastructure that needs to be fixed. We certainly have more availability and access when the road is closed, therefore, we are taking advantage during the Road 34 construction to make these improvements. More information about the Big Thompson Canyon Voltage Conversion capital project can be found here: www.cityofloveland.org/circuit911

We pride ourselves in providing quality customer service and your feedback is important to us. A [feedback form](#) has been created so that you have a chance to voice your opinion and your concerns on the quality of service being provided to the customers in the Canyon.

LWP will continue to provide power outage updates and we sincerely apologize for any inconvenience these outages have caused you. Please encourage neighbors, friends and family who live in the Big Thompson Canyon to [sign up](#) for our Utility Release e-newsletter to receive the latest utility information. If you have additional questions about recent events, please contact Garth Silvernale, Power Operations Supervisor at Garth.Silvernale@cityofloveland.org or [970-962-3000](tel:970-962-3000).



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