



## **AGENDA | REGULAR MEETING**

December 11, 2019 | 4 p.m. | Service Center Willow Room – 200 N. Wilson Ave.

### **CALL TO ORDER**

### **APPROVAL OF MINUTES – 10/09/2019**

### **CITIZENS REPORT** (\*See procedural instructions on the following page.)

### **STAFF REPORTS**

1. General Construction Update – Kim Reeves and Ryan Smith

### **REGULAR AGENDA**

2. Water and Power Strategic Plan – Joe Bernosky

### **COMMISSION & COUNCIL REPORTS**

### **DIVISION MANAGER'S REPORT**

### **ADJOURN**



#### **\* Citizens Report Procedures**

Anyone in the audience may address the LCAB on any topic relevant to the commission. Members of the public will be given an opportunity to speak to the item during the Regular Agenda portion of the meeting before the LCAB acts upon it. If the topic is a Staff Report item, members of the public should address the LCAB during this portion of the meeting; no public comment is accepted during the Staff Report portion of the meeting.

Anyone making comment during any portion of tonight's meeting should identify himself or herself and be recognized by the LCAB chairman. Please do not interrupt other speakers. Side conversations should be moved outside the Service Center Board Room. Please limit comments to no more than three minutes.

#### **Notice of Non-Discrimination**

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



## MEETING MINUTES

October 9, 2019 | 4 p.m. | Service Center Willow Room – 200 N. Wilson Ave.

**Commission Members Present:** Adam Auriemmo, David Hetrick, Korey Streich, Paul Langfield, Ralph Trenary, Richard Bilancia, Shane Mares, and Vi Wickam

**Commission Members Absent:** J.D. Walker

**Council Liaisons Present:** Don Overcash, and John Fogle

**Council Liaisons Absent:** Dave Clark (Alternate)

**City Staff Members Present,** Alan Krcmarik, Briana Reed-Harmel, Coreen Callahan, Joe Bernosky, John Beckstrom, Kim O'Field, Kim Reeves, Lindsey Johansen, Noah Cecil, Ryan Greene, Ryan Smith, and Steve Adams

**Guest Attendance:** Bruce Croissant, Todd Osborne, and Joy Osborne

**CALL TO ORDER:** Paul Langfield called the meeting to order at 4:01pm.

**APPROVAL OF MINUTES:** Langfield asked for a motion to approve the minutes of the September 11, 2019 meeting.

**Motion:** Ralph Trenary made the motion

**Second:** Adam Auriemmo seconded the motion. The minutes were approved unanimously.

### STAFF ITEMS

#### Item 1: Fiber Hut Installation Update – Kim Reeves

Provided an update on the progress of installing the fiber huts for Pulse, as well as a recent site visit and the upcoming schedule for installations.

Staff report only. No action required

#### Item 2: Update on Kick-Off Meetings for Pulse – Ryan Smith



Provided an update on the two kick-off meetings that were held at the Pulse offices for network architecture and the billing and provisioning system.

Staff report only. No action required.

### **Item 3: General Construction Contract Update**

Provided an update on the hiring of the new construction firm for the outside plant construction, as well as gave an update on the process to select a premise installation team.

Staff report only. No action required.

## **COMMISSION/COUNCIL REPORTS**

### **Item 6: Commission/Council Reports**

John Fogle offered to answer questions regarding City Council.

## **DIVISION MANAGER'S REPORT**

### **Item 7: Division Manager's Report – Briana Reed-Harmel**

Information was given regarding the ribbon cutting event for the Wastewater Treatment Plant.

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**ADJOURN** The meeting adjourned at 4:50pm. The next LCAB Meeting will be November 13, 2019 at 4:00 pm.

Respectfully submitted,

Coreen Callahan  
Recording Secretary  
Loveland Communications Advisory Board



## AGENDA ITEM: 1

MEETING DATE: 12/11/2019

SUBMITTED BY: Kim Reeves & Ryan Smith

STAFF TITLE: Sr. Construction Project  
Manager & Utility Business Analyst

### ITEM TITLE:

General Construction Update

### DESCRIPTION:

The purpose of this item is to give a verbal update on the progress of Pulse Construction.

### SUMMARY:

#### Outside Plant Construction Milestones:

- Task Order 1, Construction has begun along main arterial roads in CO-1
- Task Order 2, Hut 2 and construction on the core will start soon.

#### Inside Plant Construction Milestones:

- Nokia, Installation team was out last week, implementation team here this week
- Alpha, Hut #1 is very close to being completely installed.

### RECOMMENDATION:

Information item only. No action required.

### ATTACHMENT:

Attachment A: Power Point Presentation

# Attachment A



Ground Breaking Ceremony

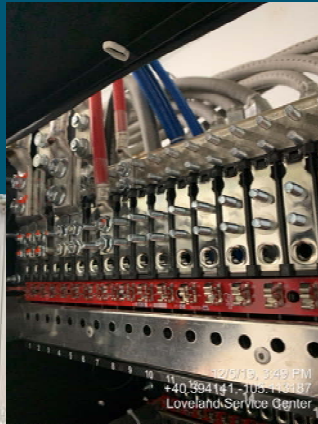


Service Center Hut Installation



Start of Boring and Conduit Installation

## Outside Plant Construction Update



## Inside Plant Construction Update

DC plant connections, OLT, 7750 service level router, SasS switch and SasSx router





## AGENDA ITEM: 2

MEETING DATE: 12/11/2019  
SUBMITTED BY: Joseph J. Bernosky  
STAFF TITLE: Director of Water & Power

### ITEM TITLE:

Water and Power Strategic Plan

### DESCRIPTION:

The purpose of this item is to present the Department of Water and Power's Strategic Plan, and request LCAB's endorsement of the plan in order to present the plan to the City Council for approval.

### SUMMARY:

In 2019, the Loveland City Council embarked on its strategic planning process. That City Councilor/City staff collaborative process led to the development of seven Strategic Focus areas that reflect the Council's values and their vision for the City of Loveland. The Department's Strategic Plan is a high-level overview of the Department and is intended to provide a connection between 1) the City's and the Department's Mission and Vision Statements and 2) the Strategic Focus areas and future Department of Water and Power Initiatives.

The plan has been presented to and reviewed by the following:

- Water and Power Division Managers
- Water and Power staff
- City of Loveland Executive Leadership Team (department directors)

Courtesy copies were also sent to our regional partners, Northern Water and the Platte River Power Authority.

The plan will be presented to the Loveland Utilities Commission at its December meeting.

### RECOMMENDATION:

Motion to endorse and forward to City Council for approval.

### ATTACHMENT:

Attachment A: Draft Water and Power Department Strategic Plan

# Attachment A



## City of Loveland Department of Water and Power Strategic Plan – 2020



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# Introduction

*“In preparing for battle, I have always found that plans are useless, but planning is indispensable.”*

- President (and Five-Star General) Dwight D. Eisenhower

Planning is essential and the City of Loveland’s Department of Water and Power has always planned: for emergencies, for growth and development, to upgrade existing infrastructure, and for changing environmental requirements. However, these plans have not always been formalized and collected into a single published document. This Strategic Plan is that document.

In 2019, the Loveland City Council embarked on its strategic planning process. That City Councilor/City staff collaborative process led to the development of seven Strategic Focus areas that reflect the Council’s values and their vision for the City of Loveland. This Plan is a high-level overview of the Department and is intended to provide a connection between 1) the City’s and the Department’s Mission and Vision Statements and 2) the Strategic Focus areas and future Department of Water and Power initiatives.

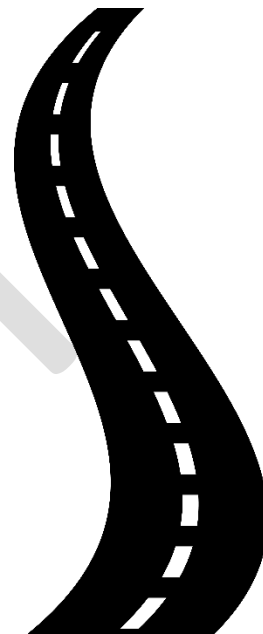
A Strategic Plan is not a detailed document describing the size and location of the next storage tank or substation. It does not reference specific circuits to be relocated underground or miles of water pipeline to be replaced. Rather, it aims at describing the core initiatives and programs that will allow the Department to fulfill its mission and achieve its vision.

The Department of Water and Power has a rich history stretching back well over 125 years. Today’s accomplishments and tomorrow’s plans rest on that sound foundation. Together with the Loveland Utilities Commission and the Loveland Communications Advisory Board, Department staff plans for a utility that is:

**Reliable** – providing quality water, wastewater services, electric power, and communications services around the clock

**Resilient** – providing excellent service under all conditions through robust infrastructure

**Responsive** – to customers and environmental responsibility



## *The Department at a Glance*



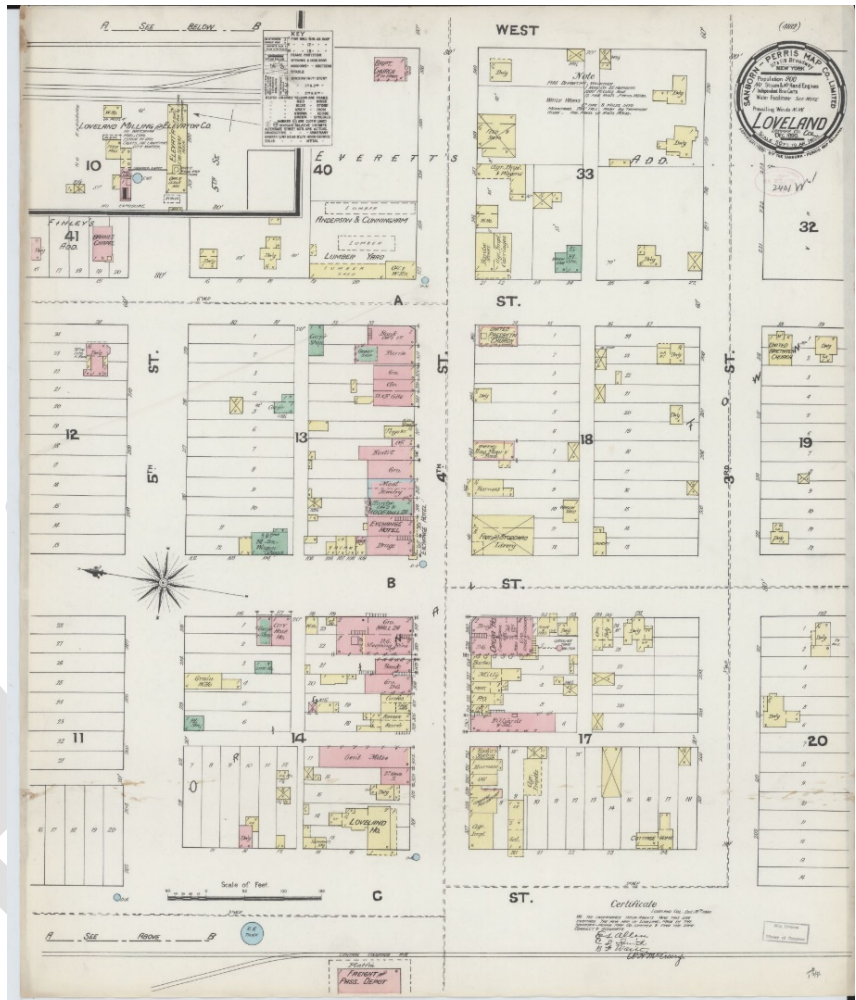
- 👤 Over 150 dedicated Water and Power Department professionals serving the citizens of Loveland.
- 💧 38 Million Gallons Per Day Capacity Water Treatment Plant
- 💧 More than 26,000 water customers served by over 460 miles of water pipeline delivering up to 28 million gallons of water per day
- 🚰 12 Million Gallons Per Day Capacity Water Reclamation Facility
- 🚰 353 miles of wastewater collection pipelines serving over 35,000 wastewater customers
- ⚡ A 74 square mile electric service area containing 8 substations that serve over 37,000 customers with reliable, competitively-priced, and environmentally responsible power provided by the Platte River Power Authority
- 🌐 A municipal fiber system – *Pulse* – that will bring high-speed internet to customers throughout the City of Loveland...first light projected for 2020!



# A Brief Early History...

## Water & Wastewater

The origins of the Department's Water Division stretch back to the late 19<sup>th</sup> century when hauled water and an unsuccessful artesian well failed to provide a sufficient water supply for the growing town. A \$40,000 bond issuance in 1886 led to the formation of the Department of Water Works in 1887. Water from the Big Thompson River was supplied to the town via a nine-mile long wooden pipeline leading from Chasteen's Grove, near the site of the current water treatment plant. This water supply allowed the construction of a water distribution network providing water to fire hydrants, homes, and businesses. The adjacent Sanborn Fire Map illustrates downtown Loveland and dates from 1890. It references a volunteer hose company with 35 members, 13 fire hydrants, and a 6-inch diameter water supply pipe falling 286 feet from the Big Thompson River into town.



Although the town now possessed a water supply, there was little progress regarding wastewater disposal. Early residents used water closets, latrines, cesspits, and cesspools to dispose of sanitary wastes. These disposal means were clearly a source of disease and constituted a significant health hazard to the citizens of Loveland. This situation was finally remedied in 1902 when construction of a public sewer system was approved. This nascent system conveyed both wastewater and storm water to the Big Thompson without treatment. A wastewater treatment plant was not constructed until the mid-1930s with funds provided by the federal Public Works Administration.

## **Power**

After a number of fits and starts – and legal fights – in the early 20<sup>th</sup> century, Loveland taxpayers authorized the construction of a hydroelectric power plant to be located on the Big Thompson River some fifteen miles west of the City. However, due to ongoing legal battles and material shortages caused by the Great War (World War I), the 900 kW hydroelectric plant was not completed until 1925. As the century progressed and loads increased, power from the hydroelectric plant was supplemented by diesel generating plants. Power was also obtained from federal hydropower plants located in the Colorado Rocky Mountains.

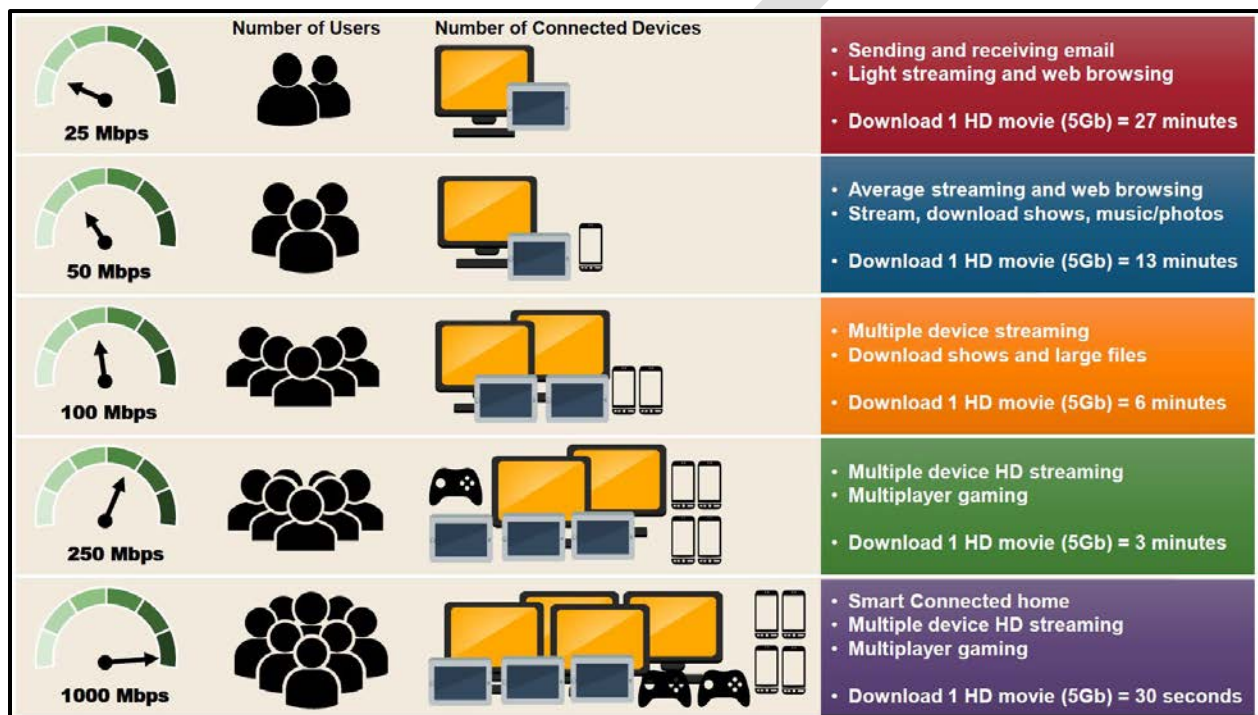
Eventually, the power demands of Loveland (and the adjacent cities of Estes Park, Fort Collins, and Longmont) grew beyond the then-existing supply and the Platte River Municipal Power Association – now the Platte River Power Authority (PRPA) – was formed. PRPA supplies reliable, environmentally responsible, and financially sustainable power from contract hydroelectric plants, coal-fired and natural gas-fired plants, wind farms, and solar facilities to the four cities.

The devastating 2013 Big Thompson River flood finally destroyed the City's venerable hydroelectric plant. Through negotiations with the Federal Emergency Management Agency or FEMA, the City was able to replace this power source with a new 3 MW solar facility located on the City's northwest side.



## ***Pulse – Municipal High- Speed Broadband***

The history of Pulse, the municipal high-speed broadband utility is far more recent than its water and power brethren. Following several years of studies, surveys, and technology investigations, on November 8, 2018, the Loveland City Council authorized the formation of the City's newest utility. With design and organizational activities underway, nearly \$100 million in bonds were sold in April 2019 to fund the new system that is intended to provide gigabit speed fiber-to-the-premise service to every residential and business customer within the City. Design continues with construction to follow shortly – first light expected in 2020.



# Mission and Vision



An organization's mission statement focuses on today: what it does. On the other hand, a vision statement is aspirational and aimed at tomorrow: what the organization wants to become. Both are vital if an organization is to be successful, now and in the future. The Department of Water and Power's mission and vision statements are intended to conform to and support the City's mission and vision statements.

## ***The City of Loveland's Mission***

Achieve Loveland's community vision through innovation, dedication, and excellent service.

## ***The Department of Water and Power's Mission***

Protect public health and safety by cost-effectively delivering safe and sufficient potable water, environmentally sound wastewater treatment, and reliable public power and communications services.

## ***The City of Loveland's Vision***

Loveland: a vibrant community surrounded by beauty, where you belong.

## ***The Department of Water and Power's Vision***

To support the City of Loveland's Vision by providing reliable, resilient, and responsive utility services for the community now and in the future.

# City of Loveland Strategic Focus Areas

Through a series of facilitated meetings, the 2019 Loveland City Council supported by Loveland City staff developed seven strategic focus areas that defined a number of attributes that are critical to the City's success now and in the future. Those focus areas and some of the elements ascribed to those areas are listed below:

**Public Safety**: The city endeavors to protect life and property and provide a safe, attractive, and secure city for residents, businesses, schools, and visitors.

**Economic Vitality**: The city promotes a healthy and vibrant economy by attracting and retaining businesses that provide quality living wage jobs. Working regionally, the city partners to ensure educational opportunities that will provide a motivated and qualified work force.

**Infrastructure and Transportation**: Loveland provides well maintained existing infrastructure while actively forecasting future resource needs and developing appropriate action plans. Additionally, the city actively seeks collaboration for regional benefit and cost efficiencies.

**Fiscal Stability and Strength**: The city desires to be a responsible steward of public resources while ensuring strong and sustainable financial conditions now and in the future.

**Quality of Life**: Loveland promotes well-planned, safe, and attractive development that provides diverse cultural and recreational opportunities while protecting natural resources and the environment.

**Innovation and Organizational Excellence**: Loveland city staff will provide excellent customer service through transparent, accountable, and continuously improving processes that leverage technology.

**Outreach, Collaboration, and Engagement**: City staff will continue to develop tools and processes for enhanced citizen involvement and engagement. Additionally, staff will actively seek collaboration opportunities for regional benefit and efficiency.

# Department of Water and Power: Strategic Focus Areas Plans

The Department of Water and Power developed strategic plans and initiatives for each of the City's Strategic Focus Areas:

## Public Safety

- ✔ Meet or exceed all regulatory requirements at the water treatment plant and water reclamation facility to protect public health.
- ✔ Meet or exceed all industry standards to provide reliable electric power.
- ✔ Develop and maintain Risk and Resiliency Plans and updated Emergency Response Plans.
- ✔ Maintain local and regional mutual aid agreements.
- ✔ Routinely test emergency plans and equipment through tabletop and field exercises.



## Economic Vitality

- ✔ Maintain and expand the Department's Key Accounts program.
- ✔ Support economic development through showcasing Loveland as a gigabit city.
- ✔ Through their various strategic initiatives such as the Diversified Resource Portfolio continue to partner with PRPA to provide reliable, environmentally responsible, and financially sustainable power.
- ✔ In consort with regional partners such as the Northern Water Conservancy District, maintain and expand the City's raw water portfolio to support existing customers while planning for growth and development.



## Infrastructure and Transportation

- ✔ Continue to replace aging water, wastewater, and power infrastructure to maintain resiliency and reliability.
- ✔ Continue the ongoing overhead to underground power circuit conversion to improve safety, resiliency, reliability, and aesthetics.
- ✔ Maintain and improve the existing 10-year capital improvement plans for water, wastewater, power, and municipal fiber to ensure adequate future capacity that supports growth and development.
- ✔ Build on the existing asset management program to ensure reliable, resilient, and fiscally sustainable infrastructure in the future
- ✔ Make the City of Loveland future ready to adopt and leverage new and innovative technologies in all utility sectors: water, wastewater, power, and municipal fiber.
- ✔ Evaluate and if necessary upgrade physical and cyber security for all utilities.



## Fiscal Stability and Strength

- ✔ Meet adequate and fiscally responsible reserve levels for all funds.
- ✔ Annually prepare 10-year O&M and capital budgets for all divisions to understand long-term revenue and expenditure requirements.
- ✔ Conduct periodic cost-of-service studies to ensure 1) equity between customer classes and 2) an adequate and stable financial position.
- ✔ Conduct ongoing evaluation of all rates, charges, and fees to ensure appropriate and equitable cost recovery for services.
- ✔ Conduct annual water loss audits in accordance with industry standards.

## Quality of Life

- ✔ Deploy, expand, and maintain a gigabit-speed municipal fiber broadband system.
- ✔ Continue to develop and enhance ongoing water and energy efficiency programs.
- ✔ Update and maintain water efficiency (conservation) and drought management plans to ensure adequate water supplies under all environmental conditions.



## Innovation and Organizational Excellence

- ✔ Continue professional staff development through in-house and external training programs.
- ✔ Develop and maintain a robust succession plan.
- ✔ Develop and maintain a culture of innovation throughout the department.
- ✔ Encourage employees to acquire appropriate professional certifications and licenses.
- ✔ Continue to invest in and leverage technologies that will improve planning, decision making, service, and efficiency.



## Outreach, Collaboration, and Engagement

- ✔ Provide timely, transparent, and strategic communications via diverse media platforms regarding all utility activities including projects, outages, rates, and quality of service.
- ✔ Continue to develop and deploy innovative educational materials and campaigns.
- ✔ Actively participate with stakeholder groups and civic organizations to establish and build strong, proactive, and mutually beneficial relationships.
- ✔ Partner with regional municipalities and utilities to leverage organizational synergies.



## A Closing Comment

This document has described the ongoing or proposed strategic programs, plans, and projects that will allow Department of Water and Power initiatives to align with the City's seven Strategic Focus Areas. It also aligns with the Department's rolling 10-year capital/operations and maintenance budgets, which describe the individual programs, plans, and projects that will allow the department to accomplish these strategic goals. Finally, the plan aligns with the Department's Mission and Vision statements.

This Strategic Plan will be periodically revised and updated to reflect changed conditions, priorities, or fiscal constraints.

DRAFT



## AGENDA ITEM: 3

MEETING DATE: 12/11/2019  
SUBMITTED BY: Briana Reed-Harmel  
STAFF TITLE: Municipal Fiber Manager

### ITEM TITLE:

Commission and Council Report

### DESCRIPTION:

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

### CITY COUNCIL REPORT:

#### ***City Council Special Meeting – November 12***

- Nothing of interest

#### ***City Council Regular Meeting – November 19***

- Ordinance authorizing the Transfer of Right of Way to the Town of Berthoud for Larimer County Road 14 widening and Public Improvement – Second Reading
- Resolution approving an intergovernmental agreement between the town of Estes Park, City of Fort Collins, City of Longmont, City of Loveland, and Platte River Power Authority for Demand Side Management and Distributed Energy Resources program partnership

#### ***City Council Special Meeting – November 26***

- Cancelled due to weather

#### ***City Council Study Session – December 3***

- Nothing of interest

### RECOMMENDATION:

Commission/Council report only.



## AGENDA ITEM: 4

MEETING DATE: 12/11/2019  
SUBMITTED BY: Brieana Reed-Harmel  
STAFF TITLE: Municipal Fiber Manager

### ITEM TITLE:

Division Manager's Report

### DESCRIPTION:

Discuss events that the Manager attended, special topics and items directly related to the Broadband Project from the past month.

### Marketing and Communications Update

#### Past Events

- Pulse Official Groundbreaking – November 13, 2019
- “Stuff the Truck” Food Bank for Larimer County Holiday Event, Pulse Team volunteered – November 22, 2019



#### Media

11/13/2019	Reporter-Herald	<a href="#">City and public join Loveland's Pulse utility for groundbreaking next to new telecommunications hut</a>
11/18/2019	BizWest	<a href="#">Fiber Installation for Loveland municipal internet begins this week</a>
12/2/2019	North Forty News	Loveland Pulse Construction Set to Begin Following City Council Contract Approval (12/2/19 print edition, as of 12/5 not yet appearing online)
12/2019	50 Plus Marketplace	Loveland Hosts Fiber Network Groundbreaking Ceremony (December print edition)
12/3/2019	Coloradoan	<a href="#">Broadband competition heats up as Fort Collins Connexion, Loveland Pulse gain ground</a>

#### Social Media Growth Metrics



Audience Growth Metrics	Totals	Total Followers % Change
<b>Total Followers</b>	<b>534</b>	<b>↗ 7.2%</b>
<b>Total Net Follower Growth</b>	<b>36</b>	
Twitter Net Follower Growth	5	↗ 7.6%
Facebook Net Fan Growth	16	↗ 6.5%
Instagram Net Follower Growth	15	↗ 8.1%

Total followers increased by

**↗ 7.2%**

since previous date range

## RECOMMENDATION:

Division Manager report only.