

Open-ended responses from the 2023 Loveland Water and Power Residential Customer Survey conducted by E Source

Notes:

Responses have not been edited for grammar, language, content, etc.

This includes all open-ended responses from the residential survey. The responses from business customers are contained in a separate Excel file.

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Open-ends: What type of water quality issues have you experienced at your primary residence in the past 12 months?

1st street construction made the water dirty sometimes

A couple of times the water was a brownish color and cloudy. When I called, I was told it was still okay so didn't have a problem per se.

A glass of water left out overnight tastes terrible the next morning.

A new natural gas device was installed onto my house this year and I told Loveland W&P that the heat to the hot water heater decreased significantly since the replacement. They quickly came out to make sure there was no leak but otherwise said that the problem wasn't on the new device. So we still have less hot water then we used to

About two months ago, the water tasted bad for the first time in my 30 years in the community.

Air bubbles in the water and at times high chlorine levels.

Algae bloom tasting water

Algae blooms in water.

Algae in toilet water

Algae smell and sediment.

algae taste

Algae tasting water.

Alge tasting water.

Alge/smell

Alot of foggy water even when i run it cold

Although it's safe, we've had brown tinted water come out from faucets.

An algae smell in the water...think last fall

At least once a year my water tastes like dirt

At one point i could smell chlorine in the water

Bad smell

Bad taste always and weird color occasionally

Bad taste and color

Bad taste and high chlorine levels.

bad taste and smell during the Summer months. I have to use a water filter.

Bad taste towards end of summer untill first freeze.

Bad taste, orange stain

Bad tasting and smelling water

bad weird taste my dogs won't ever drink, got a RO system which solved but it wastes water!

Big black particles in the water.....Often!!

Bought a home water filtration system to mitigate poor quality readings on a plumber's test for heavy metals. Filter had to be changed in six months.

once

brown

Brown color a couple times, and chlorine taste a couple times.

Brown colored water

Brown colored water

well.

Brown dirty water

Brown tinted water due to water line flushing, lasted a day or two.

Brown undrinkable water

Brown water

Brown water
Brown water - flushed out due to area construction.
Brown water 2-3x week
Brown water a couple days but that's it
brown water a few times
Brown water about once a month
Brown water and are water is now full of calcium carbonate that leaves a residue behind
brown water and low pressure
brown water due to flushing fire hydrant
Brown water occasionally
brown water one day in the homes on my street.
Brown water out of one tap for a few seconds once
Brown water residue after hydrant flushing a few weeks ago
Brown water than discolored laundry
Brown water twice at first start up
brown water when the fire hydrant flush - also, that water just went into the street, there has to be a more efficient use of that water.
Brown water, some outages
Brown water. Think it was because you were working around Wilson and 8th. But, we never got a warning about it.
brownish colored water, strong smell sometimes like chlorine and other times like a pond smell.
brownish smelly water I buy bottled water for consumption.
Can taste chemical in drinking water. Strong smell of chlorine
chemical smell and taste
Chloride taste in the water is high.
Chlorine and fluoride in my water
Chlorine odor
Chlorine odor
Chlorine smell and taste
Chlorine smell from the tap water
chlorine taste
Chlorine taste to the water
Chlorine too high.
Cleaning Hydrants right now so expected.
Cleaning the lines, annual event.
rig.

Cloudy rust colored water at least twice. Other times the water was blue in a white tub, and the chlorine smell was pungent! Consistent high levels of chlorine, husband had real estate clients say they would not buy in Loveland because of the strong chlorine odor and taste in the water.
Cloudy water
Cloudy water
cloudy water
Cloudy water.
Cloudy, brown water
Cloudy. Brown one time.
Color change and taste
Colored water. Chlorine taste. Residue.
Construction nearby cause cloudy water briefly. The city was very responsive in helping fix this
Cyanobacteria taste and smell. No excuse
Detectable Chlorine Taste - Primarily in Winter
Did not know about the flushing of hydrants in my area until after the fact from Nextdoor website. So I had brown water for hours and had ran hot water which wasn't good. I had to call to find out why I had the brown water. Would have been nice to know up front.
Did not taste good, smells
Dirt that clogged up my water filters for removing Floriene
Dirty or murky water several times a month
dirty water
discoloration almost a pink ring in toilets
Discoloration and poor taste.
discoloration in the water
discoloration, bad taste
Discolored water
Discolored water and algae bloom problems in late summer
Discolored water from water main break
Discolored water with a swampy smell and taste.
Discolored water. Poor taste.
don't taste good
Drinking water has a bad taste and smells like chlorine frequently.
Drinking water issues per the news
drinking wise, there's a metallic taste. shower, the texture of my hair is different (I have used the same products for over 12 months).
Due to storm drain project at Harrison water is sometimes rusty
During certain times of the year we get the red stain in toilets and sinks from standing water. You can smell the water. Then it clears and all is ok
During the time the city was using the two water sources, the water was tinted orange and had a strong chlorine smell.
Efficiency of water output has been terrible
Every fall we get that pond water taste in the drinking water. Not as bad this year, but noticeable.
Every so often our faucet water smells pretty strongly of chlorine.
Every so often our water has a strange nutty taste
Excessive deposits in the water. It often tastes and smells bad and it sometimes looks murky.
Occasionally the water is brown. This is the worst water I've ever had anywhere in my life. Poor water quality is the worst part of living in Loveland. I've lived here for 4.5 years.

Extreme amounts of hard minerals

Extremely Dirty at some times. I have a Hot Tub that I fill every three months. There are times the water is coudy at fill up and the rings of dirt that accumulate around the top after filling can be terrible. fairly consistant brown tinted water

First water out of the tap always tastes bad. This forces me to run extra water to get good water.

Fluoride in the water

Flushing the lines water was orange and brown

for a short period, water came from the tap brown in color. then it stopped and has not happened again.

It smells and tastes like a small fish aquarium that hasn't been cleaned in several weeks. I'm talking algae smell and taste, "floaties" in the water, and not always clear. I have called and reported, and the representative told me that the water is in compliance with whatever requirements they have to fulfill. I think she was lying to me, and I told her so. There IS something wrong with this water. Everyone in my household feels sick after they drink the water. Plus, the "dirty fish aquarium" smell sometimes stinks up my house when I have to use it, when it's really bad. This is not an occasional problem, this is constant.

Foul smelling water

Foul taste, pink residue buildup from faucets and in toilets.

Fowl smell, funky color....water main break on Monroe Ave, happened two or three times...sorry I can't remember....

does not smell like chlorine, which feels concerning. I have not been able to make a note/alert of this online because I am only offered FAQ type of options. It has concerned me and reduced my trust in the utility.

Funny smell, not clear

Funny taste, sediment in water/discolored slightly

Greenish water

Had rust colored water for a period of over a week

Had some smell for a few weeks at the start of the year. But subsided in a couple weeks

Hard water and strong mineral

Hard water issues

dishes.

Has a smell and doesn't taste great.

Heavy chlorine taste.

High bills

High chlorine

high levels of contaminants & chlorine

Horrible taste due to algae

Hydrant flushing

I absolutely hate that our water has added fluoride. I have to filter it so it is removed.

I did have water that was slightly brown coming out of faucet, but it did clear up in a few hours

I filter my water now based on my own water quality tests. I did this because it tasted weird and also was "dirty" looking

I get charged for using 3000 gals per month when I don't use 3000 gals. This is a concern. Is there a flat usage rate?

transition was made to a different billing system. It was determined there were no leaks and my water meter appeared ok. This is absolutely impossible, however, I was told I either had to pay it or have all services shut off.

I have noticed in the last 3-6 months our water has been more on the brown side and we have to clean our water filters out more often.
I haven't tested it so I can't give exact data, but we do use a Berkey filter system to eliminate toxins and excess flouride.
I installed a filter. I didn't trust the water.
I know there was an algae bloom a couple years back, but it still tastes like dirt.
I think the water smells muddy. Not sure if it from source or pipes
it was almost unbearable doing dishes, and we drank solely filtered watered. The person i spoke with at Loveland Water and Power assured me it was safe, however, and not unusual, so my concerns were addressed.
In the mornings get cloudy water in the first glass, then after its clear.
In the summer and fall, the water sometimes tastes or smells like algae
In the summer the water smells, tastes ,and looks bad I'm to understand it is algae. We stopped drinking water from the tap.
In the winter months when water levels are lower, I notice an algae smell and higher chlorine smell.
Intense chlorine smell at times and cloudy. I also wish we could get rid of the fluoride in the water, we have to use expensive water filter.
It had a distinct odor and taste for a few days. I fear fracking wells that are going in around my neighborhood will add worse issues with my water. I have added a water purifier to my tap.
it is very foggy
It may have been communicated...but a period of chlorine smell.
water.
It smells and tastes like Chlorine
It smells and tastes like the pond behind my house and other times it is highly chlorinated.
It smells like rotten eggs and is a yellow/green color. It's disgusting.
It taste like I am drinking swimming pool water
drinking it.
it tastes like pool water. it burns my skin and that of my family. It's undrinkable.
It was not the normal brown stain from flushing the pipes but a thick muddy sludge that clung to everything it touched. Luckily I was able to isolate the hot water heater before the muck got that far.
The bathtub has developed a slow drain after flushing the crud out and the toilet tank has been scrubbed out it will need to be disassembled to fully remove all the mud. It was only one bad afternoon.
It's getting increasingly common to see brown water running into my bathtub
Its smelled like a septic tank for two days. And it was very gross looking. Its a good thing I don't drink the water here in Colorado
I've had it tested and it rated very poorly. I use a strong water filter as a result.
Just the algae taste we get every once in a while. Seems to be every year this happens.
Lead in the water
leaking from the water main at the street
Leaks in the basement shower and sink. Water is okay but I still purify my water.
line breakage
Loss of pressure and a gross color
Lots of air
drinking we mostly use an in home water filtration system, to remove the sediment, but it's there, frequently.
Low pressure
Low water pressure

Low water pressure, algae smell
Muddy smell in water
but we won't drink it nor cook with it and it plugs up frig and house filters. Plus, if it lasts more than a week it starts staining the bowels and sinks. All the money spent on infrastructure and the water plant can't put in cake filtration or settling/extraction equipment? Maybe a few less unnecessary multi-million dollar roundabouts would allow crucial improvements to necessary services (fire, police, power, street, water and sewer).
My water has been yellow tinted on severe occasions. I take baths and noticed it. One time pipes were being changed in my area I think but there was no communication about that issue.
N/A
N/A but couldn't go back and change my answer.
None
none
None that I am aware of.
nos informaron que el agua estaba contaminada hace 6 meses, salio en los periodicos
Not in the last 12 mos, but when we moved in about 18 mos ago we had to spend a few thousand dollars on a whole house filtration system due to foul taste and smell. As did most of our neighbors.
Not necessarily quality but the worst water pressure for the past couple of years
Not the right color
notice that the quality wasn't there via letter sent out & now taste more chlorene in the water. I am buying water now.
Noticed a weird taste and small things floating in the tap water
Now and then during the past 6 months our drinking water has smelled very strongly of chlorine
Occasional algae blooms turn the water color slightly and give a slight smell/taste
Occasional odd smell and taste
Occasionally the taste, which is a newer problem.
Occasionally we get a strong smell of chlorine from our cold water taps. It only lasts a day or 2, but it's very noticeable.
occassional bleach/chemical aroma
odors
Off taste and color from yearly algae bloom
Only when there has been a water line break somewhere outside and I have brown water
7 hours, the water was very very dark. The water dept took a reading late on Friday so that we could continue to run our water until it was clean and not be charged for it. Carlos was extremely professional in his explanation. Sandy came out and took a sample of our and our neighbor's water to test it. She emailed the results. I also asked Carlos about the survey stakes and he was thorough with that explanation as well. LeAnn is the woman who answered the phone and she was prompt in getting my messages to the right people. I was very pleased and treated respectfully by everyone at Loveland Water.
Our water smells like fish more often than not especially in the summer. We usually have to wash our dishes twice when this happens.
Outages
Pink residue in toilets. Currently no residue, but for while last summer is was consistently constant.
Poor Smell and taste
Poor taste and odor in the fall is a common problem we've faced for years now.

Poor taste quality, which leads to wondering if water is drinkable. We end up filtering water twice to drink. Sometimes we get color in are water, you notice it running in the shower on the white tub Noticed my service fees went up, over the cost to water
Poor tasting and lake-smelling water.
Poor water and taste
Pressure
Pressure of water in home has changed drastically
Questioned the quality of the water
Really poor tasting water. Strong chlorine smell. J don't drink any water directly from the faucet.
Red color in water Low water pressure
Red rings, red slimy of settled water, residues, chlorine smell
Rust and dirty water from tap
Rust and smell. When they were working on lines we had terrible water issues off and on
Rust colored water in toilet, tap, and tub
Rust, other particulates in water, hard water
Rusty water.
sediment and salty taste
Sediment in the water, strange taste
Sediment, looks like reddish dirt. I installed a whole house, 2 stage water filter for that and other unknown potential contaminants. ...problem solved mostly.
sediments and high chlorine smell in water
seems to have some rust in the water
Since we arrived here in 2019 we have experienced poor water quality, poor water taste, red algae or bacteria growth in our water (containers used that contain water for a very few days, and toilets that are not used often), discoloration of water, poor water pressure
Smell
Smell and taste issues
Smell and taste like chlorine, discoloration
Smell, discoloration, high range of ppm in drinking water
Smelling of sulfur
Smells
Smells bad and tastes bad
Smells fishy.
smells highly of chlorine..
Smells like a fish pond
Smells like algae
smells like algae all the time now
Smells like algae so we don't drink it
smells like dirt, taste like dirt.
Smells more strongly of chlorine than it had in the last 24 years I've been here. Flow rate has decreased. I think the city needs to improve infrastructure to comply with the ridiculous amount of growth Loveland has experienced.
Smells terrible
Smelly and discolored water
Smelly somewhat brown in late summer
Some brown water from flushing the system
Some times the water tastes bad.

Sometimes it smells weird and tastes funny
Sometimes low flow. Too much chlorine.
Sometimes smelled like chlorine and recently it was brown due to the hydrant flushing.
Sometimes smells like dirt
Sometimes the water from the tap (rarely) is unpalatable and a bit smelly. However, we use a filter for drinking water so its not a big deal.
Sometimes the weather comes out brown
Spring 2022 taste of water not great. No illness associated with poor taste, just not pleasant for a few months.
Sprinkler issues. And had to replace a water main 3yrs ago
Strange odor
Strange taste at end is summer
Strange taste/color after flushing of hydrants
strong chlorine oder and taste at times.
Strong chlorine taste/smell
Strong smell and taste of chlorine
Sulfur smell
Sulfuric smell and taste in the water, occurs a few times per year.
Summer bad smell when reservoirs are low
Swamp smelling water
Tap was tastes terrible
Tap water always has a strong chlorine smell and sometimes is an off brown color. It creates a pink slime in the toilet and bathtub. Hard water..lots of mineral. We don't drink it. We have spent a lot of money on water treatment in our home..softener, filtration, and RO
Tap water tastes pretty bad for the past couple of years. Since about 2018 I haven't been able to drink tap water without a filter from my Loveland homes and work
Tap water that is dangerous to drink.
Taste
Taste
Taste
taste
Taste and burning of the eyes
Taste and don't know what is in it
Taste and smell many months of the year. Periodic cloudiness. (possibly due to main breaks).
Taste and smell of water is insufficient....can smell chlorine....I have to filter the water in order to get my dogs to even drink it!
Taste and the pink mold accumulates very fast and even my dogs don't want to drink it without a filter. If it is room temperature is tastes bad.
Taste is off, a very earthy flavor has permeated the water flavor lately. I used to be fine with trap but now have to use two filters to drink the water
Taste issues, chemical smells like excessive chlorine
Taste- not good
Taste of water doesn't taste fresh. It often tastes poor.
taste off
cloudiness.
Taste,smell, appearance. Comes out brown smell like old fish and tastes like city dump. At least three days a week

Taste. We have to filter our water
Taste/smell on occasion but typically is good.
Tastes bad
Tastes bad and I don't trust it
Tastes bad from time to time
Tastes funny
Tastes like earth sometimes
Tastes weird, color off, algae bloom or hydrant flushing type
Terrible chloride smell and taste
The algae smell and taste still present certain times of the year!
The algae taste. I notice it every summer and most recently over the winter prior to the heavy snow. We charcoal filter our water now.
The color and the taste
the fall water oder issue which is greatly reduced
The overwhelming odor and taste of chlorine and fluoride.
The overwhelming scent and taste of what I can only describe as chlorine
The smell of chlorine is much stronger lately. Also we use a filter system similar but more advanced to Brita. Normally it lasts me 4 months. I had to switch the last filter out after only three month because it got too clogged too quickly. Don't know what's in the water to cause that but it was concerning.
The water did not pass quality testing within months of moving in. This is a new build, new pipes, new everything and water quality does not meet standards
The water does not taste very good. The aquarium water can never get adjusted to hold fish
The water doesn't taste good. We buy our ice because of the taste. It has an unpleasant odor.
The water doesn't taste very good, it use to but in the last couple years or so the taste quality has gone down a lot. I grew up in Loveland and the water was better than anywhere else I've been in the US. It tasted really good right out of the tap but not anymore. And, that is not counting the times we have had algae blooms, those times really did require a filter. I have to use a filter everyday now.
the water from the tap has a strong chlorine taste
the water has a "algae" taste in the fall
The water has a bad taste especially if it sits in a glass for about 15 minutes
The water has a very strong chlorine odor. I now run any drinking water for us or our animals through our water filtration system, I can not drink the water out of the tap at all.
The water has an unpleasant taste. We only use bottle water for drinking.
The water has tasted like there is Chlorine and has been undrinkable.
the water is at times so chlorinated that it is unfit for use. we also are very selective in its use due to the fluoridation which is unnecessary and poses a health risk. .
This is ridiculous that I have to run water that long and pay for it because the water you are providing is gross
The water is cloudy when the tap of first turned on. The filter has been recently replaced.
water
The water isn't as clean as I thought. I did a ph test and it wasn't good. And the quality test as well was terrible. I had to install a water purifier and I'm still hesitant about drinking or even using the water.
Countless times I've used water for cooking and have gotten sick from it. But when I use filtered water I never get sick. Only when I use tap.
The water often smells like a pond, and is poisoned with fluoride. The fluoride alone shows that the COL does not truly care about the health of it's residents
The water quality is not nearly as good as it was 10 years ago.

The water seems to be yellow sometimes so we have to let it run. Any idea what this could be?
The water sometimes reeks of chlorine.
The water sometimes smells off (sulfur). It has only happened 2 or 3 times in the last 12 months.
The water sometimes tastes funny right out of the tap and it has on occasion had a off color- slightly green one time and brown is more common
The water stinks and tastes like clorax
The water taste and smelled dirty.
The water tastes like chemicals
The water was recently shut off for repairs, and even though we ran it for a while after it came back on, it still tasted a bit off for about 24 hours.
there are times when water comes out yellow from the faucet
There have been a few times the water looked yellow brown, sometimes a chemical smell is noticeable, the water has become more hard water than soft
There was a water main break in about four months ago, which caused some discoloration to the water for just a short time
There was a water main break on Monroe Ave and our water was brown but I believe drinkable
There's fluoride in the water.
There's so much chlorine in our water that it's green.
They were flushing hydrants as they are supposed to. Water was discolored for an afternoon but cleared the next day
This winter the water had a musty smell and taste to it.
Times the water tastes horribly like chlorine and at other times in the year like drinking seaweed. When we first moved here in 2006, the water quality was the best I've ever had with no off flavor or smell.
TO much BLEACH, any other possibilities to use in distribution line Disinfection, Trained water professional I am or was 42 years. I Love Loveland
Too much chlorine sometimes
Too much chlorine.
Totally fat fingered the yes button. I have not had any issues with my water and I hope this doesn't throw your data off
turns brown
Unnecessary fluoride added that my child is allergic to and so they can't drink our water at home and city doesn't provide filters that remove it!
unpleasant smell and taste of tap water
unpleasant taste
Unsatisfactory taste
Upsurge in mineral deposits on everything
Usage of water seems extremely high for one very conservative person using water
VERY BAD TASTE
Very dirty/brown
Very high chlorine smell, and skin irritations when the smell is present
bring it in.
Very high water bill unexpectedly higher than usual
Very strong chlorine smell
Very strong-smelling chlorine.
Very very hard water, can't drink it unless it's heavily filtered
visitors from out of town say it tastes funny to them
Water break not notified for months, excessive loss and expense

Water coming out of all of my faucets all wreak of chlorine, to the point it takes my breath away, and has caused me some stomach/bowel issues. I recognize it from when I used to live in a rural area on a well that had to have chlorine added to the well, and the service guy always put to much chlorine in it, & it caused me stomach/bowel issues then.
Water coming out of all places - toilets, faucets - was dark brown. Only lasted a few minutes. I thought it may have been a clean out issue. About 2 months ago.
Water cost is in terms of 1000 gallons, which doesn't really show how much I used. Water issue, there was also electricity outage during work hours.
water discolored - yellow/brown
Water had lots of particles or something in it.
Water has a horrible taste which used to be in late summer. Now even in the winter. I've lived in Colorado for 40 years in 5 different city's (Westminster, Arvada, Broomfield, and Fort Collins). I've never had to filter my water until moving to Loveland. Flavor is approaching Arizona water (luckily not body/texture). Maybe Loveland can give us Brita rebates
water has a yellow tint
Water has been brown and smells like pond water/fishy
Water has been unclear, tinted brown on 2 occasions
Water has had turbidity issues from time to time. During the large infrastructure repair last year, there was some copper (sulfate) added to our water, which caused some minor issues. Also, there has been some construction debris found in our plumbing system.
water is brown and smells
Water is brown at times, and tastes and smells like chlorine
Water is brown...leaves a pink film in tub, toilet, etc
months.
Water is discolored from faucet
Water is discolored too often, always tastes terrible. We buy our drinking water, which is not environmentally sound.
Water leaves water filters pink
Water main break 3 times water shut off
Water main near our house broke and water was discolored for several days. We still don't think water pressure is very high since that failure. Wasn't great previously either.
clear.
Water out of tap tastes horrible, I have to have a filter to drink it..the apartment complex doesn't want to do anything about it.
clothes
Water seems to have very high chlorine smell to it and has different smells/tastes coming out of the faucet depending on the day. I now use an additional filter in my kitchen which is helping
Water shut off due to increased rates
Water smelling really bad
water smells and taste bad, like fish bowl water
Water smells brackish/bleach and at times it is cloudy/brown.
Water smells funny at times
Water smells like chlorine
Water sometimes smells like rotten eggs
Water sometimes smells strongly of chlorine.
Water sometimes tastes like pond/riverwater
Water taste and smells awful

Water taste like chemicals. Has killed nearly all my plants. I dont drink the tap water anymore.
Water taste like chlorine all the time, a filter is required to remove the tatse
Water tasted like a swamp
Water tastes like chlorine at night
Water tastes poor
water usage being billed seems too high - 4000 gallons per month for two people that are extremely conservative in water usae.
Water was brown on multiple occasions but was notified of the reasoning or told prior to it occurring!
Water was cloudy due to hydrant flushing...no big deal
Water was coming out orange.
water was not clear, we later had a notice from the city of quality problems
Water wasn't clear, smelt and tasted bad
We consider the tap water unsafe for consumption. We resent the flouride of our drinking water as it is a known neurotoxin, has no legitimate benefit as we have been led to believe, and is in fact detrimental to the human.
We filter our water to improve the flavor and drinkability. Nothing dangerous just doesn't taste good.
We had water contamination last summer
We have no water pressure
We moved to Loveland 2 years ago. I LOVED the taste of our water. Something changed a year or so ago, and it tastes a little metallic.
We tested our water and it had some amount of pesticides in it.
We were part of the 1st St wastewater repair/replacement project. Water quality/availability were not of the highest importance.
Weird smell coming from the tap water. Know this is technically 'harmless', but I'd rather have water that didn't smell. Know this is a constant battle with algae blooms...
Weird taste and smell, have switched to only drinking bottled water.
Were told not to use water for an extended period of time on at least one if not two occasions
When I refinanced, the inspector said that the water pressure coming in my residence was too high.
When I use directly from faucet it kills my indoor plants
When replacing drainage we had brown water for 2 weeks.
When you all flush the hydrants, my entire block has drinking water resembling heavily silted water. It takes flushing my water lines. This crappy, muddy silt literally mucks up my kitchen, bathroom, water heater & laundry room, ALL must be flushed before consumption could even begin. Several of my older neighbors do NOT drink the water. Yes, they are fearful. Yet, if the Water Dept. would take the time to fully explain how to flush the entire household to other citizens, this has the potential to lower their fears, by just a bit. Please call me if you are interested in seeing what happens when I tap my water main in my crawl space: the whole house water supply is fowled for hours. Thank you. Jeffrey W. Cunningham 2374 Fleming Drive - (970) 227-4818
Would like to see floride removed rather than needing to pay for expensive water filtration systems.
Yellow color in the water
Yellow water for months

Open-ends: Before we move into the next section, are there any additional comments or feedback you'd like to share about the service you receive from Loveland Water and Power?

1. When a customer calls about sewer smells in the area where there rarely is sewer smells, don't blame it on a nearby reservoir, & actually take it seriously. 2. Put covers over the water treatment tanks. I intentionally avoid going anywhere near South Boise Ave south of 1st street, because it always wrecks, and it's not healthy for the people who live anywhere near the plant to have to breath that stuff in the air. 3. Stop wasting money sending out mailers. If we want to know the info on that card, put it on your website, or know that people will look it up online, but stop wasting trees, stamps, & our time, because every mailer I see just pisses me off, & goes straight into my recycle bin UNREAD! 4. Instead of entering me into a raffle/sweepstakes for completing this survey, just give me \$10 off my next bill. You either appreciate my time & feedback or you don't, and I should be rewarded accordingly. 5. It's past time for the entire town of Loveland to be fully solar/wind powered, and be completely off environmentally harmful power sources. I want to hear more in the local TV news about how Loveland is actively leading and working towards that goal.

1. Wish you'd have an automated power outage reporting system and, 2. A solar panel (and other) rebate program.

2 power outages in 10 years, excellent

3 years ago i loved in north fort collins. My husband and i owned a 3 bay auto repair shop. The electric bill for my current 2 bedroom apartment is 150-200% more than the shop ever was. Lovelamnd is not customer wallet friendly.

A boost to the water conservation services would be greatly appreciated.

Absolutely atrocious customer service. Their meter reader was not getting readings from our meter so we got charged double what it should have been. They changed us to what was supposed to be a "new high tech" reader that could be read via Bluetooth. Reader left a note on the door saying they couldn't get a read and we were home. They didn't even knock! Customer service is never helpful. We never got our money back from the bad reading.

Actually, I do not feel that the water quality is as good as when we moved here 17 years ago.

All my experiences with city staff have been excellent. These have been few and far between because I've had no issues with city utility services.

All of my customer service experiences have been great. There appears to be a strong and positive culture among the customer facing employees.

All services have been excellent.

All the communities around us provide budget billing, but Loveland does not

Although I don't mind someone in my backyard to read the meter. It seems someone should be able to at worst drive up the street and get the numbers and maybe just read from the office. It seems they could be more efficient.

Always friendly and helpful when I've had to call with questions

Always reliable

Always there when I need them

Anytime I leave Loveland, and drink waters from other locales, it is always "refreshing" to return to Loveland and enjoy our wonderful water. Your attention to long range water (& power) needs is an outstanding feature of future and continuing quality of life in the Sweetheart city.

Appreciate Customer Service. Very Professional and Kind. Thank You!

Appreciate the newsletters and tips on how to reduce consumption

As a residential homeowner, I am very satisfied with all aspects of Loveland Power and Water products and services.

At times the water has a chlorine taste but we only use filtered water (through the fridge filter)

Awesome job! Love the service Loveland provides.
Bad tasting water and low pressure in my neighborhood
Better and more incentives for solar programs
Better communication during service interruptions or for scenarios where water can change in color or odor temporarily
Better communication would be nice and affordable rates.
Better cost of products. Electric huge jumps in cost a month when little changes in what we do at home.
Better incentives for homeowners to install solar and adding a rebate for installing artificial turf to lower water consumption
Billing and notifications have been erratic at times over the past year. Maybe due to website updates? Regardless, would like to see more consistency in this area.
Billing and services are respectful and want to help people
billing is horrible, I am to receive emails with bills and every other month the bill does not come and then I receive a past due notice
Budget billings would be nice
Can a reverse osmosis system be used to reclaim our waste water for recycling into our Glade reservoir to reduce the algae blooms and increase our water supply?
Cannot understand why reasonable people would turn their back on reliable, affordable energy sources.
CAN'T REMEMBER THE LAST TIME WE HAD A POWER OUTAGE, EXCELLANT SERVICE
City employees flagrantly commit criminal trespass and breaking/entering to read meters. They do not obey the public property lien requirements on how to enter the property.
Clean drinking water without any additives is very important
Communicate on returns seen from the solar farm installed in NW Loveland. Is it paying for itself? Is it large enough or do we need more? Etc. Etc.
communication for new construction is lacking from city personal
Communication has not been as good since covid shut everything down
Communication on solar install with city processes is dismal and pathetic at best.
Compared to where we last lived that was under privatized infrastructure, LWP has been infinitely more reliable.
Continue on with the good customer service and providing resources in saving the environment
Continue to upgrade conservation ideas to customers.
Cost is way too expensive.
Cost of utilities (electricity) is more important than where you source it. Not really interested in phasing out fossil fuels as source of power if that means a high cost of living.
Cost of water and power has increased too much. Hard to handle on a fixed income.
Cost of water is to high
cost/ I am on a fixed income.
Currently the water is charge in 1,000 gallon units. It would be nice if the base units were smaller so, it is easier to pinpoint excessive usage. Is there a reason for the units being so large?
Customer is king, Don't jeopardize quality and reliable energy sources.
Customer service has been awesome with getting set up here.
Customer service has been excellant
Customer service is always excellent. Concerned about water shortages and restrictions due to over-development of our area.
Customer service is fabulous!

Customer service is great. I am not aware of how Loveland Water & Power operates in terms of environmental considerations, etc., so I am unable to comment.

Customer service is the worst I have ever seen

Do better

Do better at lowering the cost of bills

Do NOT add more wind or solar generating capacity. Those are intermittent sources of power and cannot provide power on demand. Keep coal and natural gas as the primary fuel sources for power generation!

Do we have the next generation of line workers training?

Don't know if there will be a place for this coming up so want to say how well I'm treated by the ladies on the phone when I call. I live alone and need their expertise on occasion and alway feel like I spoke to family who cares about me. Thank you! Also the garbage collectors go out of their way to help me. I can't walk so they are so nice to get my bins and put them back. It's such a help. Bless them. Thank you.

Don't know if this is coming up, but Loveland appears to NOT be very solar oriented and with what those of us who have solar paid for it, Loveland is not supportive with its fees charged in connection with solar. All these new homes being built and no solar on any!

Don't change things just to be "green"

Don't gaslight your customers. Until you can provide reliable alternative to fossil fuel source of electricity, do not pretend there is a practical alternative to it -- and that includes what it takes to make and charge batteries.

Don't get much communication from Loveland city about much of anything.

Don't manipulate this survey's results to push green energy. Doing away with coal and natural gas generators is foolishness and will drive up costs that consumers will eventually bear. Being good stewards of energy is fine, but this ill conceived push to cut off fossil energy before having replacement systems is stupid beyond belief. Don't fall into this false sense of pride that we are using wind energy. It scars the view. Alarmists will not be paying the bills or saying sorry when it is determined they were wrong. Be smart!

Don't seem to be to receptive on rebates for solar and very restrictive on other rebates i.e. toilets

Drinking water is very important to our family.

during a power outage there should be more ways to notify the public of whats going on estimated time to fix 24 hours a day

Easy bill pay is really appreciated!

Easy to contact.

Easy to use website

Electric rates should be tiered for summer not the super high rate 24/7 for six months

Electricity and water rates should be tied to demand usage. I should pay less money to charge car or run my dishwasher at night.

Electricity is getting pretty pricey

Environmental factors are more important to me than low rates

Environmental incentives are appreciated (e.g., solar panel rebates, appliance trade ins, etc.)

Erika McDaniels has been very helpful in checking the issues.

Even though I work for lawn services I think the city needs to offer rewards for xeriscaping.

Even though my usage is staying the same or decreasing my bills seem to be going up.

Even with my last comment, we have some of the best water to drink in the nation. We have tried water from all over the nation, so have experience.

Every employee I have dealt with is excellent. Helpful, friendly, professional, knowledgeable. I feel confident they are doing their best for me.

Everything is far too expensive

Everything is so expensive

Excellent customer service but please stop the renewable nonsense. Never will be cost effective.

Excellent power service. They are to be commended! I cannot remember the last time the power was out, A big Thank You for that! That's amazing.

Excellent service my only complaints would be my water pressure and the cost seems high. The pressure may be my own issue on my property. The cost may be comparable to other water and power providers but is a significant expense for me.

Excellent water. We miss it when we travel.

Expensive

Extremely reliable power! I want to see more green power and storage capacity added. I know that is the plan, but would like to see more progress. Water is excellent and reliable. I support the new reservoir projects as increased water storage is very important. I know the least about waste water treatment, but assume Loveland does a good job on that.

Feel the base service charges are very high....

Feels like bills are skyrocketing and LWP should do more to limit price increases.

Focus on long term solutions for power generation. Why isn't Nuclear energy being looked into?

For 3 years I have asked about budget billing and have been told don't call us about it we will tell you when you can.... Not one word!

For the most part, the service is good. The water rate issue bothers me.

Generally they are consistent and provide quality communication. Power is very good and we have not experienced any major outages.

Glad moving Madison Ave N of Silverleaf to underground

Good and reliable services

Good people, very responsive to concerns, but water quality is mediocre especially in summer.

Good solid work for the most part

Got to be just as good,if not better,than surrounding areas

Great customer service every time I call the lady who answers the phone is so helpfull

Great customer service!

Great place to be, Happy I am.

Great service but I wish they offered payment plans, especially when everything is so expensive.

Great service. Could put out a special pamphlet on programs and offers.

Great service. One feedback is I don't like how the water meter is read and billed. I can't see my actual use down to the gallon, so it is very hard to realize benefits from water conservation efforts. Everything is rounded to the 1000 gallon which is frustrating. I try to conserve water but I don't know if I'm actually saving anything the way it is currently read.

Growth is outpacing the infrastructure and you are using current rate payers to subsidize infrastructure capital expenditures and will not stand up to PRPA and their silly green energy mandates.

happy with the service

Has answered questions when I've called in a timely manner. Always had friendly customer service.

Have a way to accept humana insurance cards at the utility office.

Have an oped out on your bill mailing would save money

Have been satisfied with the service I receive

Have had issues with them in the past & it was to no fault of mine yet they did not seem to care much or work with me nor did they communicate with me about the issues that were going on until I had to reach out myself, even then i was not satisfied with their customer services unfortunately.
Have had two experiences with Loveland water that make it clear their focus is not on customer service or water conservation.
Have heard Larimer County has poor drinkingwater quality does that include Loveland water?
Have I been provided quality drinking water???
Have lived here 6 months. Do not like the taste of the water. Often tastes very bitter or strong chlorine taste.
Have never had an issue
Haven't had any issues on the customer service end but do have a problem with consistency in bills and bill being quite higher now than ever before when I know our consumption is alot less than previous years.
Having lived in Loveland nearly 50 years, the services have always been very reliable and high quality, with few exceptions. We find that trust in the cities products is so important!
help customers understand their water & electric
Hi, "Thank you to LWP" We've lived in several towns and cities on the Eastern seaboard, and in FC/LL since 1984, and the all-around excellence of our LWP has been proven to us. We have seen that daily excellence, wonderful customer service and fast reaction times to bad situations doesn't happen in every town, even big ones. We learn about the work, the engineers, customer service, planning, finance, field workers, equipment - everything, really - via news reports and mostly the monthly newsletter online/paper. The web site is second to none, even the writing itself in the newsletter is excellent. (Gosh, I've seen terrible city web sites in other towns and hear 'stories' from relatives on this topic). We have experienced broken mains twice near our house, fixed so fast I made sure to brag to friends, even my sister in hurricane country. And we were happy to read, around that time, that the City is indeed working to identify and update these pipelines before they fail. After all, they're underground and all different ages. The sewer line for my little quad is in my backyard (it's an early 1960's plat) and the crew who lined it -- there's that up-to date-engineering and planning -- was clear in explaining, fast, efficient, skilled. I had wondered if it would be a multi-day slog, but no, they were finished that day. I had to tell my husband about it, after his long day at work, because they were gone when he got home. We've experienced a next-door fiery downed line on a perfect sunny spring day -- again, attention within 5 minutes and a crew within about 10 minutes, with no damage to trees or other property. Which reminds me: we almost never have power outages, which friends in warmer climates have wondered about, thinking it happens a lot, because wind and snow and above-ground lines around here -- but no, it goes really well. We've watched as the aging curbing on our street and nearby was repaired and updated, while still only a small issue, and the same for repaving
Horrible. Quick to turn services off without sufficient warning and ridiculous that this service even exists. The only city I've lived in where I have to pay two different companies for power.
How is it that wastewater is the most expensive part of my bill yet my neighborhood has no storm drains and place for the water to go?
I always get good responsive assistance when I call Loveland water & power.
I am an owner of solar panels on my home. When I signed up it was expected that the rate for outgoing power and incoming power would be the same. But, I am finding that this was not upheld. Thus the costs involved are much higher than expected.
I am curious why my water usage is always measured to a number like 2000 gallon used, or exactly 3000 gallons. Question is why is it always an even number shown above? why is it not an actual number used, like 2,577??

I am happy with my service.

I am happy with the service but unhappy that rates increased without notice when the new billing system was implemented. I am also wanting budget billing back asap. It is nice to have consistent payments each month rather than fluctuations.

I am impressed that that a unique solution was found to read electric meters for people with dogs. I get a phone call asking me for a picture of my meter and I text it back to them. It's a win win.

I am most interested in affordable energy over "green" energy.

I am new to Loveland so do not know much about it.

I am very please with my utility company. Have had no complaint. Very pleasant people when I have went in or spoke to by phone

I am wondering if the City of Loveland W&P encourages the use of solar power by its residential customers by making net metering available and making it easy for these customers to go this route without undue cost and hassles for the residential customer? I have not heard good things and am hopeful that I have been misinformed about this. I would like to see the City of Loveland W&P inform potential customers about this so that we can lower our electricity costs and benefit everyone.

I answered questions about wastewater but I really don't know what that is.

I appreciate that they are there and available

i appreciate that when i call,a real person talks to me,almost immediately...&answer my questions,every time.

I appreciate the consistent supply of water and power. We need to make more progress on going green.

I appreciate the extra letters and info about water and electricity conservation, but when they're also news letters I don't read them. I wish we could just get quick information on conservation.

I appreciate the monthly newsletter that comes with the bill. I've never had an outdoor space to take care of before. I really valued the articles about watering, even with a small lawn space, it helped me be conscientious about my water use.

I appreciate the Water Manager calling me back to resolve an issue when the water was turned off to fix a stuck meter while I was in the shower.

I appreciated that they came and checked why my water bill was so high (concerns of a water main leak), so we were able to establish is was a busted sprinkler line.

I believe it's unfair for single residents to be subject to the 1,000-gallon rounding system in your water billing. I understand the simplicity of a rounding system, but 500-gallon billing increments would be more accurate and therefore more fair. I would also like a clearer explanation of how the rounding system is set up - I've occasionally been bumped up to the 2,000 tier.

I believe that Loveland water should implement lawn watering restrictions in the summer. Limit residential customers to no more than 3 days/week, and no watering between 9 am and 6 pm.

I believe the city should find a way to offer rebates to residents to install artificial Turf. I believe many want yo do this, but good rebates will probably help off set the cost, especially when the cost of everything is so high.

I Believe the Service is Good,I believe the rates are too High.

I buy drinking wanter from the grocery store but want to be able to drink it straight from tap - I dont know if it is safe

I can't remember the last time we had a power outage! We receive reliable utility services.

I currently appreciate all the convenient services I receive from Loveland Water and Power! Certainly don't have any complaints! If I have a problem or question I just call one of the numbers listed on my statement and have always been happy or satisfied with the results.

I did have a power outage several months back that cased damage to several appliances that I had to replace but I don't hold Loveland Water and Power responsible for it.
I did notice brown water a few weeks ago but I let the cold faucet run and it cleared.
I do not agree with the green energy cult!!!
I do not approve of the mandate to build / buy green energy at the ratepayer's expense. Continue using, or upgrade, the existing generation assets until their design life is exhausted and focus future investment into what is most affordable and reliable, i.e. natural gas powered generation facilities. When my electric bill is influenced by a decision to install solar farms while decommissioning existing useful assets that, to me, is a political decision vs a utilitarian decision.
I do not believe we need to take land away to use for solar farms. We have plenty of houses you can spend that money on. We can use that land for food, housing, hay.
I do not drink the faucet water because it is poisonous, any amount of lead is unacceptable.
I do not want to be compared to my neighbors use. This is completely unachievable. How many people in the home? What type of appliances? How much time do residents stay in home? I pay for my services. YOU ARE NOT MY ENERGY POLICEMAN. I prefer you keep your noses out of my business. You provide a service I pay for that service. NO ESG scores in LOVELAND please. I've been more frugal than most my entire adulthood. I don't need any advice from my provider.
I don't know how their cost compares to other similar services. I have no way to compare, that I'm aware of.
I don't think Loveland does a good job with renewable energy. Specifically, allowing the burden of renewable energy to be put on homeowners to install their own solar panels. What I mean is that it's a good thing if the homeowner wants to do that and they should be encouraged. The city of Loveland, as far as I know, in my 15+ year history here has never encouraged that. It's time for a change. Water quality is great but also we are lucky to live in Colorado. Occasionally the algae bloom gives a poor taste but usually the city has good communication regarding this and the fact that the water is still safe. That is appreciated. However, sometimes I think there is some overcompensation with the levels of chlorine in the water.
I don't trust that my meters are read, or perhaps don't work, properly
I don't believe so
I don't know if this will come up later in the survey or not, but I have been trying to ask about solar billing and can't seem to ever find someone that wants to talk to me about it.
I don't know if you already do this, but it would be good to know by a nice infographic, what percentage of the power provided comes from renewable sources. I think a pie chart would be great that could break down the percentages by specific type - coal, oil, natural gas, wind, hydroelectric, solar, etc. I would love to see something like: "we are working towards our own city power independence". "By 2032 our own solar field located at _____ and our windmills located at _____ (both within Loveland) will be more than enough to supply all Loveland residents for the foreseeable future."
I don't like paying for a thousand gallons a month when I don't use nearly that.
I don't like the taste of my water from my tap.
I don't understand why the billing for water is per 1000 gallons. So, if I use 1000 gallons one month, then the next month, use say 1050, I am billed for 2000. Why????? when I am billed for 2000, I know it is not correct, as how could one person use 1000 more gallons from one month to the next?
I feel gouged with pricing during summer and winter-I know that hundreds of people in Loveland feel the same way.
I feel like you do a good job with outreach materials and being available at community events.

I feel my bill is to high, you bill every thing including trash containers, this is the first I ever paid for them.

I feel ripped off by the pelt you placed on owners that have grid tie solar electric systems. Water metering semms to never change how much I use even when I am not here for 6 weeks, why is that? And how nice it is that I get to pay for waste water based on my use, but what if I am putting it on my lawn or garden?

I feel that you guys will over a bill in error, and will not do anything to rectify the errors and consumers have to eat the cost whether or not it's affordable.

I feel the taste of the water could use some improvement.

I feel the Water Meter is in accurate as in one month in the past six billings my bill was for approx. 4,000 gallons than the previous and following months. Also have a meter FAIL and was not properly billed to three billing cycles.

I feel there needs to be an improvement in the quality of our drinking water.

I feel you ar3 doing an excellent job

I find it to be very expensive.

I find the monthly comparison to your neighbors mailing to be completely useless. Stop wasting time and resources compiling this rather stupid and inaccurate info and mailing these out. Comparing people to their neighbors who have different family size and daily circumstances is not helpful.

I get wastewater service only, and live outside city limits. I'm displeased with the almost \$60/month rate since I use only 3,000 to 4,000 gallons of water per month in the house.

I got this survey by email, it would be nice to get my bill in email form. Not sure if that is available but will check when I pay my bill next time.

I guess not having any problems that I know of is good, but what about the things we don't know about. I'd like more info on how to conserve and about rebates on electric cars, ECT.

I had a billing issue with my Loveland Water and the city wasn't able to help or provide any sort of resolution. Was disappointed.

I had a broken pipe but I still had to pay the sewage fee for the water that didn't go in the sewage pipe. My bill was over \$300 and they said there was nothing they could do.

I had a sprinkler main break, and Loveland power let me know so I could get the issue corrected! It would have taken a lot longer if I hadn't been notified as I use automatic payments and hasn't been paying as much attention to the water bill as I use to!

I had an extremely high electric bill last march. I paid the bill before I looked at the consumption. I called to have someone take a look at it. I was told someone would come out and look at the meter and if there was something wrong they would let me know. I received no info back. The amount of electricity that I was charged for was way over my highest bill the year prior and now a year later.

I have a filter on my drinking water.

I have a whole-house water filter, so minor changes to water quality do not impact me.

I have always had a friendly person on the phone when I call in. They listen and take my concerns seriously. We used to have PVREA and the power went out all the time. We have very little power outages and never more than a few hours. I have never had a problem with water. I do wish our power lines were buried on the streets and to our house.

I have always received excellent utility service. Rates have gone up too much, but I understand why.

I have asked many times about getting on a budget plan for our utilities. I only get "lame" answers. What is the deal with that?

i HAVE BEEN PAYING A VERY LARGE POWER BILL FOR 20 YEARS I asked Loveland for help as I have a house with 2 people and on my block family's of 7 people pay less that I do. I live in a cul desac and have the highest electric bill of all the houses. I had a solar company look at putting in solar and their engineer said I am being charged more than most businesses in the area SOMETHING is very wrong but Loveland will not help I have tried many times finally I just gave up and I'm still paying more than anyone else

I have expressed concerns over the accuracy of the water and electricity meter readings at my home for years. On one hand I get a letter stating that we consume more than our neighbors but when I called over my concerns I was told the opposite. It's very frustrating when during the summer months my bill is very close to my mortgage payment.

I have had a great experience with Loveland water and power so far.

I have had issues with calling the "after hours helpline" on a Friday evening for water issues (in my case black sewage coming into the basement of an occupied home) and being told "can you call back on Monday I'm the on call guy". Lovely

I have had issues with my bill being wrong and I have to babysit my bills, watching them every month. I also will not allow the water meter to be changed out to a digital or smart meter and that needs to be communicated to customers, that they do not have to have their meters changed, to be charged for usage, as the current meters work just fine.

I have had my service for over one year and have only had 2 interruptions of service! Good work

I have had service from them for decades and it's always been very good. My only issue now is the cost, electricity has gotten to be too expensive.

I have heard there are some questionable toxicity issues with Loveland water.

I have lived at my current address for three years, not once have I had a power outage. Thank you for that!

I have lived in a house that is 3x the size of where I am not and my current utilities cost me way more. Loveland utilities is ridiculously over priced.

I have lived in apartments for twenty years and the utilities are controlled by the management company and often I have to pay a portion of everyone else's usages. I get the newsletters every month that tell me how much I use compared with my neighbors. It's not a fair assessment. Also, it's a waste of printing and mailing. I have to keep my hard copy of my bill for government assistance otherwise I would be paper free. There's a blank page on the cover of my bill. It's wasteful!!

I have more worries about the water than I do the power. Please keep fracking wells away from our water sources like lakes, canals, environmental areas. There is no way you can convince a lot of the people in this area that fracking wells will not affect our water. If that happens it will be up to Loveland water to clean any situation that fracking causes. If our city does nothing to stop this fracking next to our homes, lakes and other important areas

I have no complaints with my service. Sometimes it feels like my bill is a little high. But I understand that the rates have increased. The billing and website updates have been helpful as both are easier to read and understand.

I have not been able to obtain assistance from anyone who can explain my electric bill to me.

I have noticed in the winter time in Colorado the water taste and smell more like chemicals, seems to happen when water reserves are low.

I have only lived at this home for 9 months and have little knowledge about summertime water usage.

I have only lived in Colorado a few months, so I haven't had much exposure to what all Loveland Water and Power provides as far as programs and rebates and such.

I have only lived in Loveland (moved from Calif) since November 2022

I have ordered new windows for my home and was very disappointed to learn there are no rebates or incentives available for doing this.
I have sent multiple messages concerning a question about filling a pool this summer and have never received an answer
I have solar but not enough is done to promote home solar panels. My reimbursement rate keeps dropping it should be raised and the city should do a lot more to promote home solar use
I have solar panels and I'm being charged a base rate because it takes extra time to calculate my bill which I feel is unfair. The home owners whom don't have solar should pay for the extra time. I'm getting charged for supporting renewable energy. That's Counter productivity to what the state wants, don't you think?
I have solar panels. The city made it very hard to get those installed. Other places are more interested in allowing solar panels than Loveland I hear.
i have to buy a filter to get rid of chlorine which is toxic
I have tried to get install solar panels installed on my roof for over 18 months. Last Monday the were finally installed. Most of the delay was due to the slowness of the city to issue the permits power company to approve the project. My experience causes me to believe the city is not very committed to clean energy.
I haven't had any complaints
I haven't had many issues with our service, so that is good. Only once I went in to pay my bill after the site had been worked on (planned outage) and it still wasn't working. I called to pay instead, and was told they couldn't do anything on their end either. No big deal, but the person I chatted with wasn't super helpful/friendly sounding. That being said, it was likely a stressful morning for them.
I hope they can keep the rates down
I keep my backyard locked for security purposes and get fined if you guys can't get there to read meter but I have no notice when you will come, notice would be greatly appreciated and I believe much more fair than a fine. Also my water smells and tastes like pool water and I can't stand to drink it and hate even giving it to my pets because I know it has to have chemicals in it not necessarily good for you. Also monthly notifications of power and water consumption specifically and how to lower use would be wonderful
I knew there was something going on with the water, but communication before would have been nice. After the fact just confirmed that I wasn't imagining the change.
I know rates went up but my electricity doubled, called and they said rates went up and it's been cold. I put in new windows, new water heater and closed off upstairs and turned thermostat to 65 and that is when everything doubled
I know that you have had a lot of feedback from the community as a whole about the "new" billing. I think you know that rates are astronomically high. You can do better.
I like knowing that the City is managing so many important parts of our infrastructure.
I like the bill showing consumption this month compared to last year.
I like the fact that it is underground. You should be working on creating better renewable systems.
I like the water pressure in all my water outlets.
I live in an apartment so some questions are a little less important to me.
I live in an area that throughout the years has experienced frequent outages due to age of equipment. The outages were not experienced by homes directly across the street which are newer,
I live in an HOA just outside city limits. Our waste water bill has increased from \$338 / year to \$697 / year since 2013. The sewage does not move any faster and we have no storm water collection.
I live in the Namaqua Hills area and I am glad about the improvements made to the booster system to keep water pressure up....even if it is noisy when it is activated once a week!

I live outside the city and get my water from FCLWD. As a result, I pay a flat fee for my water that is almost 50% more than what my metered rate would be.

I love getting all my services from one company and not having to pay multiple companies. I recently switched to Pulse for my internet and TV. The City of Loveland has great customer service.

I love our dining water and have never had any reliability problems with Loveland's water or power. Customer service has been outstanding. I would like more information about the energy mix, notably which renewable sources are represented and to what degree.

I love underground lines.

I moved here from a comparably sized town in Utah. My utilities were significantly less there.

I moved here from SE Texas, and the power, water and sewer costs were double the costs here.

I moved here over 19 years ago and expected the water to taste fresh and crisp and it never has in the time I've been here. It tastes stale.

I need more info on zero landscape. Hoping to do some this summer

I need rates to be lower. Was told by a W&P rep that rates are increased in summer months because of increase in consumption. Very disheartening to know that consumers are taken advantage of in this way.

I only used 1,000 gallons of water and my bill was \$130.00 some dollars last month. All unused appliances are unplugged and I am often not home. I have an energy efficient furnace. What else can I do to lower my monthly bill?

I own a rental property and I was not able to find out the exact amount my tenants owed several times when they were behind on their payments. I needed to make a payment to make sure my utilities weren't turned off in the middle winter. This needs to be changed as I am the property owner.

I pay my bill electronically, so you don't need to send me a payment remittance envelope each month.

I question my water consumption. It seems we use a lot even though we are only two in the house and concerve.

I read my meters on three (3) houses . I read them on the day they are due ,and turn them in that day . It should not take more than 10 days to get a bill out to me. I pay you when I get it.

I really appreciate the high quality of service, professionalism, and communication that Loveland Water and Power has to offer its customers. The energy efficiency and water conservation programs, plus incentives they offer are very informative and helpful to the residents it serves.

I really love the recycling program when it comes to the waste. I would love to see more energy, efficient, rebates, and programs for people that live above a certain income

I really miss budget billing. It helped me budget for utilities year round. Please bring it back.

I receive great service, just not happy with the prices?

I receive my electric through them. Water is paid through RMP Management. I rent a unit in a 4plex.

I receive my statement 2 weeks after it is dated. And then I am expected to pay it 5 days after I receive it in order to avoid being late. They are obviously back dating their invoices or are extremely late in getting them mailed.

I received excellent support when my neighbor cut my power line while installing a new fence. Recent power failures are currently being addressed with a major neighborhood construction project.

I see people watering their lawns with excess water running into the street. I think this behavior needs to stop. What can be done about it?

I see this City Streets Rehabilitation fee on my bill. I know its a nominal fee, we pay taxes to pay for road rehab. I feel it is an unnecessary added to an already high utility bill.
I should receive more credit for the power coming from my solar panels.
I spend way too much on water. We conserve water in our house and our bill is way higher than it should be.
I think Loveland water is showing hardness stains and I have lived here about 32 years and never noticed before this past 2 years
I think our drinking water tastes pretty bad, I have a hard time drinking it
I think the general population has concerns with rate increases. My usage stays mostly the same but my bill is up 37%
I think the rates charged for electricity water n sewer are too high given how the city continues to add more and more homes but keeps jacking rates up to where it's very costly to live in the City
I think the service is fine, it's the inconsistency of price and communication that could use improvement. Our bill seems all over the board when we do our best to maintain the same power use year round, I also feel it is extremely expensive in comparison to houses our size and age in other cities.
I think the water is very expensive especially for residents on fixed incomes.
I think we have excellent water and power support in Loveland. I'm also impressed by the forward thinking of the management in securing future water supplies and carbon neutral power generation.
I think your website could use an update, it is hard to pay my bill on mobile.
I toured the water treatment plant when I was a student at FRCC. I was able to see some new settling ponds that got built. It was good to see some new technology being implemented even though it was a struggle to get them working due to new technology from an engineer to production. I believe that the facility was capturing gas to use as a renewable resource too.
I tried to contact people about greywater installations and rainwater collecting to help with environmental impacts. It was incredibly difficult to get any help or clarity.
i tried to get assistance and did not get a response. I didn't think they didn't care. I would love your help.
I use a whole house filter. I change the pre and post filters about every 3 months. The amount of reddish deposits (iron?) are not consistent. Sometimes I can go longer, other times sooner on replacing filters. I also have RO for drinking water.
I used budget billing when you had it. Hope it comes back again.
I used to be on budget billing but since they started using the new system I haven't been able to get back on budget billing. I've called and they just say they have been working on it. It that was my job & I hadn't figured it out by now I would be fired. I believe whoever is in charge of bringing back budget billing should have been fired by now.
I want billing notices to be more visible in my email. I don't know why, but I seem to miss every notice until I see the threatening pink note.
I want paper bills available even if I must pay
I want reliable, inexpensive electricity which based on the PRPA pie chart of actual energy production is typically produced by coal and gas. I absolutely do not want PRPA to shut down coal production in the unachievable hopes of being carbon neutral by 2030! I want lower energy prices not higher based on politician driven unattainable "green energy" schemes that use fossil fuels to obtain the rare earth minerals used in batteries, as well as production, and will result in huge amounts of non-recyclable waste once wind/solar equipment has reached life limit. In addition, such "green energy" schemes only work through government subsidies. In terms of best energy density: nuclear, oil, gas.
I was advised that our electrical box was not up to standard and the city should replace it.

I was hit with backpayments right before the Christmas holiday because the Power department apparently couldn't read the meter properly for 6 out of the 12 months of 2022 and decided that then was the proper time to send a bill of 5 times the usual amount. I have written to the city council and complained to the power administration about this apparently shoddy meter reading and have seen NOTHING that makes me think this isn't happening to other customers. I think the power department has been a complete disaster since their new billing system has been implemented and I would fire the people responsible for it and for overseeing the meter readers.

i was told right after i moved in that you were offering a solar program but have not anything since that initial drop by visit.

i wish i could receive my monthly bill and newsletter electronically via email. the city wastes too much money printing and mailing something that can be sent electronically.

I wish I knew more about what programs Loveland offers that could help me lower my water consumption.

I wish LWP had the oversight on my home gas. Xcel Energy is killing us seniors with their excessive charges. Wind and solar are not going to cut it as our only source of power.

I wish that Loveland Power would mail out their bill early enough so that it could be mailed back before the due date!

I wish the process to install solar was less of a pain, I'm over a year into the process because of all the roadblocks Loveland has in place. I have actually been told by several vendors that they will not install solar in Loveland because its too much red-tape and its not worth it for them.

I wish the rates were less

I wish the technicians who read the meter would respect MY property.

I wish the utility locator would locate the water line all the way to the house instead of stopping at the sewer access hatch

I wish water and electric was more affordable

I work for another water utility provider and notice Loveland Water utilizes Sensus IPerl water meters and was hoping to be able to access hourly water consumption to better manage our household consumption, especially during irrigation season. I realize there are infrastructure challenges to utilize AMI meter reading to its full extent, but believe accessing household consumption can place the responsibility to be better water users in the future.

I would always love to have better filtrated water. I understand Loveland does pretty well, but there are somethings that just don't need to be in the water, like fluoride. The studies show that.

I would appreciate learning more about wastewater, e.g. are flushable wipes truly flushable and environmentally friendly, i.e. dissolvable in the waste water? Also, what happens to medications, facial tissue, non-dissolvable materials, such as dirt, plastic, dental floss, etc., in waste water? I would like a list of items that should not or never be flushed. Exactly how much of our electricity is generated by renewable energy and how much by the burning of fossil fuels, hydroelectric power, geothermal and nuclear? I understand that roughly 80% of our electricity comes from burning fossil fuels. Is that correct? The California Energy Commission indicates about 30% of their energy use comes from renewables. How concerned is Loveland water and power regarding the water table in various neighborhoods? Should one have sump pumps periodically checked, and if so, by whom? I've noticed water seeping up in our gutters from time to time. Should that be checked, or is that normal for certain neighborhoods?

I would like budget billing back

I would like for the utility to be able to debit my bank account monthly to pay for all the services I use

I would like help reducing my utility usage

I would like more information concerning Colorado's water shortage issues,

I would like more information sent to me regarding energy saving tips and tricks as well as any offers for energy saving services or products.
I would like more openness on our plan to conserve water during this drought?
I would like more rebate options. I spent a significant amount on a yard that requires basically no water and apparently there are no options available
I would like the city of Loveland to: 1).Provide internet services around Centerra. 2). I would like an automatic payment system set up. Not the another service but directly thru the City of Loveland
I would like the option to have my bills sent via e mail instead of paper. I would also like information about rebates, as I just purchased a new more energy efficient furnace.
I would like the water quality tests to be performed at more than just the outlet from the plant. Random check points throughout the entire system. To ensure no pipe issues or other type concerns.
I would like them to require that we begin removing sod. We (HOA) are paying \$700 + per month for our water and our HOA refuses to be proactive - ?
I would like to make HOAs stop demanding green Kentucky grass, etc. We would love to have a front yard filled with water saving plants that encourage bees and vital insects and birds that discourage mosquitoes instead of spraying chemicals.
I would like to see a program to finance and install reliable solar panels that could save citizens lots of cost on electricity.
I would like to see a rebate on home EV charger installation to help drive adoption and also a tiered rate schedule to encourage charging overnight.
I would like to see Budget billing. It's important to help people spread costs over time. I would also like to see more rebates on artificial turf to maintain green lawns with no water use. Today it is terribly expensive to consider but should be important to conserve water and eliminate pesticides in our water sources.
I would like to see less than .05 fluoride in our water for safe consumption
I would like to see Loveland providing more electricity from renewable sources and remove the disincentives for residential solar.
I would like to see more information and plans for solar energy. I'm interested in this mostly to help our environment.
I would like to see more programs for homeowners if they reduce the amount of water they use. I have heard Loveland is in a good position with water from years to come and yet you keep increasing the cost. You will outprice your service.
I would like to see the discontinuation of fluoride being added to the water. Thank you!
I would like to talk to a real live person when I first call.
I would like to water charges in increments of 500 gallons. It's a huge jump from using 1000 to 2000. I would like to know if I'm using too much water before the billing date.
I would love to get more updates on all the areas that were just surveyed like renewable energy, water quality, etc as I have no information on that as of now and would love to.
I would prefer to have more tools for managing water and power consumption. The monthly electrical updates are good. I don't feel there is as clear a guide for water. Would prefer a way to watch or measure my water usage throughout the day. For example, my wife and I are not convinced the dishwasher uses less water than hand washing. How can we see our water usage in real time to compare the two? I would also like to see net metering for electrical usage. This would be a welcome incentive for installing residential solar or wind.
I would really like to see the return of the balanced billing program

I would suggest encouraging people to follow you on social media in your newsletter. Or even printing on top of utility bill envelopes a quick phrase like "we're on social media" and telling people how to follow you. That way they can learn all these different initiatives you're doing.
I'd like to get some rebates and or lower charges since I take pride in conserving the best I can and live alone
I'd like to have a rooftop solar installation on my primary residence but you don't offer solar PV rebates nor net metering with a power purchase rate that makes the economics work for an installation with a good payback. Please look at what FCU has done with their solar PC program and create something similar for us!
I'd like to have solar cells but understand that there is little point as rates aren't reduced enough to the resident
I'd like to see a comparison of my consumption verses other similar houses near me and metrics for what are signs of good management my resources.
I'd like to see a good online billing and payment system
I'm all for saving energy and conserving, but I do not want to do it with more expensive energy sources like windows or solar. I'd rather use nuclear.
I'm still waiting for a callback from over a year ago
I'm tired of all the 3rd grade level communication that assumes I have no idea of what is best for me. I always feel like you think I am ignorant and need to be "helped" into making better decisions.
I'm unclear on the water billing minimum (3000 gallons?) and billing in 1000 gallon increments. I consumed 1100 gallons one month and it was rounded to 3000 gallons!? This is a disincentive to conserve from my standpoint.
I've had the water tested and it came back "ok" ... but I find that highly doubtful. I don't let my child take baths and I try to shower as little as possible because it is gross.
I've missed getting bills and address after move was not changed
I'd like a high level of renewable energy. Solar options. Maybe even leasing my own panels on a Loveland Power Farm
I'd like to be able to see and monitor my water usage. I have no way of knowing if you are getting it right. Like I can see my electric meter and verify its the right amount to be billed for, I'd like to see my water usage on my meter.
I'd like to have text notifications of our power consumption, also to get notified if the billing system is down again.
I'd like to know and understand why my bill only shows water usage per 1000 gallons. My bill switches from 1000 gallons to 2000 gals every other month. It would be more helpful to know the exact usage.
I'd like to see more energy rebates for Electric vehicles and solar.
If I'm watering my grass. How can you charge me sewer for that?
I'm all for green energy. But the most sustainable energy is nuclear. It is by far the cleanest
I'm billed for excessive amounts of water we do not use. The explanation when I called was pathetic from all
I'm charged \$29.00 a month for the six months I'm not at home using "zero" gallons of water. Not fair at all.
I'm concerned about the levels of THMs in our water. It seems that it may not always be inside the limits as specified by the CFR.

I'm discouraged that there is a monthly connection fee for having grid-tied solar panels, it negates the cost benefit of having them and dissuades people from using them. It seems like panels would be a great way for the community to diversify power generation and make it more resilient to disruption. Also, the water is way too cheap -- no one thinks about limiting their use for lawns, showers, etc. Maybe a tiered system where there's a higher rate after you use 5k gallons a month?

I'm satisfied with the service I receive. I don't like getting letters telling me I use more power than my neighbors. I'm paying the bill.

I'm very happy with the service I am receiving from Loveland Water and Power.

In 2022 I had a leak in my meter pit and it was fixed in less than 8 hours. Amazingly customer service!

In my opinion our water is very high quality.

In regards to rebates, there should be a program that allows those who use energy efficient thermostats to save money

In the past 2 years the service has been exceptionally good and reliable.

Informed them about very low water pressure in mornings during lawn watering season. They came out to check it at 2:30 pm and told me it was sufficient

Initially I had a problem with what I thought to be an excessive water usage billing. Conversations with the LWP fell on deaf ears, claiming that my concerns were unfounded and the metering was newer equipment, thus couldn't be defective.

Is there any way I can get you to stop wasting paper by sending me a paper bill and go ALL electronic in order to save the paper that I never use and just throw away?

It all comes down to cost. Loveland city is out of control and has no idea about their customers and their income. You are here to serve us not us serve you. Bring the cost down. You are not a for profit company.

It is disingenuous of you to establish waste water charges using water usage during months of lawn watering ! You don't treat much of the water you are charging for water treatment !

It is good but seems more concerned about political issues than affordable energy

It is important to know when LP&W works on the water lines in Our neighborhood so you know to flush your water lines - otherwise, you get dirty ice (those filters aren't cheap!) & dirty laundry water. It doesn't really help to say "West Loveland" and no specific date.

It is incredibly expensive. It's such a challenge every month to keep up with the utility bill. I never feel like we get ahead.

It is my understanding that a lot of the water pipes in Loveland are very old. I think the Water department could improve on developing a replacement program for these old pipes.

It is nice that the power seems to be very reliable and the quality of the drinking water is very good.

It seems super expensive for water. We don't even have to water our lawn and garden because our HOA covers it and it still runs high

It seems that a residue develops within a few days in toilet bowls. That is a concern on water quality???

It seems the water pressure has decreased over the last year or so.

It should be against the law for any company to charge customers for water and electric that they do not use. When I left for a month, I still had to pay for water and electric that I did not use! That should be against the law. I will continue to fight that battle. Even now, they have a minimum usage instead of paying for what customers use. If I use less than the minimum, I should pay for less than the minimum usage.

It would be good to know about what renewable resources Loveland is using. Are there rebates we are eligible for. I try to read the newsletter with each bill but maybe I have missed offers?

It would be great if it wasn't so expensive

It would be nice if a monthly bill average was available so budgeting for the monthly bill would be easier. Excel offers this advantage. They take our previous year cost, averages it an that is new budget amount, overages are reconciled at the end of the year. Being on retirement budget a program like that would help.

It would be nice if they hooked up with solar options

It would be nice to be notified when the water quality is towards the bottom on the scale. I don't believe it has been unsafe and I'm sure that's why notifications are not sent out, but there's a difference between quality water and it's drinkable and won't get you sick.

It would be nice to receive updates when neighborhood issues happen. I love the app that trash services uses

It would be really nice if the fee to connect our solar panels was not so costly.

It's absolutely ridiculous that I have to pay for a service fee of water line, sewer, line, and electrical. When I built my house, why do I have to pay for a water tap then or when it breaks I still have to pay for it? My other issue is, in the winter months, if I use 10,000 gallons of water you charge me 10,000 gallons for sewage. I own a business and use water year-round and this water is not going down the drain.

It's been great since they replaced the underground lines in my area

It's great! Always reliable and friendly staff

It's unfair to lump all services together as the racketeering is going on in the solid waste division.

It's been fine so far - very reliable.

It's good because I have never had problems, so I don't think much about it--which is a blessing in itself.

It's gotten extremely expensive and there are a lot of additional fees on our bill each month for all kinds of random stuff. Its gotten ridiculous

It's great! The prices keep going up which is hard on our family but we understand why it does .

It's hard for me to answer all of these questions because we just moved to this home 2 1/2 weeks ago.

It's overpriced

It's satisfying to know that our water quality is about as good as can be.

It's to expensive

Its too expensive! I can barely even live anymore with the cost of everything going up!

It's very important to me that Loveland NOT compromise the quality of their service for the sake of environmental issues.

I've always received personable and professional service via phone contacts.

I've always thought it might be a nice convenience if there was an app to pay my bill and maybe be able to do other services (report power outages or other things).

I've been for the most part satisfied and happy with my services

Ive lived in for 4 years and have never had an issue and love the newsletter emailed out so that i am able to stay updated on whats going on around town

I've never needed to utilized service as far as a problem might be concerned.

I've noticed the various crews on the sewer project between 1st and 5th in west loveland over the past couple years has been poorly managed. I wfh and almost daily i see crews sitting around for hours, and sometimes most of the day. They may be waiting for material or direction but there is room to cut costs or project timelines and increase efficiency. Also the large construction vehicles that sit on our streets could have been coordinated more efficiently. They seemed to all come at once but wait days/weeks until that vehicle is needed. The streets are small and houses lack garages so space is crucial and the idle equipment not in use displays a lack of consideration to the neighborhood. I also was practically next door when the crew hit a gas line. I heard the commotion when the incident occurred and walked outside and witnessed the crew slow to react to the emergency. At the time I didn't know it was a gas line until nearly a half hour later the fire dept and excel pulled up. This example alone shows the need for better management especially when a severe incident like this causes safety concerns, project delays, and unnecessary costs and labor across govt departments.

Just doing a good job. Give credit to the people out there doing the work.

Just keep up the good work on water and power. Renewable energy is less important than a stable power grid. I don't want fluoride in my water.

Just that for the first time I paid over \$100 a month in the winter since I have owned my home! keep lights off, unplug appliances and it was just 1 person in the home-paying \$145 or more for just 1 month for all services to the home.

Just wish the costs were not bundled, makes it so much harder to pay.

Keep rates reasonable.

keep up the good work

Last summer when I had not selected to turn on my yard sprinklers for three months, I was charged for 7,000 gals. one month, 6,000 gals for the next, for the next six months. When I went to the water office. They could not help explain it to me. My water bill has never had that kind of usage. The ladies were no help. I have never had the same reading in any month.

Like paying bills on line

Live downtown and would live if power lines could be updated so that deliveries could be made to alley.

Lived here 30 yrs. Last 1 yr have had a number of power outages (seems unusual)

Looking forward to getting the new digital meters.

lose power 2-3 times per year

Lots of drain work in the area

Love ❤️ 😊 loveland

Love the lawn removal and Garden In A Box programs you support

Loveland buys / uses only the top of the line vehicles throughout their system. There seems to be no expense spared in their inventory. Guess who pays for all that?

Loveland Power needs to be much more friendly to home hybrid Solar. Right now there are Solar companies that won't work with Loveland because it makes things difficult.

Loveland Solar program for homes is very poor and is not cost effective for home owners. If priced correctly every home in Loveland could help Loveland provide alternative electricity. It makes no sense that Loveland charges homes more to put Solar panels to their roof. This needs to be much more cost effective.

Loveland Water & Power does not provide incentives to install solar panels. I can't check my water meter so have no way to monitor my water usage.

Loveland Water and Power does not offer rebates to their solar customers but all of the surrounding cities do. Loveland Water and Power charges much higher fees to their solar customers than the surrounding cities. Loveland water and power does not net meter electricity for solar customers. Bottomline, Loveland is about two decades behind the rest of Colorado in their solar residential fees and policy.

Loveland Water and Power is very reliable and has great service if needed

Loveland water and power need to support leap. Love and water and power needs to accept payment from leap. There are a lot of elderly folks and poor folks living in Loveland Colorado and Loveland does not help those folks.

Loveland Water and Power needs to reexamine their policy for private solar customers. Right now they are being penalized with high base costs for having solar.

Loveland Water and Power were excellent in coming to our house when they noticed a spike in our usage -- a leaking water main. They helped triage and identify the issue quickly.

Loveland water is the best water around. I would rather have water from my kitchen sink tap then buy bottles of water.

Lower my bill

Lower prices would be beneficial

Lower rates for fixed income seniors

Lower rates to Larimer Co. residents equal to City of Loveland residents It's only fair. We are less than a mile from Loveland city limits

Lower rates would be nice

Lower ur rates

Lower your rates

Lower your rates or allow customers to make payment arrangements. 300-400 a month for a 2 bedroom condo is RIDICULOUS

LW&P could and should increase their efforts to provide and allow renewable sourced energy including homeowner reimbursement for renewable created energy returned to the grid.

LW&P has always given great service and reliability. I have very little interaction with them with the exception of a monthly call to text my meter photo. So I guess they rate pretty high in my book.

main complaint is that with the new billing system on auto pay we sometimes end up paying for two bills in one month and then nothing on a following month. This is very disruptive to our monthly budget tracking

Main concern is lateness of receiving our bill and having limited time to pay it. It is my belief that we have a minimum of 20 days (used to be 30) from receiving our bill to pay it in a timely manner. More often than not we have less the 7 days to pay the bill.

many customers have had abnormal high water bills due to incorrect data that you have refused to investigate and just blame the customer. you have lost a great deal of the public's trust.

many of my bad ratings are because I invested in Solar Energy for my house in 2017 and I still have to pay a crazy amount for electric each month. The solar rebates are so pitiful that I regret ever getting solar! I am also frustrated that the local recycling no longer accepts old toilets and how the toilet rebate only counts if you buy a toilet at is like \$150+ dollars rather than the less expensive but still very water efficient kind that have the 2 flush feature. I do appreciate the discount efficiency shop.

Many of my friends in Loveland have had a hard time getting solar for their homes because of the hoops customers have to jump through to get our outdated electrical equipment up to code before solar is added. Additionally, a friend who ended up getting solar had a tech out for the mandatory solar walk tell her that solar was a bad investment and was she sure about her decision. This is incredibly unprofessional for a city employee to share their what seem like personal opinions about renewables to customers interested in investing in solar.

Maybe you could consider implementing a small (5%?) reduced rate for customers 70 or older and/or retired military veterans. Maybe you could consider averaging monthly bills based on prior year usage.

Meter reader could be more efficient. They glanced and go I've done things at my house to lower my water bill and they're showing I'm using the same amount not true.

Monthly electric and water readings aren't always accurate. We've had a few months in the last three years we've lived here have misreading's, typos, etc. where following months are used as catch up. We've NEVER received communication from Loveland Water and Power that there was an issue with a reading. Doing a quick look online, this isn't an isolated issue. This is happening to multiple homeowners.

More reasonable rates

More renewable energy sources.

More renewables please!

More renewables!

More restrictions of water use need to be in place, including watering schedules and more importantly, limits to total water use in residential areas. We cannot keep growing acres of Kentucky Bluegrass in a semi arid region of the country if we want to have available drinking water.

More time before service is disconnected if payments are missed

Musty-earthy smell and taste of water usually in the month of August!

my beef with customer service is that no notice or effort was given to me with regards to shutting down my electricity when a clerical error occurred on my part to pay the electric bill consistently and on time

My biggest concern is that some day the power grid will go out, hopefully measures have been taken to have a back up plan.

My biggest concern is the expense of my monthly sewer bill. 60 plus dollars a month now for just this. I should have followed more, but is the continual rate increases due to replacing old infrastructure? So many new homes built over the last few years, am I correct to assume they paying the same monthly rate?

My biggest gripe with Loveland Power is they as much as forced me into online payments because they constantly mailed out bills LATE. Bad business as far as I am concerned. Then threatened to charge me for late payments and it was your fault for mailing bills late. I will never forget that. That makes you a poorly run utility as far as I'm concerned. I have a long memory for shady practices.

My bill is too high and it seems to go up every month!!

My bills have dramatically increased in the last couple of years. Sewer and storm drainage rates are \$30 each?! My bills are reaching \$200 in the winter. Usually goes down because we're not running AC. Can't wait to see what it will be this summer.

My comparable households for part of the year are empty and not using water and minimal power. How can I now if I am efficient against an empty house?

My concern is allowing unsustainable growth that puts new or perspective customers above present customer needs, and it's a disaster waiting to happen in the future. Asking existing customers to go above and beyond to help the city make bank off of new customers is wrong! Droughts will come, and we will sacrifice while new customers come in. This is irresponsible management of resources for future generations!

My electric and water usage sometimes seems very off especially when comparing multiple months.

My electric bill in the winter is \$300 - \$400 and I'm on social security.

My HOA pays my water service, so I don't have interaction with LWP for this service. My interactions related to power and trash disposal have been excellent!! If LWP offers any savings/rebate programs related to power, I am unaware of them.

My main concern with green energy is not having enough backup power available in case the sun is not shining or the wind is not blowing.

My rates have increased by 50% so I'm paying double. I do not think it is fair that business pass on all cost of doing business to the customer.

My utility bill has almost doubled. Absolute ridiculous. And the option for budget billing is not available to help

My waste water bill is \$58.08 alone. It doesn't matter the number of people in the household or how much waste water/sewage is created. This should be linked to water usage or number of household members.

My water pressure isn't very good.

N/A

NA

no
No additional comments st this time.
No additional comments. Extremely satisfied with the service and the product.
No been pretty straightforward and easy to reach if need to contact.
No comment
no comment, we've been here at this house for almost 45 years
no issues
No issues. Thank you!
no just the issue about the water system now.
No keep up with the good work
No matter how much I conserve, my consumption is now rated as not as good as it was rated several years ago. Then it was always rated better than neighbors. I am in a single person household, have all energy star appliances, new e glass windows, extra insulation, etc. Makes no sense.

no matter what I do, my bill stays around \$225-\$250: 5-minute showers, reduce watering to just keep yard from being brown year-round. Reduce trash, recycle can sizes. Lights are only on when needed.

No sense of conserving water when I get charged a minimum of 2k gallons. I will for the environment but said that the city doesn't encourage using as little as possible.

No thank you

No thank you

No thanks

No thanks

No, but we've lived at the Autumn Purple address only 6 months as of the date of this survey.

No, I am satisfied

no, I CANNOT THINK OF ANYTHING.

No, my service has been great!

No, not really.

No, thank you.

No.

No.

No.

No.

No.

no. keep up the great work.

No.....none!!!

NONE

None
None @ this time
None at this time
None at this time
None at this time other than being from another state where customer care, orders, cancellations can be done 24/7 by going online and to start the service should be a challenge that the City of Loveland Water and Power should be able to set a goal to change in the future. If meters are always running, the logistics of start and stop of services should not wait until a weekday to start or stop.
None at this time.
None so far
None, they do a great job
None.
None.
None. This survey is too long.
Nope
Nope!
Nope, their was a water notice issued about the possibility of water coloration and the leasing manager of my building was aware of the situation.
Nope.
Not about LWP services, but about this survey. I would be quite surprised if anyone associated with the development of this survey ever read a proper text on the subject of survey research. It's amateurish at best.

Not at the moment.
Not at this time
Not at this time :)
Not at this time.
Not at this time.
not at this time.
Not credited for water we had to flush out.
Not having the meter read every month causes surprise bills that can be difficult to manage on a budget.
Not on Service but on expansion. I feel liked I've paid for the expansion of the utility infrastructure many times as the city grows. It seems like I should only have to pay for it once.
Not really
Not really
Not really
Not sure why my water was higher last mounth than the mounth be for? We was gone most of the mounth.
Not that I can think of.
Not user about electric but the water billing practices are shady AF
Nothing at this time
Nothing to share.
Obv the pricing has increased which is challenging but I do appreciate the info in the monthly bill about innovation/reducing consumption.
Offer more rebates for removal of lawns to plant native Colorado landscaping to conserve our water.
Offer more incentives for solar power.
Often my bills are extremely high with meter readings which are off the chart and not in line with my use. When I contact they have no answer . Then the next month the reading are back to normal. All of this without any explanation or change in my usage Very frustrating to have bill at 120\$ then 480\$ then down to 100
Okay
On the electric utility side provides very good service have lived at our current residence 9 years and never lost power. Water does sometimes smell and taste like it is blended.
On your website it would be nice to pay for a future date, not just the date that it is. Needs to be a little more flexible on pay date's.
One concern I have is the fracking program in Larimer County and the effect on water quality, conservation, and environmental impact. I am concerned on the impact in health, land, and the foods and animals that depend on high quality and pure safety.
Only comment I can think of is that I hope COL begins to realize the benefits of solar and is willing to rebate folks better who have chosen to place them on their homes. Current rebate rates are not good so not many people in this town don't find them to be a benefit.
Other than insane pricing, no.
Other than that I think you do an excellent job. I've Never had a power outage of any significance these 17 years I've lived in Loveland
Our drinking water is amazing!!

Our fine City is getting way too big. I grew up in this area and am now 69. The New Developments have NOT been required to pay their own way well enough. The burden the New Developments/Growth has created on our systems is truly devastating! We The People NEED our City Powers That Be, to stop working deals that hurt our community as a whole. The burden of costs to accommodate the new developments/growth must be factored into the Approval of such new developments/growth. Calculate the costs involved with the new developments/growth and add 55 to 60%, if not more, for a New Development/Growth Fund that will cover foreseeable costs out 15 to 20 years.

our service has been very reliable over the years

Our water is paid by our HOA so I wonder if there is communication that goes to them that we don't see?

Our water taste very chlorinated and sometimes smells fishy.

Our yard light has been out for months and I have requested help several times. Pulse installed their services last year and since then our yard light has had issues with popping the fuse over and over. We do believe Pulse might have nicked the line to the light when they ran their cable to the house. No one wants to take responsibility for the issue, I have asked for this to be fixed over and over, still no help to get the issue fixed.

Overall I'm actually pretty happy with Loveland Water and Power. It doesn't take me long to find a lot more major issues with other power companies, but I do think the permitting process for the local renewables generation could use some tweaking. Having gone through the permit process myself just last year, it took me a while to find a contractor willing to install in Loveland, many citing it to being more cumbersome than the Excel and surrounding utilities processes. The same was actually repeated by the inspector that came out to inspect the installation. The number of inspections required was thought to be excessive when compared to other electrical inspection processes of similar complexity. Simplifying the number of on-site inspections required when installing solar would probably go a long way to increasing the number of households locally generating solar energy.

Overall most pleased.

Overall, I have been very pleased with LWP. However, there was an event in recent history where something happened and chemical levels were out of tolerance. LWP did notify customers, but the notice was several months after the incident occurred, well beyond the time people would have been exposed. The delay in notice was quite disappointing.

Overall, I'm very happy with LW&P. I can't figure out why my electricity and water usage are so high.

Overall, very pleased.

paperless statements would be good

Perhaps there should be rate reductions for the elderly and lower income families.

Personally, we think our water is excellent and we've never had issues with power, thank you.

phone customer service has been outstanding

Phone service is great. Online portals could use some improvement as to being very simple to use. I always check out as a guest because I have trouble getting logged in with ease.

Please eliminate the pretense that all power will be 100% renewable. It is not possible. The pretense keeps you from accurately analyzing how a mix of power, including oil and gas, will always be needed.

Please help!

Please keep cost in mind, especially in today's economy. Please do not do another increase this year. Families are already struggling.

Please keep increasing renewable energy production. Water occasionally has funny smell during warm weather months.
Please provide customers with more payment plan options
Please read my previous comments.
Please stop adding fluoride! It's not necessary and the science shows it doesn't help cavities!
Please switch to paperless billing! I much prefer to receive my bill in an email vs. a letter. Also, it would be great if you provided more shredding events. We moved from Longmont, where they had them monthly and it was great.
Power had been great. I live in an apartment and can only speak to water provided at the faucets, but I attribute the smells to the quality of the water being delivered. The water also has an extremely high air content, where you can leave a bottle overnight and there's millions of tiny bubbles in it.
Almost looks like soap water at the top of whatever you fill
Power is excellent. A complete water quality analysis on a monthly basis would be appreciated. Just meeting standards is not a report.
Power is extremely reliable.
Power is fantastic! Excellent up time, stable power, few surges.
Power is too expensive. Communicate how the solar at McHaffey is being utilized.
Power is very reliable. Water is very high quality. I don't need anything else from a utility.
Power service has been excellent, water service is almost 3rd world.
Price gouging is awful
Price increases to folks on limited and fixed incomes is problematic
Price seems to just keep going up
Prices are absurdly high with no explanation
Prices are out of control.
Prices are outrageous and eroding quality of life. I can only work so many jobs as a single mom.
Prices are too high for seniors
Prices are way too high!!
Prices have gone up significantly. How can we reduce this?
Prices have more than doubled
Pricing is too high
Probably the MOST reliable power service I've ever had.
Prompt in answering calls to identify water access location.
Quality but expensive
Que reparen mi medidor de agua. Sería bueno para nosotros como familia
Quit making it hard to have a residential solar system
Quit wasting water in stupid lawns. Make the water safe and clean to drink without fracking chemicals and toxic runoff from lawn chemicals people should not use. Make sure there are no chemicals in our water when we pay an extraordinary amount
Raising costs by 40% when people are already struggling!
Rate hikes seem excessive
Rates are pretty high.
Rates are too high, especially electric!!
Rates have skyrocketed. Seems a tad much.
Rates increased this last winter, and we tried to conserve and use less energy. Very frustrating for retired people.
Rates seem to keep going up hard to keep up with a fixed income.
Rates too high

Rates too high

Really like your on line billing.

Recommend daily electric usage reports online and through the app. Our previous provider offered that capability.....was very helpful in identifying opportunities for energy savings.

Regarding my electric bill, I have been over charged 3 times in the past 12 months. I called to have it rechecked and I was overcharged between \$87.00 and \$100.00 for those 3 times. That is unacceptable. I am a senior citizen and am on a fixed budget.

Regarding power, we have lived here 8 years and never had a power outage.

Reliable

Remove fluoride and other harmful chemicals from our water supply.

Renewables are OK but not trustworthy. It's CRAZY to think we can rely on only renewables. This makes me angry. Our rates are skyrocketing because of this bull.

Ridiculous increase in prices and the household has been reducing use

Rust colored water at basement bath tap occurs sometimes but never smelly and it is not consistent.

Seem like I don't get my bill until a few days before it's due.

Seems like the sewer charge is quite high

Service and customers over profits or green initiatives, maintain this and you will have more customers for longer.

Service at my townhome is very good, even though we seem to have low water pressure at times. However, I do not know the cause of this.

Service has been excellent

Service is efficient affordable and necessary.

Service is good, kudos. The utility bills fluctuate a lot, so some concern there. I am trying to be more efficient and the irregular utility bill does not help with that. I do like the rebate program. I got one energy-efficient one, which was good where they replaced all lights with LED in my house, free of cost. That is an amazing program, and I would like to see more of such programs to help customers be more efficient.

Service is ok, but the power goes out way too often. I hate coming home from work and all my devices have wrote settings or times because the power went out during the day. I also think the price changes are not realistic

Service is timely and helpful. Important!

Service is very good. The monthly energy reports are meaningless for us We have xeriscaping and 2 EV's. So usage reports presently do not reflect our efforts to conserve.

Service quality has generally been high. We do have flickering of our power ever once in a while. We live downtown.

services are great. pricing gettting a bit to much wont be keeping yard green

Services are way too expensive and hardly affordable.

Services in Loveland are better than other places I have lived.

Setting up solar was challenging and not very transparent. The connection fee also seems extremely high.

Shutting down the nations 2nd cleanest coal power plant AHEAD of schedule (heck, at All!!) is arrogant and ignorant..... I don't need to lose half my \$ to my power bill because the "sky is falling" when it isn't!! I'm about to move because of Fort Collins GREEN push without thought!!!

Since the pandemic, I am working from home. I don't appreciate being charged the higher rate for the same usage of utilities during the summer.

Since we moved into our home in October 2021, we have not had any issues with our service

Slight Moss smell and tastes at times mainly in the fall

Solar power rebates are too low.

Some of the worst customer service we have ever experienced, and it was over a long period of time. We were hung up on, harassed, and accused of things we did not do. LWP figured out the issue and that it was in fact not our fault, but this was only after all of the harassment and power being shut off without notice during a work from home day. They are slow in their communication and when they do communicate they are egotistical and snarky.

Somehow all the gas and energy companies are making record profits while everyone is experiencing higher utility bills. It doesn't feel like the city is doing anything to keep costs down.

Sometimes pipes start hammering when toilet is flushed or faucets and sprinklers are running. I don't know if it's because of water pressure or not.

Sometimes the water has a mossy smell. Usually late summer. However not saying anything is wrong with it.

Sometimes water smells like chlorine.

Sorry to say I have no idea about the operations of the Loveland Power and water employees, CEO or service people.

Speaking on energy consumption, I've never had any entity offer services to evaluate my energy consumption.

Still do not understand how 2 people can use so much water and sewage each month - according to your data/meter reading....

Still in the first 10 months of Loveland residency

Stop being WOKE. Stop Windmills and Solar panels.

Stop changing the website for making the payments, or at least keep the browser link to the login page the same (irritating). Why does my bill contain an almost blank piece of paper (wasteful).

Stop jumping ahead 20 years, trying to attract more affluent people into this area, to the detriment of the many not-so-affluent people who have lived here for a long time. You're killing us poor people with all your new projects! Stop! Loveland has already made some terrible mistakes in getting way ahead of itself with special projects that haven't panned out (e.g., huge parking garage downtown, artist-oriented apartments that still sit mostly empty, PULSE which is far too expensive for the poor, the elderly on SSDI, single parents, etc.). You are not helping your poorer residents, you are harming us. Stop pretending that you are helping us. If you want to help us, lower your rates! You are the most expensive utility company I've ever had!

Stop overcharging me for bulk water instead of what I use.

Stop putting fluoride in the water.

stop using fluoride, it's poison! water tastes like cholorine

Stop wasting time sending the comparisons of my household to others. It is not relevant OR comparable, save the money on printing, paper and mailing!!!

Stormwater removal needs to be improved throughout the city

Tasty water

Thank you for all you do!

Thank you for improving the auto payment system.

Thank you for notifying me before you come to read the meter so I can keep my dog inside. I really appreciate it!

Thank you for providing safe, efficient, and wonderful services for me and my family !!!!!!

Thank you for the good service you provide.

Thank you for your service.

Thank you!

Thank you.
Thanks for all you do!
Thanks!
Thanks!
The amount of price increase due to "inflation" is absolutely absurd
The bill I get from the City is for electricity and garbage pickup. The water and sewer services the City provides to me gets billed to our mobile home management company which overcharges everyone, cannot explain how it calculates the bill, and changes the rates monthly. We have no way of knowing what our actual charges are. This has been a problem since Legacy Communities bought the Brymar Mobile Home Community.
The bill seems very sporadic and increases drastically without any notice. This is hard to manage financially. Then when you call to see what's happening with the bill no answers are provided.
The billing and consumption rates are ridiculously inaccurate and customer including myself are being overcharged
The billing department has had issues for sometime now and they are not yet corrected. The people in charge do not live in Loveland and therefore do not fully appreciate the problems they consistently create. Backflow inspections are a joke..
The citizenry has entrusted "you" with one of our most valuable and necessary resources. We should have more than enough water to provide it cheaply. When you build up a surplus of revenue collected, you seem to find ways to encumber the surplus and raise rates. criminal
The City of Loveland likes to send surveys to the community. However, I'm not sure you glean the information you're looking for. In other surveys, NOTHING has changed in regards to comments by the community, so I anticipate that comments here won't do anything either. Make sure you use the data, and use it well.
The city should be giving incentives for residents to use solar.
The city should re-evaluate its rate structure for homes that sell back power. The current sell vs buy rate structure doesn't make sense economically. This will deter many people, who look into the details, from investing in residential solar power.
The City Water and Power services are very reliable and reasonable. I appreciate their services ! Thanks !
The cost is too high!!! We have lived in several communities and the City services in Loveland are the most expensive. In particular, we travel in the winter and use very little of the services. Yet the base rates are still high.
The cost of utilities has gone up quite a bit in the last couple years—we use water and electricity very conservatively and still are paying quite a lot.
The costs are more than we can comfortably afford
The drinking water has not tasted right since after the flood.
The drinking water is fine, but not great, which is true for CO in general. I used to live in Longmont, CO, and my bill is almost double what it used to be and I now live in an energy efficient home compared to a home that was built in the 70's. I also installed solar panels on my home here in Loveland and you charge me to use my own panels. If I had the option to switch providers, I would.
The employees are friendly and easy to work with.
The extreme focus on renewable energy is misplaced without PRIMARILY considering the GREENEST renewable energy source--nuclear. Fort St. Vrain should have never been shutdown. Small, modular nuclear reactors NEED to be seriously considered and quickly installed.
The few times I've called (maybe 3), customer service was fantastic

The first time that I called, the lady told me that brown water is normal. I should run my hose. This was not normal though. I would have brown water everyday. The second time I called I insisted that someone be sent out (I had to get insistent with the lady). They did come out and the guy was great. I showed him a glass of water from my tap. Really nasty. He replaced my meter and I have not had a problem since.

The high rates needs to be addressed immediately.

The hike in the charges for the utilities was more than I believe it should be. I am paying the same rates for winter that I was paying last summer. My bills doubled but my usage did not increase. That is not a good thing.

The home energy reports that are sent out stating that we are using more energy and water than all our neighbors seems inaccurate. While comparing to friends and neighbors, their letter says basically the same thing. We feel this is a waste of resources to generate this letter. No matter what we do to change our energy use, the outcome of the report you send is always the same even before and after COVID which makes no sense since now my husband works from home!

The increase charges are ridiculous.

The most important thing to me is having reliable utility services. I don't believe that "renewable" energy sources can provide a reliable utility service.

The only problem I have had the last 15 years is meter reading. My meter is the original that was put in 1960s. It gets misread a couple times each year. Wondering if maybe it needs to be updated. ?

The overall bill for water/power/sewer is much higher than Longmont. Implement solar as much as possible. I see no effect of your company on the community.

The people on your team that work on the power poles are really outstanding.

The postcard meter reading program has been perfect for me for years.

The postcard/meter reader/self reporting for my meter has never been figured out. I ran out of postcards and now someone comes around twice a year to read my meter.

The power box in my front yard is in need of attention. Paint is peeling badly.

The power department appears to have an anti-residential solar posture. I checked with several companies who stated that Loveland is not very 'solar friendly' from a cost and permitting perspective. I think Loveland Power should be encouraging residents to contribute power to the grid via solar, not discouraging.

The price for everything is getting out of control.

The price has gone up incredibly in the last few years and needs to be reviewed.

The price hike on electricity is really taking a toll on a lot of people

The price hikes are not fair. We get inflation but don't follow the trend to take more while Providing the same current utility.

The progressive increase in cost to the consumer is of concern in light of current economic conditions. My rates increased despite the fact that my consumption did not, or actually decreased.

The rate increases are hard to manage. Sometimes I feel water consumption use is based on an estimated use rather than actual use. The base fee for use of water, power & is outrageous!!!

The rates are extremely high

The rates are out of control. I expect the City to manage tax payer more efficiently.

The rates are so high for someone like myself who is sole supporting. It would be nice if the county could work with a company that has "good, clean" Tech's that would clean out the vent system annually to receive in better air quality from a heating A/C system.

The rates are too high

The rates are very high

The rates are way too high and I'm struggling every month just to pay the bill, despite all of my efforts to conserve.

The rates are way too high for having a solar plant.

The rates can be absolutely outrageous

The rates for water and electricity have soared to an outrageous level over the past couple of years. For those of us who are retired and in fixed income this has been a real hardship. It seems that a good part of the increased cost has been to provide services for our rapidly growing population. That growth seems to be a major goal for city government, however it is longtime residents who are being forced to pay for achieving this goal. That is not right nor fair.

The rates keep getting higher and higher

The rates seem high.

The rates should be affordable and water should be clean and clear

The rebates that are currently featured say they aren't available for my area and I live in the middle of Loveland and I am a City of Loveland customer. I don't understand why none of the rebates are available.

The renewable energy programs need Improvement. Both the buyback of solar power, and the comparative cost to specifically purchasing renewable energy bulk source, VS standard coal/fossil fuel energy is not great and does not encourage people to move off standard energy to clean, renewable sources.

The reps are very nice when I go to the building to pay my bill.

The requirements for water purity and safety are not good enough. Fluoride should not be in the water as well as many of the other allowed toxins.

The service has preformed as expected, with only two power outages in the past 12 months which were quickly taken care of in under 3 hours each time.

The service I receive is good. However I would like get solar panels to help the environment and lower my electric cost. Yet the city buys back electric power from home solar generation at a much lower price than they charge to customers. This is not fair. Thus I have not installed home solar panels. The non-equal treatment robs home owners of money and does not help the environment as much as it could. We ALL need to stop global warming.

The service is good the prices are to much

The service is good, but the costs have gotten out of control and seem to go up frequently.

The service's I received from Loveland water and power have been available 100% of the time and of the high quality I expect for the price I pay; they are very much appreciated, thank you.

The survey is much too long.

The time frame for notifications of service shut off and the actual shut off is way too short. You get the letter the day before the shut off and there's nothing you can do

The traditional services have been great. However, the communication and rollout of Pulse, which I believe falls under this umbrella, have been extremely poor. I have asked the same question over various social media platforms and have yet to receive a response.

The utility stated they would be able to provide "budget" billing, I.e. one rate for eleven months with a yearly makeup adjustment, with the new billing software. STILL WAITING!

The water bill is so expensive. I know it won't change anything but you asked.

The water dept needs to engage with the City govt to change building requirements to reduce/eliminate sod yards and move to more water efficient ground covers. There needs to be leadership to conserve water and not just look for more supply and charge more \$\$\$.

the water doesn't seem to taste the same as in prior years

The water from my tap requires me to further filter it; tastes bad if I don't.
The water is amazing
The water is awful
The water is delicious! Thank you!
The water is overpriced, the push to go solar isn't enough. We want to but it is too pricy with private companies. I tried to get a rebate for my toilet being environmentally friendly and they said it was .1 too much water per flush to get the rebate, that's a pretty shitty circumstance to require from residents getting brand new toilets they can't afford the fancy ones.
The water just is not as good as it used to be
The water quality always has too much of certain things that shouldn't have that much. We get sorry letters often. Scary!
The water tastes awful. Concerned about our dependence on expensive solar and wind energy to provide electricity while there is increase demand for electricity and the availability of natural gas in Colorado.
The water tastes better than other cities I have used. Very good.
The water treatment center near 1st street is a real deterrent for homebuyers. The inability to properly manage smell, coupled by the large cattle feed lot just east towards I-25, makes the East-Loveland area very undesirable for potential homebuyers. We are moving away from the area for this very reason.
The web page is hard to use. I want to move my water meter to the outside of my fence. I have not figured out where to do this request on the website.
The winter months my bill is manageable, however in the summer months they are not so manageable, some of the bills I received were outrageous last year. I'm not sure why it's like that but it's pretty unfair when your bills go from 50\$ to 200\$ a month because the season changed.
There are moments that the water has a brownish hue to it. We don't drink it.
There are multiple solar installers who refuse to install in Loveland because it is so difficult to complete the process here. This is totally unacceptable. Knowing solar is better for the environment and alleviates strain on the grid, LWP needs to take an active role in smoothing this out and should even advocate for customers to install solar.
There are no comments
There don't seem to be any restrictions in place to conserve water on HOA mandated lawns.
There have been electrical lines dangling from a rusty power bucket into my yard for at least 3.5 years. It is only a matter of time before it starts a fire that burns down the city of Loveland. I've begged the city to fix it, but so far all they have done ignore me and the problem.
There have been times where I was only given an estimate on my bill because the reader couldn't get around a bush or snow on the property. No fault of mine because I live in a condo and rely on HOA to take care of that.
There is a disconnect between promoting water conservation and the lack of resources in Current Planning Department with barriers to make changes to master development plans to put in xeriscapes.
There is a red ring that builds up after a time from the water. Is this something that innovation could help ease somehow?
There seems to be a real compromise of quality in the water taste and often I read about brown water in taps on local pages
these high bills are hard to pay for seniors on Social Security income.
They always assist when I have questions
They are very helpful

they did a great job quickly coming out and responding and repairing the problem
They don't provide gas. I like the fact that garbage service is included in the billing.
They have been great for the past 4 years we've lived in Loveland. I have called a few times and have gotten the occasional "grumpy" employee, but I know everyone has their days.
They have been very good all around. Keep up the great work!
They have been very helpful and kind when I had to call them.
They provide excellant services.
They were very fast at restoring power to me and my neighbor after an outage last winter.
They're very responsive to communications.
Think it would be great if they encouraged homeowners and multiple unit housing owners to use solar power.
Think they are doing well overall but the water lines seem to be deteriorating this department has always been responsive to my needs and communicates well
This is a public utility. You should not charge customers late fees or disconnect notice fees when you are not providing a service for said fee, as it goes against the spirit of public ownership for public benefit
this survey asked some odd questions
This survey is evidence LP&W is wanting to improve service. BRAVO!!
Too expensive in peak times
Too expensive.
Total trash company and service
Use of water---cost included in my HOA dues. Tried to answer to best of my knowledge. Thank you!
Utility rates are out of control. Between my city bill and Excel I paid more per month and energy bills and I did it my mortgage.
Very disappointed at your lack of cooperation with customers trying to go solar. After looking into it there are many solar companies that don't work with city of Loveland because you make it so difficult.
Very expensive
Very expensive
Very expensive!!!
Very expensive. No choice on garbage company. Don't need to pay for yard waste dumpster year around!
Very good service
Very good service. Is always on and always available and when there are anticipated disruptions there are flyers or mail advising such.
Very happy with services.
Very inequitable billing! I pride myself on conserving water & therefore, wastewater. However, as a one person household, I pay as much as a family pays for wastewater. Why not use household water useage to calculate wastewater billing?
Very much appreciate the nice workers on the streets and in the neighborhoods! They deserve some sort of award.
Very pleased overall !
Very pleased with the services of Loveland Water and Power
Very professional and courteous service.
very satisfied
very satisfied with all provisions

Very satisfied with service from Loveland Water and Power, 25 years in Loveland.

Waaaaaaaay too expensive!

Was impressed that I called in a burned out street light and they fixed it the following day. Thank you!

Waste water meter seems to be faulty. It's on par with the water consumption but seems to not be accurate as a lot of things like watering don't go through the wastewater lines

Waste water/sewer cost is excessive during summer months. Billing doesn't take into account water use for flora, ie; grass and shrubs/trees.

Wastewater bills are too expensive. Wish it could be prorated for the 5 months when we are away for the winter.

Wastewater fees should be based on winter months only. We shouldn't need charged for wastewater for irrigation usage. Other Utilities base wastewater fees on winter usage only.

Water and the conservation thereof is becoming more important every day. It is impossible for a homeowner to control irrigation usage when they live in an HOA. Communication and partnering with the HOAs to reduce water usage would seem to be more effective than sending me a report telling me I am using a lot of water.

Water bill seems arbitrary, when times of less water usage bill seems higher or often way higher.

water fees are excessive

Water in summer sometimes tastes funky. Like an algae bloom

Water is great! Prices have increased recently. I'm unaware of clean energy initiatives put forth by the city specifically!

Water is way too expensive, especially in the summer months!

Water isn't that costly, it is the sewer, wastewater and all the extra's you add onto the bill.

Water pressure could be higher

Water pressure is low most of the time.

Water pressure is terrible!

Water pressure is too low. Rates are too high.

Water pressure tests low

Water price is too high.

Water quality is above average for places I visit in U.S. Electric rate are also very good relative to those places. Let's take advantage of our sunshine with as much solar as feasible.

We appreciate that we rarely lose power at our location. Only once in 5+ years that I can remember and that was for less than an hour.

We are new to the area and have had great experience so far. We are still learning how things operate in town but it is an improvement from where we relocated from.

We are satisfied/happy with the services we are provided. Thank you!

We are set up to pay online. It is a great waste to receive a multi page invoice each month along with an envelope that all goes in the trash.

We are very concerned about excessive water usage for the purposes of watering green ways in developments, next to sidewalks - WE ARE IN THE MIDST OF A WATER CRISIS AND WE DO NOT NEED TO BE WATERING THE SIDEWALKS ((FALUTY SPRINKLERS) AND ADJACENT GRASSY AREAS. IN TIMES OF DROUGHT, WE SHOULD BE MORE CONCERNED ABOUT CONSERVATION THAN HAVING GREEN LAWNS!!!

We aren't offered alternative energy resources: RE: Solar Power

We don't drink tap water due to fluoride, chlorine, etc.

We filter all water for drinking and cooking to remove fluoride, because of its effect on the thyroid. There are other ways to get fluoride for tooth protection than ingesting it rather than medicating the entire population through our water system.

We had a prompt response when there was an issue with our city water valve, and also when we had a problem with the electric eye on our yard light.

We have black specks in our water. I'm going to need to have it inspected before I complain.

We have called about color of water before? We filter, double filter drinking water!!!!

We have had different services in this area and I think that Loveland is the best!!

We have had issues with incorrect electric meter readings over the past few months which have resulted in substantial overcharges. Although these are corrected at the next meter reading, we have had to pay the overcharge during the billing period which impacts our monthly budget.

We have had no problems

We have NEVER experienced a power outage since moving to Loveland from Madison, WI in 2016. WTG!

We have never had a power failure in the last few years. Water taste great although we use a water filter too. Both water and power is a little pricey.

We have never had any issues in the 20 years I've lived here I feel like, just this water concern now.

We have owned this house for over 20 years, and during that time we have always received timely and considerate assistance in any issues.

We have received excellent service from the city utilities dept. A low-hanging electrical power line was addressed quickly by the dept. - so it is clear that safety is a priority!

We installed turf and xeriscaped our front yard last year. Are there any rebates or discounts?

We just moved here about nine months ago and have been in an apartment waiting on a house to be built. We are now in the house and the water at both places has been excellent. Also, that is why I answered many questions with "don't know" because we've not lived here long enough to know yet.

We know others have experienced water quality issues but we have a whole house water filter that keeps our water good quality so the answer to have we have water issues had to be "no" but if I had no filter, it would have been "yes"

We live in old town West city had to shut down water for a day last week to make repairs on water lines. We were advised in advance, and when service came back on after one work day the brown color washed through lines pretty quickly.

We need electric and water to be affordable

We need paperless billing

We need water pressure on Glade Rd

We only drink RO filtered water so I don't know how safe our tap water is to drink. I've never understood our water consumption - it rarely makes sense on the bill but I've never been able to get answers from calling in about it.

We own a rental in Greeley and are much happier with the service we receive in Loveland!

We pay in person and the people are very helpful and kind

We received a reward for installing an efficient furnace and av. What few interactions we've had with Loveland utility people have been excellent.

We rent and have no choice but to water the 20+ years old lawn and it takes a lot of water. We also have to use window AC units because our home doesn't have central air or a swamp cooler. Is there a way Loveland utility could reach out to the homeowner about energy efficiency upgrades? Not sure how to go about doing it, but we, as renters, don't have many choices when it comes to the efficiency of water and power if the home.

We the tenants pay for the electricity. Our landlords pay for the water. The water is great. It's cold and tastes good!

We would like to see the rates stay steady. Steady increases, not huge jump in price.

We would love to see auto read meters that can be read without having to go on someone's property to read a meter.

We've had a few disruptions in power without notice this last year but it was usually fixed within an hour or two. We are on 1st street and have had some wastewater draining issues since the work was done on the street, but seems to be okay now.

Well, I know first hand that you don't work very well with customers that are behind on their bill. Because everything is more expensive, it is so difficult for some people to keep up.

We've been customers for about 3 years and my father was in this house the previous 5 years. We've never had service interruptions that I can remember, so that's really good!

What percentage of energy does your company get from wind, hydro, geothermal, renewable, gas, nuclear and fossil fuels?

When are you going to offer budget billing again????? You dropped the program when you transitioned to a new computer system, and still haven't brought it back.

When called for an electrical outage after hours, someone answers but is NOT here in Loveland?! NOT good customer service because they cannot give you ETAs or updates.

When I inquire about getting solar energy from companies I visit at home and garden shows, as soon as I mention I live in Loveland, they frown and say this is the ONE city in Colorado that will NOT let them come in. When questioning them as to why, their response is that there is a city monopoly here requiring local people to use only their solar facility and pay all fees to Loveland. THIS TOTALLY DESTROYS THE CONCEPT OF FREE ENTERPRISE! Is Loveland afraid of the competition????

When I set up my service, it was straightforward and easy to manage. Bills are more expensive than I was accustomed to, and I'm curious how exact the measurements are each month. I don't know where to go to find this information

When our goes back to responsible energy policies, I hope consumer prices on energy drop back to where they were.

When the billing system switched a couple years ago rates were surreptitiously raised as well and have never gone back down. It feels like the cost of building infrastructure to support people moving in is being passed to those of us who have lived here a long time, which feels unfair and disloyal.

When the new system was implemented. I believe most people were getting overcharged. I seen such an increase in my water bill. It was horrible. I called numerous times to figure out why there was such a huge increase in. My bill never really got resolution but it seemed to have even doubt. Later on.

When the service is shut off the reconnect fee plus late charges being added to an already struggling bill is almost the same as the monthly bill itself. I recently had mine shut off had to pay \$50 extra to turn back on but then showed on the next month bill. When I asked about this I was told I was credited 50 to the existing bill and the turn on fee was still owed. Now being I have no idea what the bill might be at that time the credit being applied seems like a questionable way to use the turn on fee that's been paid. If it's a fee to turn on it should be applied to that very service. I felt like I paid it twice. There's no way to prove that fee went to the bill on my end so for all I know the remaining balance was never really credited 50 for a fee stated to turn on and then I had to pay another 50 plus the late charges. If I could of paid the bill in the first place I would have so in the end felt like I paid 130(turn on fee 50x2 and the monthly late fee 15x2) more because I couldn't already afford the 180 bill I owed.

When trying to pay the bill on line, I found it to be difficult. Too many steps. Should not need an account number to do so. Compare your process to that of the MyVerizon application and you will see what I mean. This particular issue creates a hostile, negative, unfriendly environment for the consumer who is merely trying to pay the bill.

When we bought our house 25 years ago pressure was good, now it's 1/2 of what it was

When will budget billing be available?

When will we be getting WIFI access?

Why is the water not drinkable and kills house plants?

Why is water and electric so expensive?

Why isn't there more incentive for Solar Panels on residential homes and why aren't some of the open space to the West of Loveland not being used for solar farms?

why not offer solar rebates?

why the big bill you mail me every month with a blank sheet of paper. Move to online like every other company. Also stop sending a newsletter that has useless information about events that already happened. send it online. waste of postage and paper!!!!

Wish it was cheaper!

Wish there was more communication when the. Entire COVID delayed payments switched I had gotten lazy and unfortunately my service was shut down briefly since I had gotten mail (mail key lost) no notice on door to warn me.

Wish there was more rebates for solar, and energy efficiency

With everything increasing in price, it's getting harder and hard to save. You can only unplug so much or use less water. It's just very difficult. And there are no programs to help unless you are under the poverty line. I make a decent living but being a single person I can't get any help because I make more than the thresholds.

With today's technology, you need to find a way not to charge wastewater fees on irrigation water.

Wondering why the provider can't come out and ask the people what's up with city utilities and services, why are we utilizing the money generated through our customers to run an outside survey. Why not just try to do us better on the quality and services provided.

would appreciate tools like Fort Collins offers that allow you to compare power and water usage to similar households

would have been good for the water company to make me aware of OVER water consumption at my residence.

Would have been nice to get the tax credit for my electric car- REA gives one, Fort Collins gives one- Loveland- NOPE

Would like more direct support from City on improving residential water and electricity usage

Would like to be able to have solar power excess delivered back to the grid and be paid for it.

Would like to get the bill sooner before the due date.
would like to know about services for elderly.
Would like to know when meter people will be out and walking through the yards so I can keep dog inside for them.
Would like to know when the last time the water meters were calibrated. Any time we have asked the company can't answer. Feel at times the water consumption is high as well as the waste water being high. Feel this needs to be addressed.
Would like to know why one month we pay over \$400 and next month pay less than \$200 when nothing has changed!!!!
Would like to see a focus on renewable energy and helping to keep rates lower.
Would like to see bill not so expensive.
Would like to see more innovative approaches to net metering for those who want to explore rooftop solar.
would like to see off-peak billing
Would like to see the City provide more Free Shred days and let it be known by other means beside the web site.
Would love for the city to follow the examples of other nearby cities and provide good programs that support the installation of solar panels to residences
Would love to see Pulse internet available in my area sooner :)
X
xxx
Yes, I live in an older area where we have these little yard lights that are worthless. I think they waste more power than give us light.
Yes. Stop focusing on some issues and the environment. And lower our bills
Yes. The City of Loveland should operate similar to Xcel Energy. The City of Loveland doesn't show that they care at all that other people are struggling, regardless of the situation, whether it's a single parent home or not they will be quick to disconnect someone's service right away. Now unlike Xcel Energy, they will work with people, and will even consider taking a formal doctor's note if there's a health issue with one of the family members in the home, and will give them grace and more time before than the usual before proceeding a shut-off notice. The rules and regulations really just need to change overall. This world is hard enough, give people more time and grace, and or even lower your rates if possible.
Yes. The water tastes very strange. Has a smell to it.
Yet to see a reduction in power bill even though I have solar panels
You all make me thankful every day that I don't have to deal with a commercial utility provider. Please continue to serve the Loveland community and keep leaning forward to deliver quality products and service.
You are doing a great job.
You are not customer focused. You are trying to preserve your way of business. If you cared about customers or the community at large, Loveland would pay for the energy customers put into the grid through solar panels.
you are the best Loveland department. Keep up the great work
You are unaffordable and make it highly difficult to pay in full and in good standing. If someone can't pay their bill in full there's a 15\$ late payment per month. That is a lot of money for someone who already is struggling and can't afford to pay their bill.
You guys are doing great.

You helped decide to make our electricity less affordable by shutting down a coal fired power plant. You do nothing to get the city to be more water efficient since we have many medians with vegetation that could be zeroscaped

You need to get rid of the paper billing! Bill online by email notice.

You never talk about water and algae in Loveland

You responded extremely quickly when I had a power outage. My power was restored in just a few hours. Thank you!

You should not, there should not be a cut off date for rebates. I moved into our house july 2022, never heard from your power company regarding rebates. we happen to read about it in January 2023 and you had a cut off date for which they needed to be purchased. I have new air purifiers, new appliances, new roof, and other things bought in 2022 but they did not qualify because they fell out of your dates??????!!!! ridiculous.

Your billing practices are illegal and the federal government should investigate you

your billing since the pandemic and the relief that was offered has turned into a nightmare and so much confusion over billing still to this day I don't believe that you charged correctly

Your computer system for billing needs to upgrade to allow for banks to deposit payments directly to your system

Your customer service is absolutely wonderful.

YOUR RATES ARE TO HIGH !!!!!!!!!!!!!!! POOR CUSTOMER SERVICE !!!!!!!!!!!!!!!

Your rebates are always after I replace my appliances.

Your service is great one of the best to live and work with cause I do construction and you are the easiest to work with on all three so it's great personal and business wise for me.

Your service is so expensive and you have a monopoly in my area. I have no choice but to use your service.

Your upkeep of power lines from the pole to the house is an F-.

Open-ends: What suggestions do you have for ways that Loveland Water and Power can help address these issues in the community?

You seriously need to clean up this drinking water problem! Enough is enough! Coal fired plants that Loveland uses for most of their electricity, are NOT green or clean energy. Stop saying it's clean energy, when you know it's not! Anyone can go up north and look at some of these coal fired plants and obviously see the massive amount of pollution in the air from the burning coal.

(don't know)

*Consult with cutting-edge experts *Offer practical workshops for staff and community

1) non-mandatory watering restrictions during summer months 2) incentives for xeriscaping, particularly in new developments 3) ban fire pits

A dedicated website pertaining to wildfires threatening Loveland and neighboring communities lighting.

no need for keep these areas perfect with grass that is overwatered and cut short every week. Help HOAs convert some of this to zero scape. Offer some rebates or incentives to convert to fake grass for residents.

A lot of these issues, the more the you do the more our prices go up. My suggestion is more Laissez Faire and respond accordingly as needed

A strong (if not already) investment into renewable energy!

Acquire more water. e.g. Glade Reservoir.

Act and provide conservative and practical solutions, not hysterical bandaids. Climate change is a fear based hysterical concept. We should conserve within reason and take care of the environment without becoming extreme and senseless.

Actually, do the work. Just don't say you care about the issue.

toilet and none were eligible for rebates. These incentives would help us update the remaining appliances

Additional reservoirs for storage.

Address why the electricity but is so high power.

Advocate to Stop the draining of Lake Loveland every year

Affordable power/water and clean and clear drinking water

upgrading electrical infrastructure that can support solar energy on residential homes, and not waiting until customers are far into the process and then creating hoops to jump through to help address climate change.

Alerts to water usage increase to identify leaks quickly.

All new home construction should have very little grass. I am in the process of taking out some more of my grass and I wished Loveland would provide me with some sort of cash incentive to do it.

All of us need to be educated on the future climate changing environment (especially the City Council). Second item is conserving water and changing our 30 year water plan to reflect that climate change caused droughts will last more than one year. Some of our environmental thinking is still in the 1950's. Gas Powered Leaf Blowers- One of the worst thinks invented by humans.

All you can do is update the utilities around town, the problem in my opinion is the amount of new subdivisions going up all over, especially with the water. Surely at some point we will have exhausted the water supplies. At present there are so many homes drawing from the already here supplies. And you guys are doing the best you can in upgrading the infrastructure

Allocate more resources to water purification

Allow customers to connect with solar to feed back into the grid!!!!!!!!!

Allow customers with lawns to convert them to native plants . Give solar producers a fair market value for the energy they put in the system .
Allow for collecting rain water, provide incentives for xeriscaping
Allow people to water their lawns more often in drought seasons
Alot of solar companies are unwilling to work in the city. This should change and the culture of solar roof needs to change, it seems like the city utilities are punishing individuals that get solar rather than rewarding them.
Already addressed in last comment section
alternate/green energy sources
Anti-terrorism security for infrastructure
Are we actively seeking other forms of energy. Should Loveland be offering incentives to replace grass with landscaping that does not use as much water?
Articles in the newsletter which comes with the bill. An energy and water fair similar to the Poudre River Fest. Talks at the library and Loveland Museum on waterwise practices. Programs to encourage lawn removal and replacement with native plants. Programs on planting with natives to encourage pollinators and birds.
As a world, we need to shift away from fossil fuels and toward renewable energy sources. We need to do this as individuals and as communities. I'd love to see Loveland lead by example in this area.
As far as I know, LWP does not provide incentives to save water and power. I am consistently among the most efficient in my neighborhood just because it is the right thing to do. Making people aware of how their water and energy usage impacts the environment would be beneficial.
As far as wildfire goes continue to manage trees around power lines to mitigate the chance of a power line causing a fire. As far as energy and cost continue to study the options for where to get power for what is actually the best current option for the source to continue along a more environmentally sustainable path and keep rates reasonable and implement them as they make sense.
As Loveland water and power is the central service to the community, I believe that they should focus on how to impact our wallets less with the current economic climate
As new developments are being built, we need to address new water sources. We need to build new reservoirs. Start planning on where we will get water and power in the future.
As water becomes scarce suggest to city leaders to consider this when permitting growth.
Ask Californians to move back to California. No, seriously, I don't know. I just know the Colorado River and its reservoirs are being seriously taxed by too great of a population now reliant on its water. We're going to run out of water.
Ask for community involvement and raise awareness
Ask for more community input, do more rebates and incentives to conserve use
Ask your customers for their inputs
Assigned watering dates
Assist in planning for emergencies, coordinate with nearby governments to create a cohesive plan to handle emergencies and prevent issues that have occurred in other parts of the country.
At this time I don't have any.
Attending, hosting, or sponsoring community events
Awareness and program opportunities.
Awareness that Loveland is at risk for wildfires and understanding safety of the community
Awareness via meetings and forums
B=None
Ban lawn and golf course watering
Base it on proven scientific facts

Based upon my experience living in Denver VS Loveland, I find that based upon the replacement of my water filter on an annual basis, and the discoloration differences of living here VS in Denver, That there is MORE sediment that needs filtered out locally through my own water filter here in Loveland, than there was living in Denver. My filter is a solid copper/brown color every year changing it out here in Loveland, whereas in Denver, the filter would be just slightly tinted. I believe we need to continue to fight heavy industrialization of the Loveland area, and prevent the establishment of oil, gas, and fracking drilling rigs within the city limits, so as to keep our air & water quality where it is. I would much rather see us establish wind & solar farms, hydroelectricity, and such as clean power.

Be a more proactive advocate during new development projects to provide impact statements to the community with transparency and honesty without political influence. Provide easy access resources to the community, especially the economically insecure.

Be a voice on population growth

Be aware and updated

Be aware of possible fire threats.

Be aware of who your local representatives are - this must be an issue we attend to at the local, state and federal level.

Be constantly monitoring the issues. Be transparent about issues to consumers & what is being done to correct the issues

be honest

Be involved and develop realistic plans. Use an incremental approach. Do not alarm the community.

Be knowledgeable on these topics, be proactive on involvement, be open to improvements

Be more efficient at everything they do.

means more water needed and the City can easily over-sell permits for new building in the interest of more revenue.

Be more Solar friendly. Require more Xeriscape options for landscaping. Offer energy saving rebates.

Be open and send emails about efforts to use alternative energy and what is going on with all services and plans to become more sustainable.

Be proactive and communicate clearly expectations required of the community to achieve these goals.

Be proactive.

Be proactive. For water usage, encourage no/minimal lawns or drought tolerant lawns, xeriscaping, etc.

Be proactive. Identify areas that need immediate attention start a plan.

an online form for suggestions from residents on new ideas. Loveland Water and Power can be expected to know everything, and this field is growing rapidly. There could be an excellent idea that would work for us that is new and a resident could very well hear about it before you do. Let's all get involved!

storage.

become more environmentally conscience. convert grass in unused areas to low water landscaping like clover and xeriscape

Become water conservation police in the community.

Before we issue permits for new developments, we have to evaluate the quantity of water we have available to us.

Begin to limit development. Water is a limited resource. We can't continue to welcome everyone without understanding our water limitations.

Being a retired federal computer and information security manager, my primary focus for community-related issues involves being proactive in establishing, monitoring and maintaining robust security protections of Loveland's power sources and power distribution networks against foreign government-sponsored and domestic hackers, denial of service attacks, system hostage situations and lack of ongoing security indoctrination for all employees relating to behavioral expectations for protection and control of city computer systems and networks. Computer and information security must have a synergistic relationship with physical plant and equipment protection specialists to ensure the city employs and maintains current viable protections against threats to power lines, transformers and related equipment against domestic terrorism, vandalism or thefts of valuable assets, (e.g., copper wires and cables, tools, vehicles, etc.). Additionally, Loveland's water sources must be protected from domestic terrorism, vandalism and intentional or unintentional poisoning and toxic chemical dumps. Sorry for the essay - these are subjects near and dear to my heart. :)

Better consideration for customers with solar

Better filtration during the summer months to reduce odor previously mentioned. Set and enforce seasonal watering restrictions (even-odd days; not between 10 AM and 3:00 PM).

Better filtration systems. As for wildfires, I don't think it is LW&P's problem unless powerlines have caused the fires and I don't believe I have heard of that happening.

Better forest management to reduce wildfire spread.

Better home solar energy rebates, offers, incentives

Better information about solar energy

Better informing citizens about water consumption and promoting turf removal as a city outside of public parks. Maybe a rebate or some discount on your monthly water bill

Better land use decisions—a water park???

Better prepare for electric grid disruption. Insure protection of water quality and adequate water sources in the advent of urban wildfire.

Better quality drinking water

Better rates for all services Stop citing people who don't want to waste water on a lawn in an arid climate and push trading green lawns for xeriscapes that use little to no water. Do something about the disgusting tasting water. Lake Michigan water is the best but Loveland's water doesn't come close to the good, clean tasting water we had growing up in the northern suburbs of Chicago. That means we, and many others, do more harm to the environment because we have to buy bottled water for drinking

Better renewable energy initiatives, including things like solar panel rebates, etc.

BETTER SOLAR INCENTIVES

tight.

Better water conservation in public areas. See water running in streets or gutters often.

Bring in more water and power from other sources while encouraging conservation.

Brush clean up especially near power lines. Filter out hard water

Buffer zones for wildfire; keep improving wildfire/emergency notifications; more emphasis on water conservation during regular years (not just dry years); better and easier pricing on green power.

Build a panel of experts on water quality, sustainable power ... to prioritize and set goals, short term and long term

Build infrastructure, including hydro electric, solar, and wind energy capture to provide utilities rather than natural gas. Offer rebates for energy efficiency improvements, such as solar cells.

Build more lakes

Build more reservoirs to capture more snow melt? Build more waste water recycle systems?

Build more water storage

Build the dam that has been waiting to be built. As for fires - using known methods of controlling fires before they start such as controlled burns etc.
Buy up water rights and focus on upgrading recycle filtration plants. Limit growth.
Buy water rights
by communication to the customers when work on lines and why prices skyrocketed. Communicate Solar alternatives
By just being aware that such things could happen here and mitigate where necessary especially in open fields.
by providing incentives for clients to go solar. provide incentives to switch from gas appliances to electric. tier the kwh rates so that at night people that have EV's can schedule their vehicle's to charge and make it cheaper. Quit sending out the snail mail mailers comparing clients utility usage to their neighbors. It seems like a waste of money. instead use that towards incentives and rebates.
By securing agreements from those entities that provide water.
By staying informed and educated about new technology available at reasonable costs with the greatest results.
By the time some special program comes out, it's already filled before we can sign up
Can solar panels be an option for this organization?
Can't think of any
can't think of any
Cant think of any at this time
Challenge big water hogs like golf courses, office parks, etc by charging them more for their outrageous water usage. Offer incentives for new developments to put in native plants and fewer lawns.
Change the building codes to make use of solar power attractive and required in new construction and retrofit of older buildings.
Change the crazy idea of HOA of having so much grass. Colorado is semi arid and we use too much water watering grass. Stop the stupidity. Homeowners if they want arid landscaping should be able to do so. Stupid HOA rule requirements need changed. And it starts at top with the City!
Charge developers what it costs to add utilities for their development so they can pass the costs on to the new comers. People arriving here should pay their way and not have the cost of adding them to our community spread out over the current population. If that makes housing too expensive, then the developers can cry us a river and we can get our water there.
Check into the quantum energy creators information.
Checking everyone's meter if they are older not working right I feel like they should be replaced with a newer better one
City should plan expansion ONLY if water is available on the long term.
Clean up the lakes and ponds
Climate change is a complete fraud, don't waste our money and resources on it.
purchases. I'm a huge Toyota/Volvo fan but rebates only on American made cars/parts is unrealistic. Electric vehicle charging stations need to be more accessible to encourage future purchases of electric transportation. How can city help with private installations of charging stations? I know they are expensive but necessary. Help is needed. More information sessions about electric vehicles, electric bikes. Water conservation, etc.
Climate change is natural
Climate change is overly stressed in all matters relating to water, power and gas usage. Much more important are tips on how to conserve our valuable resources in these areas without getting too pedantic. How useful are devices that show how much moisture is in our lawns and gardens? If they are indeed useful, would it not be expedient for all home owners to have and use them?

Collaborate, create forums of subject matter experts, citizens, and keep the city council out of the mix. They're focus is on pet projects, redevelopment (which lines their friends and their own pockets), and they don't even a) know what their ward population wants or feels is important, b) poll their ward population, nor c) advocate for their ward to receive street repairs, address drainage issues, curbs/gutters/sidewalks, re-paving, etc.. They drive on what they want.

Collaboration with broad partners

Collaboration with other municipalities and water districts.

Common sense policies, not just following the lead of environmental extremists.

Communicate

Communicate issues and plans more regularly.

Communicate with the public more efficiently

Communicate, communicate, communicate issues and potential solutions!

Communication and outreach

Communication what you are doing about these issues. And not some political BS like everyone else. Tell us what your struggles are;. We have a wealth of intelligent people here.

Community days. Sponsor activities within the community that focus on things to reduce our carbon footprint. Also, focus on off peak hours to reduce loads.

Community Education

Community education about ways to decrease water usage at home and work

Community forums

Community forums or personal contact with homeowners

Community forums to provide information, either in person or virtually

Community forums. More educational information. Limit new apartment and housing developments until we can determine we have the resources to accommodate the building and existing community.

Community meetings, additional articles in the newspaper, on-line on the city's website. Climate change is very very real.

Community outreach/articles or events we can participate in to learn more about ways to conserve water, be aware of our impact

Compare and look into what other communities our size and demographics are doing and had success with these issues.

Concerns about sufficiently of backup power and concerns about the susceptibility of the power grid to terrorist activities. Examples would be rifles shooting holes in transformers at unprotected substations.

Conduct a study concerning the proposed shopping center development, fracking proposals, and other upcoming developments' impact. It appears that a risk/reward analysis would show that the infrastructure cost exceeds rewards conspiring current availabilities.

Conduct more surveys like this one and become more familiar with the changing community

Conservation and community outreach programs. As well as school outreach programs.

Conservation techniques and procedures.

Consider having non-potable water available for non-drinking use

Consider water restrictions for HOA's and Commercial buildings.

Constant pruning of trees and shrubs to keep power lines clear, and continue to put power lines underground. Keeping large grassy areas mowed and trimmed along roadsides and parks as well. But I think loveland already does a nice job of that

Consumer water use maximum- allow water for gardens, disallow excessive water for lawns

Contact other communities (state and local) to find out if their costumers have the same issues and get ideas to implement them in Loveland.

Continually look for and institute incremental improvements in all processes, including management and accounting as well as the physical nature of the processes. But never forget that the product quality and quantity rules.
Continue educating the public about the natural climate of Northern CO, which is high plains, arid and only receives about 10" of precipitation a year. Work on incentives to get rid of non-native vegetation and promote drip irrigation.
Continue education for prevention of fires. Continue development of renewable energy Continue education concerning water conservation
Continue informing people how much power they use relative to neighbors. More aggressive about utilizing renewable power. Is there an incentive for solar panels? Incentives for xeric landscaping.
so
Continue the push towards renewable energy. Emphasize reduction in water usage. I feel that water availability will soon be more of a societal factor than oil/gas, e.g. wars, famine, etc. over water. See "The Fifth Sacred Thing" by Starhawk.
Continue to be involved
Continue to carefully review requests for new building. Can our current utilities support the proposed subdivisions currently being considered?
Continue to diversify energy production/storage methods to minimize coal usage. Promote natural flora for lawns using tax credits or something to incentivise homeowners to replace lawns.
Continue to educate residents about conservation, particularly in the watering of lawns, golf courses, etc. Provide rebates for lawn replacement with low water alternatives
Continue to increase community awareness through education and resources for reduce, reuse and recycle. Decrease waste of water. A great example of concern is "Diaper Beach" as the swim area at Lake Loveland is so fondly referred to. I live at The Edge Apartments (3855 East 15th Street, 80538) and there is a dire need to increase recycling as opposed to dumpsters being overfilled with inappropriate contents every weekend. We also have repeated vandalism and theft issues in our community. I'd love to see more collaboration with Loveland Housing Authority (LHA) to implement security measures (video surveillance) to that end. Residents have repeatedly been unsuccessful in securing support from LHA to enforce rules around general community hygiene (e.g. animal feces pickup and dumpster area maintenance). LHA needs to be held more accountable by the City.
Continue to look for additional clean energy sources and ways to conserve water
continue to manage water quality
Continue to monitor the subject matter experts and stay up to date with modern technology and process improvements in these areas. Is there a person in charge of monitoring recent findings and trade best practices?
Continue to operate and maintain safe equipment to minimize the chance of starting wildfires.
Continue to pursue goals for 100% sustainable energy production.
rebates and bonuses for energy efficient products around the home; make solar energy somehow cheaper to buy. A solar roof in CO \$70,000; same roof in Las Vegas NV, \$15,000. Love our energy rates that LW&P have. How can we help climate change more? Continue the recycle center and its innovative ways.
Continue to research other power and water sources should issues arise. Continue to research energy efficient sources like wind and solar.
Continue to use new technology when available & affordable to implement reuseable energy
Continue with smart water planning, storage projects and new sources do not happen over night as you know and planning for the future is important

Continue working toward all renewable energy. Make it easier for homeowners to install solar power on their homes. Work continually on securing reliable water sources and look at programs to incentivize homeowners to remove sod and install xeriscape yards.
Continued education programs. Right now it is just the monthly newsletter in my bill that I am aware of. Continuing to be aware of the challenges and offer solutions on how we as a community can best manage these challenges.
Continuing to support energy and water audits is important and helpful. That service was provided here and we found it very beneficial. Ongoing education about water conservation is critical. Offering xeriscaping tips and promoting low water landscaping is important.
Continuously monitor changes that impact the items included in the survey
Control the new development as far as water consumption. More Zero scaping and less grass and sprinkler systems.
Could a nuclear power plant be built
Create and enforce lawn watering restrictions. We moved here from Cheyenne and they prohibited lawn watering in the middle of the day.
create more awareness around these issues and allow the community's contribution and feedback to get better solutions (for the common good)
Create programs to help homeowners move to more xeriscape landscapes even for older homes, and work to create new xeriscape criteria for new construction without removing all grass so kids have lawns to play in. Also it seems irresponsible for us to be encouraged to recycle all plastics etc. but if they have any food waste in them the recycle center doesn't recycle them. That's a waste. And the President so anxious to give out our hard earned money, how about rebates for instant hot water systems, and faucets that turn on via sensors, how about allowing collection of rainwater. I'm sure there are many other little things that done as a community would have positive impacts.
Cultural change to more low-water plants & grasses to conserve water.
Customer education for protecting our enviornment. Same for lowering utility prices
Cut back on urban growth.
Cut the amount of times per week a section of the city can water. Cut electricity costs and regulate the amount a building can use. Keep a higher water supply since we do suffer from wildfires.
Decrease cost of watering outside.
Decrease the number of homes and apartments being built to decrease demand.
Develop additional storage and water rights
Directly communicate and assist Loveland residents in selecting the best economic and environmental choices for our utility use. Continue to combat ANY poor quality information around the beneficial cost and impact of using renewable resources. I would elect for more renewable choices if they are available and I was aware of them!
Disallow fracking within the city limits as it pollutes our groundwater and reduces air quality.
Discourage all these new residential developments from installing so much turf. Xeriscaping would save so much water, require less maintenance, and still be attractive.
Diversified solar energy production from promoting residential solar -- getting rid of the monthly service fee; very few solar installers I talked to wanted to deal with Loveland's arcane permitting/fee structures, and with the service fee no one wants to put it in if it won't pay for itself eventually. Charge more for larger water users, higher rates for residential use over 5k gallons per month, 10k gallons, etc. There's no incentive for folks to use less water or install solar. Promote the GreenSwitch program more, I had to do some digging to figure it out.
Do more to insure that the water we drink is top notch and safe.

Do not add fluoride to water, Stop building so many new apartment's and PUD's especially along the 402 corridor
Do not allow high density building. Encourage/reward xeriscape landscape design
Do not allow HOA's to mandate Green grass at residents
DO NOT go along with environmental activist pressure to eliminate fossil fuels before developing practical and cost effective alternatives.
Do not go crazy over climate change. We still need fossil fuel powered electrical generation and nuclear too. There is no water shortage for people in this state, if you just take it away from the agricultural segment. Agriculture uses 80% of the water from what I read.
Do the best always for the environment and the people of the community.
Do you need to? Focus on keeping water clean and affordable!
Doing a good job.
Don't be distracted by issues that are politically motivated. Hold your ground and keep doing what you're doing
Don't get rid of fossil fuels. They are going to be necessary for many years to come.
Don't know
measuring the degree Loveland is involved. You're questions are with not well focused or discernible.....(dumb?)
Don't know. They're the supposed experts.
Don't let HOA's dictate how much grass a neighborhood should have.
Don't let mcwhinneyville have any incentives. Make them pay for our infrastructure.
Don't sell our water to anyone for any reason.
don't depend on variable power like solar and wind. invest in clean natural gas and start build small modular local nuclear plants
Don't have any right now.
Don't have any suggestions, just feel that these are important issues that Loveland Water and Power may be able to help with.
Dont have any.
Don't have enough information to answer
Don't know
Don't sell our water for the City Of Loveland to any one else.
Easier lawn rebate program rules for incentives
Educate customers as to issues and options at your disposal
Educate in schools. Use, share & communicate scientific data.
Educate Loveland's residents on where our water supply comes from and what other communities it is supporting. Maybe offer rebates to people who redo their landscaping to easy maintenance/low water design. Educate residents on hearty grass/plants that grow well with less water as grass seed substitutes, i.e., clover.

Educate people. Mainly it's boomers and republicans who refuse to believe climate change and water scarcity aren't a threat. Have to find ways to get people to realize it's not a political issue but the reality of the world Team up with other cities and scientists
Educate the Loveland community on how necessary it is to use water conservatively. Just because we received more moisture recently, that doesn't mean we can be wasteful!
Educate the public
Educate the public on water usage and moving from grass lawns to native grasses and xeriscapes. Also, educate on what not to put in the sewer such as, prescriptions drugs, oils, grease, hair, and food scraps. I believe educating the public so they understand how their behaviors impact not only our water services but also our town. This would go a long way to making significant impacts. I haven't seen any information so if it is out there it isn't really being promoted by Loveland. This information should be easily accessed by everyone because it is that important.
Educate yourselves and the community. The newsletter that comes with the bill is good, but I think it could be a better tool to communicate to the public, more than just what's happening around Loveland.
Educating people on the value of our limited resources and making sure we are moving in the direction of renewable energy is very important.
Educating the public and sharing information as much as possible.
Education and incentives.
Education and options to chip in
Education and transparency. The more info people have the more they trust.
Education around where our water/power comes from and how we could conserve it.
Education is important especially with all of the growth
wildfires are the city's responsibility to mitigate, water conservation is up to every individual, as well as wise power consumption. I suppose education for customers to be consciously aware of their usage is helpful.
Emails sent out weekly concerning wildfires and water scarcity. Internet class available about what a citizen can do to help. Offer available classes for viewing at rgw convenience of the customer on utube would be good and an email sent out to the people about what tryouts are doing to make our community safer, water issues including scarcity
Encourage alternative landscaping and limit outside watering Balance growth with available resources
Encourage and help xeriscape lawn areas. What a water waster on lawns. Artificial turf is pretty expensive, we'd like to eliminate our southwest lawn, but seems a high cost to do it properly.
Encourage businesses and agriculture to reduce water consumption. Encourage businesses and home owners to reduce electricity consumption.
Encourage businesses to not have "lawns" - grassy areas that serve no function, but are frequently over-watered. Walmart on Eisenhower is a prime example. They have leaking sprinklers, way too much non-functional grass, and likely waste thousands of gallons every year
encourage homeowners associations to go xeriscape as well as City-owned properties. The West will some day be short of water--we need to be more pro-active in this area as a community. Thinking of those further from the water source.
Encourage landscaping which requires or uses less water.
Encourage large companies like Walmart, Amazon to put solar farms on their roofs in order to reduce their foot print. Any large scale building roof top should be covered with solar.
Encourage more solar energy.
Encourage more xeriscape and conservation
Encourage people to have less grass, and grass that needs less water..

Encourage personal solar energy production on homes and reimburse energy production on equal rates with purchase.
Encourage residents to switch to renewable energy sources
Encourage responsible energy and water usage by offering tax benefits or rebates for people who invest in programs such as altering landscaping to be more xeric - i.e., doing away with blue grass lawns. Fine HOA's that refuse to allow their homeowners to do xeriscaping because of conformity controls. Develop a series of charging stations to encourage the usage of electric vehicles. Offer the sort of debate program seen in Denver for electric bicycles to encourage there use.
Encourage the city council to change the requirement for residents to plant a tree in front of their house. Provide incentives to remove lawns and replace with xeriscaping and low water use plantings.
Encourage the installation of native grasses and foliage to reduce water use for landscaping.
Encourage transition to homeowner solar power, taking some of the mystery out of it. Encourage recurring donations to an energy/water insecurity fund as part of billing.
Encouraging customers to limit water usage and educated about climate change
Energy and water efficient options should be available when purchasing new homes. There is a great deal of new construction going in right now
Energy and water rates need to come down. Local law enforcement needs to be more proactive during fire season in stopping illegal fireworks and enforcing fire bans.
Energy insecurities - push to reopen pipelines Wildfires - I have no idea, except for mitigating properties in town. In the outskirts of town co trolled burns and dead tree removal. Water shortages - we have lived in Loveland for 17 years and the city has never mandated water rationing for landscapes. I don't want the water to get that scarce but would totally understand it if came to that point. Surrounding cities have had to (I believe). We'd survive having brown lawns come the end of summer.
Energy insecurity: Re-look at, and utilize clean burning coal power and other fossil fuels to supply our electricity. Water scarcity: Look for environmentally friendly ways of storing water (reservoirs) during wet years for inevitable dry years.
Enforce fire mitigation efforts.
Cattail Pond and the surrounding neighborhood before it dries in the fall and becomes a hazard through the winter. Be more proactive and check what's going on when folks are using much more water per month than is their normal. Not say "Well, as long as they're paying the bill we will turn a blind eye".
Engage the community via easily accessed forums and group projects. Often, citizens are intimidated by the existing hierarchies and processes, thus avoiding participation.
ESG is for clowns. Focus on dinner table matters. stop using fluoride, it is poison. https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4851520/ We should never drink it. "Even though fluoride can be toxic in extremely high concentrations, it's topical use is safe." it causes fluorosis (rotting of bone structures) and infertility. https://pubmed.ncbi.nlm.nih.gov/21701192/ the above shows the issues and then skirts the findings by saying X intake is normal so it's OK. it's not, it is poison.
-establish rotating days to water lawns -provide incentives to xeriscape and eliminate grass or if customer reduces energy/water use over a certain period (say 3 months)
Everything is just fine
Explain to the public about how they put their waste into the water system. Hair conditioner, food oils and grease, facial tissue in the toilet, etc. pet waste left behind and not picked up and disposed of properly. Cars that don't run or have oil leaks just sitting on the street adding to the problem. People are stupid. We need to be educated and often, because we repeat the mistakes that we make. It has to be done carefully so as not to offend people, which is very difficult but there's so many people who need a job and can provide that special wording.
Explore alternative energy options/solar power more extensively.

Explore using more renewable energy, be a leader in water quality especially with relation to PFAS chemicals, promote water/power conservation and provide more discounts/rebates for conscientious customers.

Fiber internet needs accelerated with a huge influx of wfh. This is a new business opportunity that the city isn't capitalizing on fast enough with their rollout plan. More on demand water quality data accessible to the community with a mobile app. This could also be used for faster community updates and communication. When we heard about the water quality issue that happened in 2022 and how long ago the incident happened is an issue. The statement that it wasn't required to update the community on the increased levels based on federal standards was in poor taste. Set a higher standard and be more transparent

Fill our Loveland lake and keep it for Loveland concerns

Filter water better, stop putting fluoride in it

Find innovative technology to implement that can help with climate change.

Find ways to increase renewable energy resources while decreasing the cost for such resources.

Find ways to reduce high usage users of water in the community and educate them of being more water wise and better stewards of the resource.

Finding ways for residents to get on board with renewable resources (rebates and making it affordable). Otherwise, I'm honestly unsure.

Fine retail properties for sprinklers that aren't functioning properly and water the streets or sidewalks if they ignore warnings to fix these types of issues.

Fire everyone on the planning committee ! STOP Building all these APT's , they are eating up ALL of our Resources ! Just STOP ! We do not need to compete with every city on the front range .

Fires obviously effect our water (ash falling from the sky like last year and getting into our water) LWP should be part of discussions for sure and in turn communicating to our community and keeping us up to date with what LWP are doing to help

Focus on efficiency and more affordable ways to provide power and water to the community.

focus on local issues and avoid trying to be the new BOULDER!

Focus on renewable energy. Not just power supplied to homeowners but also large city utility consumption offset. For example, if the sewage plant is a big user of electricity, perhaps there should also be a solar farm installed on the sewage plant buildings to supplement power use. Also, implement programs that would encourage homeowners to install their own green energy on their homes. The city of Fort Collins has been way ahead on this for a decade or so.

Focus on the quality of the water and integrity of the infrastructure delivering water. Perform tap tests randomly at different locations to verify quality - perhaps the quality suffers from internal piping but something that will always be directed at Loveland water until proven otherwise

Focusing on the increased use of renewable sources of energy is an important component of fighting climate change. Another useful tool is providing support to end users making their homes more efficient and thereby using less energy to begin with.

Follow science..not politics..especially where fossil fuels are concerned. Educate these old white people that a yard full of grass is senseless. Yards full of the beneficial dandelion would make more sense. Community gardens would be awesome.

Follow some of the examples being used in Fort Collins for rebates, xeriscaping, etc.

follow the science. Invest now for the future. Don't wait to fix the roof while it rains.

Follow through and take the community seriously.

For one, listen to your customers that are fighting for less fluoride in our water. It does make us sick.

For water quality, there seems to be the smell of chlorine with our tap water. I have not smelled this in other communities where we have lived.

For water scarcity, fix leaky or damaged pipe line, encourage removal of thirsty grasses for other plant species with lower water demand, encourage better quality home faucets. For wildfire, consider the water demand that would be placed on hydrates in the urban interface, can the water be pulled to put out a fire without causing issues. I dont know what to do for climate change.
For water scarcity, encourage water conservation via a tiered rate based on consumption.
Form advisory groups on each issue with customers and experts to discuss options. Then report to your customers the results of these discussions. This should be an annual effort.
Forums for wildfire preparation
Forums to support questions of residents - on line and in person. Awareness quips on line or in portal.
Ft Collins is paying costumers for xeriscaping their lawns. I think it wise for Loveland to adopt this as well to encourage homeowners to save water.
Further filter water of poisons, like metals and arsenic, and not just be satisfied with "acceptable levels," which are, in fact, toxic.
topics.
Get involved with the community at events and interact with the people.
Get involved with the resources which oversee these challenges
Get Planning to cut back grass usage by large apt type developments. Doubt that can happen with individual owners
Get suggestions from community, offer more rebates, be proactive
Get your message out more than you all do now. Go door to door besides all the other electronic messaging.
Getting involved and spreading knowledge
Getting the community involved
Give better water rates & encourage xeriscaping
Give us a test strip kit (with instructions) that shows a color chart to compare to our water, so if it reaches a specific level of color we know to report that. Encourage people to contact you if problems paying bills, before they reach cut off limit. A nit-picky item: the news letter will show events past. I would love to see upcoming events announced the month prior.
Global warming is not supposed to be a problem for 100 more years, focus on immediate problems.
Go back to using river water. It tastes a lot better than the stupid reservoir water.
Good maintenance of aboveground lines keeping trees away to help prevent fires.
Grants and rebates for doing lawn swaps. some design ideas for homes and hoa's on how to plant zeroscape
greater emphasis on climate-friendly gardens and yards rather than grass (native flora, more trees to provide shade, etc). doing something other than watering the municipal golf courses.
Green energy is very cost effective and I strongly support shifting to as much renewable energy (solar, wind, hydro) as possible with storage capacity for times when green energy doesn't produce. PRPA is already doing this, but I'd like to see faster progress. Building new water reservoirs is important and also underway. We support the new proposed reservoir north of Fort Collins. So this should address water supply issues for the future. I'm not familiar with Loveland's financial support programs for people who have trouble paying for utilities, but strongly support such programs.
Guard the resources before a terrorist ruins our electrical grid or damages our water infrastructure
Harden power infrastructure to ensure utilities cannot be the cause of a wildfire. Work to ensure drinking water doesn't get contaminated by wildfire debris.
Have a more efficient and less expensive source of water
Have an online page or discussion about such issues.
have committees, ask college students to intern for ideas

Have community meetings where others can be involved
Have conversations with locals and post them in the newsletters .
tolerant.
Have experts come up with ideas as to what may help
have just moved here and my knowledge is limited, but requiring new builds to have trees planted in very small city frontage in front of homes is a waste of water and money. A three by three piece of land is too small for medium size trees.
Have more storage places for water here in Loveland
Have not been here long enough to have given this any thought.
Have public meetings with what they are going to do about the cities future event issues that we will be having over water, climate and energy. Send out e-mails, and or flyers to inform the public about rate increases and show the public the numbers for costs.
Have safe/reliable water sources
Have specialized teams to address all of these issues and provide the community with the results.
Have year round lawn watering restrictions Incentivize residential solar, don't penalize having more of the service trucks be hybrids rather than diesel
Having very Broad communicative campaigns to help homeowners and businesses to do a lot more zeroscaping to reduce water needs. Second the need for a planned increasing growth that matches the amount of water available is critical finally, any businesses for example the hospital that gets a reduced rate on their water use needs to be stopped. The amount of water the hospital uses to water their ridiculous large lawns is excessive and wrong
Help and suggestions on lawn management
Help educate the community on the effects out water useagw has on wildfires and what we can do as community members to help with the issue.
Help educate the public about how they can be a part of the solution to these issues and how it will benefit them personally as well as the whole community. We all need to be aware of how we can make sure that we are a positive part of solutions rather than going blithely along unaware that we are in actuality a part of the problem. People who are willing to learn can make positive changes.
Help eliminate my lawn.
Help get the word out that HOAs cannot legally require lawns and that xeriscapes use a lot less water. Keep communicating about ways to reduce electricity usage by making use of texts instead of a printed newsletter. Everyone who gets signed up for Loveland water and power be required to get texts and/or emails to keep up to date with tips and communications.
Help home owners convert lawns to native plants as well as inform HOA's to change their policies related to grass.
Help homeowners come up with ways to use water more efficiently, including lawn replacement and landscaping redesign.
help reduce air pollution
Help set up xeriscaping, drip irrigation and thew like to minimize water usage as it gets hotter due to climate change. Maybe offer solar rebates
Help us be able to live here by making it affordable to use electric and water payers
Help with the installation of a good water filter for Customers at cost or at a good price
Helpful ideas with Xeriscape
Helping our community in Loveland rather than over reaching/stepping to help neighboring cities use our resources.

Helping state to the community that the need for water conservation and climate change action is a fact, not opinion. Many still don't believe and need government officials and leaders of the community to speak out more.

Hire a new Director

Hire more people to mitigate Year round

Hire qualified people to do these jobs.

Hire staff to monitor and understand issues and communicate about them with the public.

Hiring experts and not letting politics dictate best practices for the community and our shared environment at large.

Hold an open meeting

Hold community forums and meetings to address and explore options.

hold community forums regarding issues. Stream them and have them available so people can watch them when available

hold forums, provide more tips to consumers

Hold meetings to include the public

Hold more meetings for the community to have a voice as well.

Hold more public meetings

Hold online meetings in the evenings so more people can participate.

Hold virtual meetings describing actions taking place.

Host open Q&A sessions with the community.

How about looking at the RATES of Water & Power as it is always increasing without my usage go up. From year to year we the consumer see a never ending increase with AND a decrease in water pressure. I was mailed a low-flow shower head and for me to be able to use it I would have to have the pipe running from the water main to the shower head replaced. So it sits in a box waiting for you to ask why I'm now using it.

However the community asks

I am just concerned for all water and power issues no matter where I live.

I am not an expert, on any of this for sure. I would like our water to taste less chlorine-y though. Id prefer less added to city water.

I am not familiar with some of these issues to speak with real knowledge.

I am not quite sure, but I know that climate change is a big issue that gets ignored a lot. We need to save water and not waste it on things like golf courses and required HOS water features in yards.

I am not sure there is much LW&P can do, but I think if they just keep an eye on it & communicate with the public that would suffice for now. :)

new construction. The installation of yards that require watering should be limited to help conserve water.

I am not sure.

Loveland as our water source. Also, maybe there needs to be more incentive of properties reducing the amount of grass on lawns, needing to be watered. Another incentive, is buying battery/electric lawnmowers to reduce pollution and noise. Most yards are small and do not need the gas operated lawn mower.

I am sure you will raise prices like most and use all the aforementioned things to justify. Corporations screwed the American population during the pandemic and made record profits an the backs of us. I resent it to the max. Your billing crap made me an angry customer using your late billing to charge people for late fees. Forcing them to online payments where the chances of being hacked are huge. That smells to high heaven. Its all on you people in the name of profit.

I am unsure what can be done by a power company.

I appreciate the information provided in the monthly newsletter. I know LWP provides a lot of help that includes someone coming to the residence to check the sprinkler system, etc. But there are still times when budget billing (paying the monthly average) is absolutely necessary. Also, maybe we should consider tighter watering restrictions, such as certain odd numbers addresses watering on odd days.

I believe any energy shortage in this country is self inflicted and should be addressed by our representatives in the strongest manner possible...there is no shortage-only forced regulations. Fire mitigation should be handled around one's personal property (in the foothills and mountains) and educating the public about fire risks and managing the risks could possibly help.

I believe EDUCATION can definitely help in teaching folks that there are very easy solutions they can exercise in order to help any energy/water shortages-

I believe that Loveland Power and Water should have a say in controlling the growth of Loveland. When resources become limited than growth should also become limited.

I believe that we need to fine customers that are overwatering their lawns, especially and more affluent areas that are not being conscious about water use and also business is such as Centerra. I would also like to see a lot more one programs and natural grass resources to get people away from sod use. I know of one program and it's fantastic.

I believe the biggest issue with the water quality that the city faces at the moment is admitting there is an issue to address. I've heard repeatedly that our levels are in acceptable levels, but that isn't what I'm seeing at my home.

I do not believe renewable energy sources should be relied on to solely power this community or nation. Fossil fuels and renewables are both necessary for a reliable power grid.

I do not have any suggestions at the moment.

I do not have any suggestions.

I do not have suggestions at this time. I'm not scientifically educated in these areas to address them.

i do not know, sorry.

i do see neighbors, who have their sprinklers going for too long&it results in water running down the gutter- a # to call for that would be helpful.

I don't

I don't know

I don't know

I don't know

I don't know

I don't know enough to give a opinion

I don't know how a power company would help address some of these problems. I might answer yes if I understood more

I don't really know

I don't really know?

I don't believe in Climate change. Just the normal change that happens every 10000 years or so. Stick with having reliable energy, which are not solar and windmills. Especially in our neck of the woods.

Stop being such sheep following the crazy left.

I don't care about renewable energy lower my bill.

I don't have an answer to this

I don't have any

I don't have any great solutions

I don't have any ideas

I don't have any suggestion

I don't have anything in particular to suggest

I don't have enough information to suggest what could be done to address wildfires and water scarcity.
I don't have suggestions
I don't have suggestions. We have people in those places that we as tax payer pay to do a job. Hopefully they are the ones coming up with the suggestions.
I don't know
I don't know enough about water quality maintenance to say suppose the main thing you could do to help with wildfires is to make sure that water is available when they happen?
I dont know if they are involved in any of these issues if they are they should let customers know
I don't know Maybe more articles in the paper, on web site. More communication about what you do and the challenges you face
I don't know what causes the dirt taste in the water so I can't offer a suggestion to fix it
I don't know yet
I don't know.
I don't think people should have green grass lawns anymore, there needs to be a push towards outlawing people using a sprinkler on green grass ALL day long! All of our neighbors 55 year old + don't seem to get how important climate change is. We don't water our grass at all and we do just fine with our plants and permaculture systems to keep moisture in place with free mulch. There needs to be a bigger push for discounted government solar programs, as the private companies are rude and lie. They are a nightmare to work with and don't get anything done. We were willing to pay 19k but come to find out they were lying about our electrical system I had to fire them. Give us a solar program please!!
I don't think that talking very much about climate change is beneficial, but talking about water scarcity and wildfires definitely is a message that will resonate better with our people.
I feel like we should all be thinking about these issues but I know most people do not. I guess just talking about community issues, normalize these kinds of discussions.
I feel that Loveland Water and Power needs to continually search for more renewable resources to assist with energy and water usage and conservation. I also think Watering Restrictions should be mandatory during the summer and drought conditions. This is imperative as the population grows and the impacts of climatic change increase year upon year.
I genuinely don't know.
I have no clue
I have no idea
I have no idea.
I have no idea. I'm assuming they are competent in how to run their business, so my expectation is they will do what's necessary to handle this.
I have no ideas.
I have no suggestions at this time. I am trusting that Loveland Water and Power will work to address these issues to their best ability.
I have no suggestions currently, sorry.
I have no suggestions.
I have none
I have only lived in Loveland for 4 months, too unfamiliar to make suggestions
I honestly am not sure. While we rent and are not responsible for water, perhaps certain restrictions on lawn watering could be in place to help with the water scarcity?

I just wish the water from the faucet tasted better. I have to use a filtered water pitcher all the time! Otherwise, it's yucky!

I just wish the water wasn't so hardy. My pets have to drink distilled water because of it.

I know people like to have their green lawns and perfect gardens, but with a potential scarcity of water, we as citizens of this community need to reprioritize our values. It basically becomes a mind set and we can change that with positive thinking. The quality of water is another issue where I feel there needs to be a higher standard of what is allowed in our drinking water. There needs to be a better method of cleaning our water for healthy reasons. Most people do not realize how many chemicals, substances, sediments and issues we have in our drinking water. We need to clean it up!!

I know that rebates are available for residents who choose to xeriscape their yards, but I would like to see more effort and focus made to encourage more people to get rid of grass and move to xeriscaping.

Water & Power can be involved in trying to speed up that process. I think water will become an even larger issue.

I know there is a new reservoir being built, but water usage is and will continue to be an ongoing problem. Help with conservation as an existing land owner will be important.

Park.

I like that these utilities are provided by the city. More information and encouragement about effects of climate change, water consumption and impact of continues growth could be helpful.

I like to see less grass and more landscaping that requires less water

bylaws to allow xeriscaping as an alternative and then somehow help homeowners with mitigating the cost to switch from lawn to xeriscape that would be great! New home developments should have maximum % lawn stipulations. New home developments should have solar panels installed. Water conservation should be taught in the public schools. Public areas should be xeriscaped - such as the new lawn just put in this past year in front of the Middle School near Thompson High school. Keep the functioning coal plant going, add clean natural gas to the energy mix, build a nuclear power plant to provide electricity.

I realized that I'm not sure what services you offer and how you contribute to community or environmental. Health, so perhaps a newsletter or more information about the programs you are a part of would be helpful educational info.

I really don't know.

I really don't know

I really don't know. Downtown Loveland complains about dirty water. I think replacing the pipes and adding more could help.

I really dont no but somebody needs to do something...Maybe not you guys but someone

I really have no idea. I know that we have a good portion of our residents that struggle with affordability for these services. That is concerning for our disabled and elderly population.

I really want to give a great answer here, but I don't know.

thousands of windmill blades buried up in Wyoming and that's NOT GREEN nor is it "renewable" solar isn't much better. In 25ish years these wear out and we just trash them. Nuclear is good for 100 years these days.

I think you have it under control. I wouldn't be able to make any educated suggestions.

I think a lot of the water usage during summer is related to sprinkler systems and watering. Either give incentives for going xeroscape on yards or help in getting sprinkler systems up to date with recent advantages and costs with better equipment to save on water.

I think a possible water schedule for residents could help with some water issues

I think all businesses should be aware of their and their clients' impact on climate change. I'd be interested in seeing a climate change/environment impact analysis from Loveland Water and Power with follow-up from community member on potential solutions.

though.

I think everyone should be talking/taking action on xeriscaping to reduce water consumption as a whole city, including the golf courses/parks, etc. Protecting what water we do receive is vital for our future.

I think everything should be community focused and include voices of the community.

I think it would be cool to tell us more about their efforts towards the community issues.

I think it's a partnership so working to educate the community on the impacts we have and how we can help. Give help and ideas on xeriscaping for homeowners. Work with local contractors to provide energy efficient upgrades to appliances for homeowners.

I think it's everyone's issue for water and climate change. I haven't lived here long enough to know the scope here in Loveland.

I think Loveland already does a great job.

I think Loveland Water is doing a good job

I think resilience is critical to addressing the challenges of climate change. Not just on a community level but also for individual residences. We need more distributed power generation for individual residences and a program with better solar rebates and power purchase agreements.

I think that we can learn a lesson from California and assure that we have adequate reservoirs to provide for our inevitable growth in years to come.

I think we should make the Lawn Replacement Program more available. It's April and already this is what the website says: "PLEASE NOTE: Due to high demand for Lawn Replacement in your area, your water provider's available discounts for 2023 are already allocated. If you are interested in applying we have the option to submit an application to be on our cancellation list for 2023. The cancellation list allows you to hold a place in line incase appointments become available." This needs to be a priority since we know how much water lawns require and waste. It's also SO important to note how many pesticides are used on these lawns which then goes into our ground water.

I think you should lead the community in demonstrating that water is scarce and climate change can be abated by reducing power consumption and switching to renewable energy options whenever possible.

I trust that experts in the field know more than I do about how to address the issues. I'd like to see less chlorine and fluoride in the water.

I will think about and submit ideas on another platform.

I wish I had some

happy that I have you for electricity and not Xcel. Hopefully some day I can afford to switch from gas to electricity

I wish I was more of an expert, and I might know the answers if I had already done more research.

However, I think that I would value receiving updates on anything that we can do to protect our houses in the case of wildfires, and what we might expect in the future as far as rate hikes.

I wish the tap water was drinkable. It hasn't been in all of the years I've lived here. Not far, in Fort Collins, the water is fantastic. Not here.

I would like to know more about uses of solar farm energy, windfarm, etc

I would like to see better communication on fire dangers in the area

I would like to see more solar energy usage for developing electric power.

I would like to see that those who have chosen to use solar power be capable of storing their own battery for future use and to not have the city charge us a minimal fee for saving the city money on power. I would also like to see better programs and efforts to help conserve water.

I would recom

I'm not certain.

I'm not sure

I'm not sure

I'm not sure. More research or communication regarding these issues
WEATHER. Stop the madness and drill baby drill. Natural gas is, well, natural. Cheap, safe, and abundant.
I'm sorry, I don't.
I'm sure it will be to further increase our rates which you have been doing continually over the years.
I'd like to hear more information about how our water is being distributed and why the rivers and Lake Loveland rise and fall as they do. I also want to know what to expect in the levels of water in future years. Our community water is important to my kids and their social fun during the summer.
I'd like to know what Loveland Water and Power is doing to address these issues. I haven't seen any communications regarding the issues but would welcome those...
I'd like to see more notices about water projects that are going on. Very concerned about what I'm seeing in the national news for water scarcity focused on our area and it would be comforting knowing our utilities has a good plan moving forward.
I'd love to see Loveland become a voracious advocate for renewable energy and programs related to it.
I'd say be open about the issue with dirty water. I love my energy bill because I love the newsletter. Use that to tell us what's going on with the water supply
Idk everything is too expensive. Not like anyone even cares anyway. All that matters is y'all get your money. Y'all don't really care about the community or our struggles.
for issues that will come down the road. That will allow for more time and budget to make necessary changes.
If Loveland W&P could invest in wind and solar power facilities it would be wonderful. Securing more water rights, while nearly impossible, would benefit everyone.
If renewable power is an option, I'm not aware of it. I heard Longmont allows people to purchase bundles of kWhs from wind sources. Is that an option in Loveland too?
If there was a fire in Loveland, the city should be able to use Greely's water for mitigation since their water is within Loveland limits.
If you are attempting to address the affects of climate change and wildfires (wildfires being driven by climate change), it would help to get that information to the community. I also am not sure how we, as a community, are attempting to address water shortages and water conservation.
the city to xeriscape medians and city on areas next to streets and roadways to lower water consumption
I'm no expert so unfortunately cannot offer solutions to these issues.
I'm not am expert in any of these areas
I'm not certain how to address these issues
I'm not educated enough on ways of reducing hard water or water scarcity to offer suggestions. I believe listing the wildfire danger ratings as the national parks do is a great idea, but I don't have another suggestion. Water scarcity and wildfires are a result of climate change, finding ways to reduce emissions and carbon footprints by utilizing renewable energy sources would have an impact on the climate. Eliminating plastic bags has already made a visible difference in our community. Imagine what having a renewable energy sources could do.
I'm not sure
I'm not sure how to fix this but I do worry about the climate change affects that this could have on our water supplies.
Im not sure if you are part of the Poudre Valley project for Solar and Hydropower with the 13 mile pipeline, but I am impressed with the effort to make that happen.

I'm not sure what proactive measures can be taken related to wildfires. However, this should certainly be a topic of conversation and proactive steps (if any can be determined) given the wildfire issues in CO the past few years!
I'm not sure what the issues are or to what degree the issues are having a true impact.
I'm not sure what the water department even does to address these issues
I'm not sure Wildfires is LW& P's area of control. Insecurity - others more fortunate to provide assistance to those that cannot afford power.
I'm not sure, but I will suggest that training be involved.
I'm not sure, I think they are doing a fine job.
I'm not sure.
I'm not the expert. I have no idea!
I'm sure there are trusted professionals in the field who have suggestions.
I'm unsure
I'm very happy. Good leadership.
Implement 1 to 1 net metering policies for home solar. Ban Kentucky blue grass or non natural grasses that require insane amounts of water in a semi arid DESERT on all new builds. Offer incentives for established residents to zeroscape or use local plants and foliage in their yards. This would be the absolute most effective way to stave off water scarcity and needs to be done.
Implement lawn watering restrictions for residential customers. Limit watering to 3 days/week with no watering allowed between 9 am and 6 pm. Don't hide the real cost of water by billing water at a lower rate than you bill for ordinary sewer charges.
Implement water restrictions during dry times and charge households exceeding the usage an extra fee. The fee needs to be substantial enough to make a point and hopefully they will be more aware.
Improve quality and taste of the water - need for better filtration of water
Improve the QUALITY of the water. I think we are involved enough in the scarcity of our water.
Improved billing system
In 2022, there was a statewide ban in Massachusetts for watering lawns due to their draught conditions. Perhaps we should poll other states and find coherent ways to implement water conservation for things that are cosmetic.
Incentives for efficient technology that can be placed within homes
Incentives for lower-water landscaping, restrictions on new development, incentives for energy-efficient appliances and heating/cooling
Incentives for removing turf lawns and planting native plants, decreasing irrigation of lawns throughout community (including public spaces). Planting native plants and water-wise lawns in public places and businesses. Support infrastructure for renewable energy including incentives for solar on private homes. incentives for replacing grass with waterwise plants.
Incentives for replacing non-energy efficient appliances, windows, and sidings.
Incentives for solar on older homes
Incentives to cut down on watering lawns and Zeroscape instead. Offer home owned & business owned solar power electricity. Recycle waste water
Incentives to reduce water usage - such as removing grass areas
Incentives to Xeriscape besides Northern Water Grants. Rebates for MP Rotator Sprinklers or Nozzles
Incentivize efficiency, give good savings for people who put the work in
Incentivize Solar panels on all homes and maybe even wind turbines. Utilization of new Hydro- electric projects.

Incentivize the conversion to renewable electric power. Reduce the Time to get Solar installed especially the process of design approval and licensing. Plan to double the KWH of solar every two years. Support it with infrastructure.
Include articles in monthly newsletter.
Increase education to encourage zero scape landscaping.
Increase involvement and research
Increase Reservoir capacity. Go Nuclear!
Increase solar power options More low water landscaping
Increase solar. Hold town halls discussion issues client have with their service. Be more present in the community.
Influence HOAs requirements of having a green lawn in the summer in the effort to conserve water consumption.
Info on how much water a lawn needs per square foot.
Info on installing solar panels and home solar battery storage.
inform the community on ways to conserve water. inform how people can avoid causing of wildfires.
Inform us in not long newsletters of how we can help also.
Information about how individual utility consumption combats these issues
Information and techniques to avoid wildfire internal to the developed areas in the City, such as the Marshall fire.
Information provided
Infrom the community of ways to help or be involved. Green power is great if it is efficient and reliable.
Innovating in new technologies.
internet
Introduce water limitations so that people don't use it all to water their lawns. Stop burning coal!
investigate for optimal management but don't raise rates, optimize expenditures-avoid unnecessary spending and be forthright about expenditures.
Involve conservation energy groups to help with ideas and suggestions for energy conservation.
Involve existing public, private, metropolitan, rural, agricultural and commercial organizations in determining future investments that will best support environmental, financial and social goals.
Involvement in wildfires could make our power and water more secure and safe. Faster approvals of residential solar. Excellent step to be neutral on prices of received vs delivered.
Is there a way to collect or absorb chemicals and pollutants caused by Wildfires at our waterways to lightly treat runoff that does not undergo the full filtration process?
Is there LEAP or similar assistance for Water and Power bills?
issue a news flyer every Six Months, informing of periods of improvement's with the services given to the community
It is great to keep all these top issues, but why am I paying double utility bills. Is it for the new building developments and Centera?? It sure is not for alternative roads around Loveland.
It needs to be understood by all that not all the electricity needed can be provided exclusively through renewables without raising rates significantly. The production doesn't align with the consumption. There needs to be some generation from nat gas sources, or there needs to be significant investment in storage systems. Otherwise the risk of poor reliability becomes very high. It's time to discuss the reality of this openly in the community.
It was very difficult to get solar panels installed in our Loveland home. I don't think that was your fault but I would like to see everyone work harded to promote energy conservation and make it easier for people to participate in energy conservation. I'd like to see more focus on reusing, recycling and not wasting resources.

It would be nice if a customer could have an easy way of presenting a water sample for testing if they had any question about the quality coming out of their tap.
It would be nice if we could have rain barrels for watering our gardens We need to remove bluegrass lawns period. To do this there should be an incentive to homeowners and laws changed to force HOAs to change their rules- thirsty grass has got to go!
It would be nice if we could participate in the solar project in the downtown area. This would help to offset my electrical cost and to contribute to the city's stores as a renewable resource. So it would be a win win for me and the city as well as others that want to participate in the program.
It's becoming more and more expensive to live here. We're limiting water use and energy use just to survive here. Our family is considering moving out of the state because it's becoming such a burden to live in a place we originally fell in love with. We need more affordable living in general.
shower and use the bathroom. It has no future of slowing down. We've had water restrictions for lawns for years and it will just keep getting worse. I can't believe they find that many people willing to live in all those high rise condos that are multiplying all over town, and their not much cheaper than a mortgage would be.
I've called and e-mailed you countless times over the past few years, just to fix an extreme firehazard from one of your power lines. It will burn the city down, it is only a matter of time / strong winds + heat. If you were to drop and bury the cables, it would fix the problem.
I've recently xeriscaped w/native, drought-tolerant plants/ & rocked in both yards, but the City isn't offering us any incentive. I'm one of the first on my block to do anything like this in my yard, all in the name of water conservation.
Just be open and transparent with customers. I feel like I'm unsure exactly what Loveland has done historically.
Just keep getting the message out there.
Just keep the issues in mind while all the crazy building around here is going on.
Just make sure you are involved or have a say in some of these decisions
just provide water and power. Don't worry about anything else.
Just stay in touch with the community
Just stay on top of the issues before there is a problem.
Just take care of the power without fleecing us to death, and continue with the good water quality that we have.
Just to help in anyway you can. Everything helps.
Justify the rates that keep going up.
Keep coal fired power plants open
Keep community advised on related issues
Keep customers advised of actions taken by the department.
Keep customers informed of resources available to them aimed at helping reduce the impact of these issues on the Loveland community.
Keep doing what you have been doing for the past 65 years. While listening to the paying customers, do not be overpowered by petty wants and needs of a complaining few. Hire experts in the specific need arenas, and then let them do their jobs, while having the confidence in your hires.
keep encouraging people to limit their usage of power and water by making incentives in how customers are billed. Those of us who are very sparing with our usage should pay less proportionately than the hogs who use more than they need.
Keep getting feedback from those involved and inform the community of issues and problems as they are discovered!
Keep Loveland customers informed about energy and water industry trends.

Keep promoting more programs for turf replacement and work with HOAs to stop wasting water on unused greenways.
Keep rates affordable
Keep rates as low as possible.
Keep rates reasonable!
Keep striving to be eco friendly and carbon neutral.
Keep the community informed about contingency plans in case of a water or fire emergency.
Keep the power grid maintained and don't rely on flakey renewable sources
Keep the public informed about steps being taken.
keep the water clean
Keep the yard waste carts available and as cheap as possible for all residences and businesses to clean up their properties.
Keep trying.
Keep up with and apply scientifically sound principles that will help mitigate the problems caused by these issues.
Keep us healthy with the best drinking water for infants, children, adults and seniors and animals. Keep waste water station on Boise odors non-existant.
Keep using coal as your power generation source. Forget wind energy. Solar is great but a "city" doesn't have the ability to store solar or wind energy... so, when the wind doesn't blow or clouds cover the solar gain, where will you get the power? Rolling brown or black outs are in the future
Lawn watering restrictions in the summer at least (times, days, etc.)
Lead the state and the nation, by becoming one of the first cities to be 100% solar/wind energy, and be 100% off any environmentally harmful power sources. Clean, safe drinking water is going to become more and more scarce going forward, so we need to see more, continuing, & inexpensive solutions for recycling water, not just at the plant, but even within our own homes.
Lead the way in reducing known polluting energy production sources like coal and natural gas and expanding use of more renewable sources like solar, wind, nuclear whenever possible.
Less amenities to golf courses, place higher restrictions to their usage. Increase alternate natural energies, i.e., solar and wind power. Make it more affordable. Less breweries. Lower costs of EV and hybrid transports. Stop fracking, period.
less chemical smell
Less is more.
Let clients know exactly where the money for their bill is going. Does our bill help pay for any of the listed items.
Let people know where their water sources are. How have past fires affected water and what are you doing to protect water sources from fire contaminants. Let people know every year the percentage of power we receive from coal, wind, solar, etc.
Let the community know what you're doing. I don't know much about what steps are actually being taken to address these issues. Ask for community input.
Let us keep our water in Lake Loveland, I hate that we were grandfathered in to give our water to another city when we can use it here in Loveland.
Let us know where the water comes from and what testing is done to it. Tell us when to reduce usage and how Loveland is actively engaged in wildfire mitigation and reduction.
Let wildfire experts deal with that subject. Loveland power water are not firefighting experts.
Leverage every possible tool to help reduce Loveland's carbon footprint
Leverage relationships for multiple backup sources of needed. Help residents (and not the wealthy ones only) generate solar energy.

Like so many company's that are getting rid of fossil fuel and nuclear energy resource, please do not dump fossil fuel until you have a proven reliable alternate resource established.
Likely the Loveland authorities have contingency plans in place in the event of wildfires. We can't afford to stay in Loveland because of the interest rates - just a bad time to want to become a homeowner in the area. Too bad, I've enjoyed living and renting here.
Limit "renewable" but unreliable energy sources.
Limit days people can water their lawns - we are in a water crisis and need to lower our usage. I think less green lawns are ok Limit times people can water lawns
Limit growth in this area
Limit more construction.
Limit the amount of housing being built
Limit the amount of new homes so that there is not a drain and disregard of our current resources. This will allow time to implement new and evolving water conservation guidelines that will grow with our community. At the current pace, the city of Loveland cannot keep up with the growth and our whole city is feeling the impact.
use under a certain number based on property size ie:\$10 discount on bill if you use less than x amount of water
grass.
Limited growth. No extensive water parks. Only build energy efficient homes and buildings.
Listen and actually take community suggestions.
Listen to customers
Listen to the community
Lobby the city council to discourage the building of new homes. Growth puts a strain on resources.
Lobby to build another reservoir.
Lobby to stop new housing developments. There is just not enough water for more residents.
Long term water storage options, allow residents to collect their own rain water.
Look for alternative ways to battle these issues, solar use, new conservation science's adopted from successful cities that are doing a better job and using forward thinking future technologies.
staggered to reward conservation, investments in renewable energy sources and strategic redundancies.
Loveland as a city should stop planting so many trees in difficult to grow areas, like the median strips on the roads. Also, the city should decrease its requirements of so many trees in new neighborhoods that have been grass fields. I understand that trees will someday provide shade but the requirement in my neighborhood is too many trees, too close together. Our HOA is replacing trees for the 5th time since I moved here 7 years ago based on "the city requires it." Ridiculous and waste of water!
Loveland needs far more conservation efforts and place education, like real community education. Our codes need to reflect water conservation.
Loveland Water & Power need not be involved. Rather, the planning dept needs to adopt and promote better fire mitigation rules for HOA owned natural areas.
Loveland Water and Power is doing a great job at being proactive in our community.
of building permits and over-development upon our shrinking water supplies as well as the demand for additional electric generating capacity, which is still primarily generated at coal-fired plants by Platte River.
properties like surrounding communities (Fort Collins, etc.). I also think they should work closely with the Planning Dept. when it comes to requiring trees, landscaping, etc. for all new developments to conserve water usage.

Loveland Water and Power will not solve either of these issues or make a significant impact, but it could make progress in both areas. One idea to help decrease wildfires or damage from them would be undergrounding all utility lines. This would be a massive expense for the City but beneficial in multiple ways. For Climate Change, focus on realistic options like solar, hydroelectric (if enough force is created through the pipeline from the water treatment plant), and wind (depending on average wind speeds to make it worthwhile). I appreciate that the City has the solar farm on the NW side, but adding to this footprint could be beneficial or providing reimbursement for homes to install some solar.

Lower power bill

Lower prices and work harder on finding renewable sources of energy

Lower the cost

Lower the rates and stop using the western slope's water on the front range.

Lower the water & power bills. A lot of people are retired and have a hard time paying.

LWP should lobby Larimer county &/or city of Loveland to allow greater freedom to install water saving landscaping at businesses and NGOs that currently are required to keep lawns.

M/A

Maby a email update on things

Maintain competitive industry analysis that provides insight into availability and costs throughout the region to capture the greatest opportunities for the community. Maintain insight into innovations regarding water use and availability as well as energy innovations and availability. Dams that can be used for power generation might be one example.

Maintain good water quality and availability without making changes around so called climate change

Maintain reliability in services offered

Make converting to home solar available and easy and buy back energy from home solar users. Bury the power lines in downtown. Pass regulations on sod and water use. Make developers plant water wise development and streets

Make decisions by relying on facts, not political opinions.

Make HOAs stop wasting water by watering roads, and overwatering. Stop using chemicals near wild habitat areas and lakes. Stop using Roundup and other chemicals to get rid of weeds, mosquitos, etc.

Make it cost less. But have Interval days for water cost/restrictions

assistance

Make it easier for solar installers to do their jobs here and educate consumers on the benefits of solar energy.

Make public transportation a more viable option. Look at any town in Europe. Old ladies don't have to walk a few blocks to or from a bus stop to get to a grocery store. Try that in Loveland. It's not hard.

There are ways that have already solved these problems, just have the foresight and backbone to do ANYTHING about ANY of it.

Make sure control systems are cybersecurity protected. Provide information to customers on steps being taken to address the issues.

Make sure fill lake Loveland, horseshoe & Boyd lakes

Make the consumer aware.

Make the public aware of challenges through e-mail.

Make the water taste and work better

Make these issues a priority all of the time. Hire quality people with integrity.

Make this survey shorter.

Make utilities more affordable for everyone. Help the community get rid of lawns and xeriscape

Make water and power mor affordable and keep up with innovation.

Making energy more affordable and utilizing renewable resources whenever possible.

Making people aware of the scarcity of water. Limiting the sale of water to points outside of the county. Education programs on the water purification and the forever chemicals in our water. Education on water conservation and limiting frivolous water features at hotels etc.
making sure reservoirs are maintained and safe from trespassers
maybe ask for more input from outside sources.
Maybe consider starting to replace old pipes in our grounds. Little at a time.
Maybe have a volunteer program that involves everyone.
Maybe hold some presentations or attend community events and have a booth with info
Maybe more communication and information with the residents of Loveland about the challenges you as a company face. I really don't know all the challenges you face, really. And more communication with all the residents about what each of us can do to help mitigate these present and future changes and challenges. Every little bit of conservation helps.
Maybe more hard copies about wildfire education in with the monthly bill?
Maybe offer rebates for on-demand water heaters to reduce the amount of water wasted within a home (e.g., distance from water heater to kitchen/bath).
Maybe organizing more clean up efforts in the community with volunteers? Especially up the poudre/big thompson.
Maybe send an email once in a while or text message. Have an IG page with updates?
Messaging around water storage and future of water would be great. It's not nearly as political as in Fort Collins, but I would appreciate more information about where Loveland gets its water, where it stores water, what reservoirs are owned by Loveland, etc.
Mindfulness is key. As the Earth's axis is tilting, we need to be aware of climate shifts, and prepare for possible permanent changes to our climate.
Money talks, provide incentives for consumers to use less water and use alternative energy.
Monitor water quality carefully .More use of sustainable powers - not coal Restrict building and growth Restrictions on grass area watering Promote natural yards instead of grass with benefits on rates
Monitor water usage and plant more drought tolerant foliage
Monthly meeting and update on projects. Be honest with the citizens of Loveland about how the amount of building in the area is going to affect the quality and quantity of water available.
More a city council issue but our city is growing at a rate that may have severe negative impacts in regards to our water and power capabilities.
More actively involved in legislatively promoting native and xeriscape landscapes Vs LAWNS particularly in HOA mandated communities and general community areas.
encourage conservation and efficiency. Actively discourage industries which consume vast quantities of water.
More affordable prices
More citizen input from marginal communities of the population
More city vehicles & equipment that run on natural gas
More communication to the public
More communication,
More community awareness. I feel I hear about programs long after they are gone
More community q&a's
More comprehensive testing at multiple locations due to fracking.
More consumer education. Monitor businesses, schools, and homes that are watering during the hottest times of the day or watering excessively.
More education on risk assessments
More efficiency, community education, community involvement. Education beginning pre-school.

More fire volunteers
More green energy, updated infrastructure, better safety and hazard prevention
more help for homeowners in wildfire regions to make their homes more fire resistant
More help for lower income housing...a lot of us are JUST over the income cut off. Need to raise the "low income" rate.
More help with getting residential energy efficiency evaluation and be more instrumental in making improvements.
More incentives for solar especially on the huge commercial and industrial buildings.
More incentives on watering less, perhaps watering days
More information in the newsletter and more educational program for homeowners
More information on customers ability to participate in solar without having to install their own.
More information on home usage of water and power conservation.
More involved in making sure chemicals and prescription drugs aren't poured down the drain. Ensuring testing quality assurance is being had at water facilities
More involvement with the Fire Department, if not already.
More outreach to individuals, community; proactive communication with customers on efforts planned or in progress
More public education
More renewable energy initiatives.
More renewable energy projects.
More renewable energy sources
More solar ... re water scarcity, help slow down all the new construction which puts a strain on water availability.
More solar and wind
More solar promotions for homeowners.
More use of renewable energy (like solar farms (the one where HWY 119 between Longmont to Boulder)). Government-sponsored program to help Loveland residents be more energy efficient. More such educational programs. Precautions for wildfire as Loveland is close to the mountain
More visibility into renewable energy plans Perspective into the future assuming our growth continues
More water conservation?
More water restrictions to conserve water, incentives to xeroscape, keep oil wells away from the city, invest in more solar energy, update more water lines
More work with local landscaping and gardening companies to xeriscape properties could be helpful!
high at times and the use of gases' are prohibited but UV or Calcium Hypo IDK but its not good for some the residual Bleach taste and smell. Tough one I'm sure. The Political side of energy atm is terrible, we all know we need renewables we all know the cost of keeping safe Health wise and safety wise. SO much disinformation spread thick. We Need the ghostbusters it seems. Keep on keeping on I say.
Move elevated power lines in the older sections of town under ground
Move forward in building the Glade Reservoir and any other water holding facilities
Move more quickly to underground services in all areas so wildfires and other natural events are not as critical to our safety and economy.
everywhere
My biggest concern is the number of new structures (homes, businesses, warehouses) allowed to be built. Who is calibrating the growth usage for quality services?
N/A
N/A

N/A
N/A - I wish I was more educated on the resolutions of the issues to offer you suggestions. Trust that you have hired the right team of people to do so.
NA
Need to do away with lawns and start landscaping with native plants and trees.

Need to provide affordable renewable energy! Rates are not affordable for most families anymore and most families can't afford solar. Downtown Loveland homes still have above power lines that get interruptions during storms and because the city doesn't maintain trees, especially around the railroad tracks (you can see dead trees that are leaning on other trees that have been there for years waiting to fall). Get all homes with below ground power or do better with the tree maintenance (including holding property owners accountable for cutting them back)! Water quality is poor between the added high levels of fluoride and the algae blooms in the Summer, the water is not good! Stop adding fluoride and find solutions for the blooms, preventatively and as a response.

Need to update your 40 year old electric meters with digital meters and continuos energy monitoring.

New developments and community properties should cut all the grass which requires so much watering. Programs should be encouraged to help existing grass be converted to less thirsty options.

New developments should pay a higher rate for the process of development because they receive Benifits long time residents have paid for over a long period of time. Review what residents pay for facilities use vs non resident's pay. Much of what non residents enjoy were paid for by residents. More 0 scape in parks, roads and around Loveland buildings.

new homes should be required to completely zero scape their yards (ie: no grass). We have a ton of new homes going in with lots of pointless water wasting grass. We should encourage cost reduction/incentives for residents to put in artificial turf (too expensive without cost reductions).

new ways to recapture and reuse waste water

No

No clue

No comment

No comment

No comment

No comment

No comment at this point.

No idea

no idea, that is their problem to address

No idea. I know the issues surrounding water on the front range are extremely complex.

with real issues, such as seasonal climate changes...not man made. I've watched wet and dry times throughout my 75 years in Colorado; we need to be prepared for them and not spend our money on man made hoopla! You do realize, you can't even get a project approved unless it meets climate hoax policies, neither can anyone get grants, teach, or operate corporations without climate approval. To top it off you're in danger of going to jail if you say otherwise, or the group think tank will laugh you out of their society.

No minimums for water consumption. More rebates and information for solar. I'm not 100% sure of my next comment but about 5 years ago Fort Collins had more rebates for dishwashers, washers and dryers, and thermostats. Loveland was way behind then.

No suggestion

No suggestions

No suggestions at this time. Would like the cost of these resources to be lower!

No suggestions, because people shouldn't come with problems if they have no solutions.

No suggestions...I believe they are on top of things

No thanks

NONE

none - Loveland Water has the best in NoCo !!!
none at the time
None at this time
None at this time
None at this time
None at this time
None at this time
None at this time
None at this time
none at this time
None at this time.
None I can think of
None, but I would say as long as those points are focused on then the work is being done.
None.
None.
None.
None...you do a great job
Not a clue
Not an expert but would love more information on rebates or subsidies for getting rid of my grass and going with something that is less of a water hog but doesn't cost a fortune.
Not at this time.
Not entirely sure. Just need lower bills and better tasting/smelling water.
not knowing all of the data that you may have, I have not input.
Not my area of expertise
Not my expertise
towns/cities to see what they are doing and also attend professional conferences to preview new ideas/technologies.
Not really sure what's already being done.
not right now
Not supplying water for fracking operations.
Not sure

not sure
not sure actually, but renewable energy is important
Not sure at this time
Not sure exactly
Not sure if this would be a water and power issue, but incentives for xeriscaping and solar/heat pump setups in the future.
Not sure what our options our. Maybe educate the public on what we can do to start.
Not sure, havent thought about a solution yet.
Not sure.
Not that I can think of
not the expert on these issues
Not wasting money on expensive "renewable" energy sources, rely on proven and cheap natural gas and spend on quality issues and wildfire prevention
Nothing at this time.
Nothing I can add here.
nothing new.
Nothing.
Notice of more ways to decrease water consumption on the consumer level, use of non-pot water for irrigation and toilets. Notice to create household fire evacuation plans.
Notify residents directly of wildfire hazards detected at their residence while reading meters or picking up trash. Offer incentives to residents on fixed income to assist with their bills
nuclear and/or geothermal power
nuclear power
Offer a rebate for xeriscaping or adding artificial turf. Require new neighborhoods to have a lot of xeriscaping and minimal turf. No Large green belts that need watering
Offer better prices on utilities.
Offer discounts for consumer conservation
Offer free educational sessions w/community outreach
Offer incentives for customers to switch traditional lawn to sustainable plants and substrate. Limit how much people can water their lawns or forbid it.
Offer incentives for hard scape or xeriscapes reduce water waste when we see record numbers of 90 degree days.
offer incentives for homeowners to convert from thirsty plants and turf to water wise plants
Offer incentives for removing grass and planting alternative plants to conserve water. Give more rebates for using water saving features such as high tech sprinkler system boxes, led lights, etc. Give customers more ideas on how to reduce energy consumption and reduce water consumption.
Offer incentives to replace lawns with xeriscape.
Offer monetary incentive for customers who use less energy and water
Offer more renewable energy options, offer gray water for watering lawns
Offer more suggestions on ways to conserve energy and water such as wash your garden vegetables outside so the water goes back into the earth rather than down the sink.
offer paperless

Offer programs that help educate people about water and power savings, water friendly landscaping, free online information
Offer programs to provide better incentives to adding solar to a home
Offer rebates and accessible paths to cleaner water
Offer rebates and incentives to homes and businesses to reduce lawns and outdoor water and alternative energy sources (i.e.solar)
Offer rebates are artificial Turf. I have looked at solar panels, but do not believe I received good information. But also believe there are other ways to help on energy efficiency such as wind for our homes. I don't think we are well informed. We receive letters that show how much energy we use each month, but these are useless because they are wrong. Mine says I use as much electricity as a household of 4. I live alone, work 19 hours a day, and do not leave lights on in other rooms.
incentivized to use less. Offer off-peak hours for charging e-vehicles, offer rebates for those that added alternative energy sources going forward and those that added to their house within the last 3 years.
Offer rebates to promote conversion of existing grass yards to lower water usage landscaping. It's tough to afford the water, but the expense of landscaping is a real challenge too.
Offer reduced rate options for low income customers (if that isn't already in place). Consider time of day pricing.
Offer solar panels to customers! Check water quality often...especially Thompson valley!!!
offer water testing including lead
Offering easy to understand info about solutions we can partner with such as solar panels, etc.
One of the major hurdles I'd have with converting part of my yard to garden/xeriscape is the work. Can the city look into programs to help provide the landscaping labor?
Only allow new construction if water is available for it.
home or one windmill per development and requiring landscaping that is not all lawn centric. Require landscape designs based on Permaculture, and start changing the laws to allow for common sense solutions like compost toilets and water catchment on site. We have to start building our homes in more regenerative ways. The flimsy junk that is being built all around is so out of touch with what we are facing and needing. Also support community gardens and start an effective compost pickup/drop-off program in the city.
open communication and involvement.
Open forums for community input and involvement. Clear communication in distribution
Open House to ask and hear what is important.
Opportunities exist for reducing water consumption especially with irrigation. Simply adjusting sprinkler heads so that they direct water to plant life rather than sidewalks and roads. More emphasis on drought resistant plants. Green sod uses more water, is it necessary? We need to continue to shift the mindset through education. Electric waste too. Parking lot lights on during daylight hours?
Opt in to water saving programs such as turf removal.
option to donate to the energy insecurity fund on the monthly bill
Our emergency services are usually quick to respond to grass fires and other disasters, thankfully. But it would be nice if extra steps were taken to make sure during fire weather, dead grasses are mowed and dead trees and underbrush are cleared out to avoid spread if there was a wildfire.
Our new car washes can recycle water. Maybe we can utilize this system.
Outreach
Outreach to community
partner with other agencies
Partnering with agencies involved in these areas, communicate with customers

Pay more attention.

Pay residents the going rate to input solar energy into the grid.

Perhaps hold meetings to educate the users...

changed year over year. I was kind of taken aback to discover Colorado still relies on coal (36% of power) so heavily, not that natural gas is much better at 33% (figures from: <https://www.washingtonpost.com/climate-environment/interactive/2023/clean-energy-electricity-sources/>). I understand natural gas has a strong support group in Colorado but tackling one issue at a time and maybe coal would be the one to tackle. Perhaps flagging it each month might better put everyone on notice. As for water scarcity, power scarcity, etc., I think some of those unfortunately have to come from voters and their elected leaders. Most of the water goes to agriculture and it's difficult to fault the little guy for overwatering a lawn when there's three golf courses sucking up water every day. At the very least, maybe just more tips to help conserve water (turning off the water when brushing your teeth, timed sprinklers/watering, fix leaking toilets, etc.).

Perhaps share reasons why the community should or shouldn't be concerned, and maybe tie what residents can do to conserve water to outcomes they want, like water levels rising in the local reservoirs and lakes (if that's possible and/or related)

Plan ahead to secure sources of water and start implementing water restrictions now, slowly at first, but train people to conserve water in their home. Watering lawns is a big issue that should be reduced.

Plan for droughts and extreme weather

plan for post wildfire effects, give more active rebates/incentives for reducing water and energy usage

Plan for pre- and post-fire mitigation; identifying areas prone to wildfire impacts; planning for long-term water supply impacts

Planning for future community needs due to growth and need for electrical power new cars. Participate in local government policies to help reduce rates.

Please do not support fracking near residential homes in any way whatsoever.

Please don't institute rolling brown outs to save energy. Let the home owner decide to cut usage.

Please please teach, encourage, make affordable and readily scaleable and readily available, and assist with the installation of rainwater and greywater reclamation efforts for gardens, esp vegetable. Also the same for wind and solar in residential, commercial, and rental properties.

Please read my concerns in the first comment section. Also, would like to see a free repair service offered by Loveland to fix leaky faucets in order to keep our precious water intact.

Please read my previous comment. Thanks.

Possibly check with other communities that have already made improvements that have been successful in these areas.

Possibly consider water restrictions to residents & businesses.

Power grid security seems to have been overlooked by many suppliers. What has LW&P done to properly protect the grid?

Present the problems to the customer base in detail and then solicit solutions. Loveland Water and Power knows far more about these issues than the customers do.

Preservation of open lands to mitigate wildfires; convert bluegrass to native grasses on public lands and promote xeriscaping on private yards and reduction of bluegrass lawns

Pressure PPA to move to 90% plus renewables. Encourage self gen solar....still too little incentive in this area. Encourage solar gardens in Loveland. Mehaffey is one, but we should be building more.

Get AMI implemented right away thru city

Prevent over-development that strains already limited water supply. Continue to create more reservoirs. Keep Loveland water in Loveland. Stop wasteful water use like unlimited car washes. City vehicles shouldn't be left running engines when vehicles aren't being driven,

Price solar buy back programs to incentivize home owners to put solar panels on their roofs
Prioritize using energy sources that have historically proven to be more reliable and don't move to unreliable energy sources just because they are perceived as being more virtuous (a.k.a. so-called "renewable" energy sources).
Proactive for homeowner solar power
Programs for multi family residential to reduce water usage and water cost. You have more sun here than anywhere I've lived, yet no programs to encourage solar power.
Programs to avoid fires from starting in the areas with home in the west. Possibly water cost cutbacks for those areas during high fire danger times so that owners may be encouraged to preventively water. I am not sure if this is a possibility or reasonably helpful. Provide more incentives for the renewable sources of energy.
Promote conservation with customer incentives. A good start would be to not bill them for more water than they use.
Promote lower water use landscaping. Financial support to facilitate grass reduction.
Promote more water conservation and be a whole lot more home solar friendly. New subdivisions shouldn't have massive amounts of turf required. They should only have waterwise landscaping. Home solar should not be penalized in any form and should get net metering credit at all times.
Promote solar energy for homes NOT discourage it like you did when we installed our panels. Be honest about how much water we are actually using and don't just round up! Be honest about waste water amounts! You just charge for a rounded off amount that is NOT what we actually give off!
Promote ways to conserve water and offer rebates on getting rid of grass to conserve water
Promote xerasxaping, greywater use, home solar to cut down on the use of outside energy sources and reuse recycle as much water as possible
Protect Loveland's water rights.
Protect our water from outside influences like fracking wells inside the Loveland city limits. Prohibit burning inside city limits of any kind. Offer more EV charging stations at places where a lot of people congregate like big events areas, possibly parks, library. We need more EV charging units all around the city and not just at gas stations. I take my cans, corrugated boxes, and bottles to the recycling place on Wilson. Incentives need to be put in place to get more people to do this. Maybe even as simple as a 'ticket' when we go and when we accumulate 10, or some other number, we can claim a certain amount off our power bills. People need to be more involved in 'Correct' recycling. (Lids off bottles and bottles rinsed out, no food on containers, etc.)
Provide a program to assist residents who are on fixed incomes i.e. seniors and veterans to be able to afford power and water without overburdening their fixed incomes.
Provide affordable energy saving options, such as solar. We are interested, but cannot afford it.
Provide better quality water
Provide clean additive free drinking water
Provide customers with incentives, options, & suggestions for not wasting water. They all need to be aware of the water shortage on the front range.
provide guidance on replacing water intensive lawns with native plants
Provide guidelines for HOA's and community about water usage. There is excessive use of sprinklers and water wastage for lawns and grass.
Provide incentives for customers to invest in green energy. To my knowledge, the only thing you do is sell units of green energy to customers but don't subtract that amount from their electric bill. What kind of incentive is that??
incentives for limiting electrical power usage along with providing energy saving devices at reduced cost.

Provide incentives for less water use.
Provide incentives for providing solar energy, the city needs to get on board with renewable energy. Like putting solar panels on all of the roof tops of the city buildings. And don't charge a base rate for having solar panels!!
Provide low cost help to people that want to change to low water use landscaping. That could include planning assistance or an agreement with approved landscapers for lower pricing.
Provide more education as well as better communication about what is already being done
Provide more information and access to residential solar.
Provide more information and options for energy efficient and water efficient homes. Work with solar companies and landscaping to help home owners make efficient choices
Provide more information on solar panels
Provide more reasonable rates for customers
Provide more written information for consumers understand what has been done and what is being done in these areas.
Provide open and honest communication and in regards to the major issues facing Loveland.
Provide options for cheaper energy for those who can not afford it. The electric bills seem to have gone up tremendously. Work towards clean and sustainable energy solutions in our community
Provide points of contact with City to local, state, federal wildland fire agencies who respond to wildfire in areas where City could be impacted
Provide programs for solar panel installation to residences that make them cost effective and reasonable for as many people as possible
Provide public knowledge of quality of our water and what chemicals are allowed in our drinking water to encourage xeriscaping by reducing fees or offering rebates to the HOA for their water use. Generally when there is financial gain for altering behaviors, people do what they can to get those perks.
Provide renewable energy, maintain highest water quality standards.
Provide reviews of residential water systems and provide recommendations for reductions Provide information and guidance on residential use of solar for managing hot tubs, air conditioner, etc. Provide more info on zeroscapes, assessments of Astro turfs, etc. Could be done at festivals, town events, etc.
Provide summaries of research and trends in communities similar to Loveland.
Provide the best service at a low cost. Renewables good if they are cost competitive, otherwise go low cost route.
Provide the clients with more information on the growth rate or estimated population and the capacity of our facilities. Asking the community for ideas for innovations for changes to usage or production. IE great opportunity to partner with schools to drive community awareness and engage the youth with possible careers.
Provide tips and idea to conserve water, promote zeriscaping, and perhaps offer in home assessments to help residents find opportunities to conserve and save money.
Providing accurate data regarding the impact of these challenges on the local community
Providing excess water for direct sources to keep fires preventable
Providing incentives for landowners to minimize their water usage. This could be through xeriscaping their lawns, transitioning lawns to native grasses (buffalo grass, blue grama, etc.), charging lower unit costs for individuals with lower total water usage, etc. Additionally, Loveland Water and Power could charge higher costs for individuals who use higher than normal water or power.
Providing people with clean water during wildfires and flooding is important. Having more red cross location might help.
Public awareness of the specific projects the dept. is involved in.

Public education.
Public forums are great at getting ideas and suggestions.
Public information meetings and publications sent to homeowners. We all need to be better educated in these areas.
Public meetings to inform customers of current issues.
Publicize the water masterplan
Publish water toxicity statistics.
Purchasing energy from alternative energy sources. Wind and Solar, of course. I think there is good progress made in Northern Colorado for water acquisition and storing excess but obviously more can be done.
Pursue expansion of clean/renewable energy sources to combat climate change Pursue water conservation efforts now to prepare for possible future water shortages
Push the electricity provider to pursue net zero carbon emissions even sooner. Consider population growth and more people switching to electric heating when considering how we pursue more carbon-neutral electricity sources. Pursue programs to secure more water rights for long-term needs and consider programs to push large water users to conserve even more.
Pushing for more solar to offset the need to produce energy. If a customer is switching to solar, they are paying to give Loveland Power more access to energy. Also, if the water expenses remain as high as they are, then more recycling should be accomplished.
Put community first in regards to cost and quality
Put limits on percentage of lawn (grass) allowed on new builds/subdivisions. Encourage installation of drought tolerant/native grasses. City wide water conservation initiatives for summer months eg watering restricted to certain days.
Put more data on the customer portal. Tips and data
Put more focus on renewable energy, less on climate change!
Put the money you're robbing from us towards something meaningful, at least.
Put up wind turbines
Que sigan trabajando igual o mejor por el bien de la comunidad
Quit building all the new houses and businesses as water is scarce and we are just adding to the problem. Our rates will go up and that isn't fair to the people who have lived here and have existing houses. New housing developments should have to pay a higher rate.
Quit building!!
Quit letting landlords raise rent. This way we can afford our utilities and safe to buy a house of our own someday. Instead of facing homelessness
Raise awareness, offer information or tips/tools. Assure our access to clean water and energy. Show us how you are experts in these areas, what you're up to, etc.
yard.
Reach out to people and let them know how to better water their yard without using so much water like an hour on an hour off an hour on and then you're done
Realize a majority of the wildfires have been HUMAN caused—— trying to trigger climate change fears!! I'm not an idiot we have a responsibility to the Earth but this is NOT the way.... slow down - LEARN- Listen- do this properly with proven stable ideas not knee jerk reaction to squeaky wheels
Rebates for solar panels, etc (instead of charging us if we want them). Assistance converting yards to xeriscape and/or food gardens (or how to do both together).

Rebates for taking out grass lawns, encourage xeriscaping. Require HOAs to approve xeriscaping without need for professional landscape plans, other onerous requirements as happens now. During dry months, limit watering of lawns. Provide more EV charging, make sure existing EV chargers work and the charging spaces aren't blocked by gas cars. Make a small profit on the municipal EV charging stations and use revenue to fund more programs.
Rebates for xeriscaped lawns or encouragement for water conservation.
Rebates for xeriscaping and incorporating solar panels.
rebates/grants for xeriscaping. rebates/grants for solar panels. rebates/grants for installing electric power stations in homes. Install car electric power stations in the community.
Reduce unnecessary water use on areas of landscaping than can be made more native to Colorado. on industrial feed farms. Minimize focus on lawns, which are a waste of water and detrimental to biodiversity.
Regular water quality monitoring updates to community.
Regulate water usage for ornamental (lawns mostly) landscapes in businesses, residential properties, and public properties/lands to encourage interest and investment in biodiversity. Work with HOAs in changing the must-be-green-lawns policies. Lead the community in shifting the perception of the beauty, benefit, and purpose of landscapes.
relay on relevant studies to define and address issues rather than pop-quiz government programs that never correct or resolve issues.
Reliable electricity and cost seems inversely related to environmental concerns. Eliminating coal plants before they are near end of life will be costly to both energy price and reliability. Solar has environmental costs that appear unmentioned and yet we are rapidly diving into replacing steam generators with solar panels. I think this is eco-friendly and a risky move. For water, we need some investigation and possibly infrastructure to prevent algae and wildfire contamination. Algae smell and taste should never be a problem, as it should be avoidable. We should have truly excellent water, coming from the high Rockies as first user. For water insecurity we need to support firming projects to provide storage for water we already have rights to use.
REly on customer input via appropriate avenues to communicate with the company, via questionnaires and participate in community meetings if available.
Remove chlorides and fluorides from water for consumption
Remove or significantly reduce extra charges for residential power generation. Residential solar and wind electric generation should be encouraged financially and otherwise as well. Loveland seems to actively discourage residential power generation when compare to Fort Collins for instance.
Renewable energy sources are incredibly important, we need to transition away from fossil fuel energy sources as quickly as possible.
Renewable energy sources.
Renewable energy.
Research and training maybe. You are only as good as you are taught..nothing better than to know your job and have incentives to be the best.
Residential water testing on a regular basis as a service to the community.
Resource Central is a great way Loveland Water has provided information and options to be more water conscientious. I would love to see more like that for electricity and waste collection
Restrict lawn watering push zeroscape
Restrict new residential development
Restrict watering. Consider burying electric wires in areas where they are above ground.
Review policies of other CO communities (and in other states) that have the same approximate demographics as Loveland.

rules to help with water utilization and efficiency (not watering cement, not watering in the heat of the day, not watering on hot days, etc.) monitoring water usage for these types of violations. Education for the residents. Elderly residents are stuck in their ways, they need coaching. Tips to help reduce power waste in their homes, free auditing services to help with efficiency. Rebates to help encourage solar energy on homes.

Sadly, I do not know what suggestions are helpful. I am trying to be a wise consumer at my own residence. It feels like a overwhelming challenge for us all. Apologies I don't have great ideas

Safety and consumption awareness

See answer to Q1

See my prior comments about rooftop solar. I don't get the impression that LWP makes this a priority.

Seek renewable resources

seminars on conservation to augment their energy saving actions

Send out more communication

Send out more emails and text messages if any changes or issues occur ahead so everyone can be ready and prepared.

Send out more information

Set up booths and talk to the public at downtown events

Setting up booths at events for starters

Share information to the community like we get about water in our newsletters each month. Not sure what else

shouldnt have sold water rights to weld county

Show examples of water efficient landscaping in newsletter so blue grass becomes unfashionable

Show that you are involved in the community working on these issues.

show water quality tests

Since we don't get a local paper, I guess I have not figured out the best way to become informed of what the utilities are doing. the paper seems to cost too much for what I would get.

Sliding scales for power cost starting at 80% AMI, continue developing sustainable energy sources, and please do something about the water. I feel like it's barely fit for my dogs, and there are times I don't even want to shower in it.

Slow the growth! Raise water tap and other prices for new construction.

Smart metering, time-of-use rates (opt-in), education and assistance for optimizing power/water usage to take advantage of timed rates

Solar farms, wind farms, help provide affordable solar paneling for homes this would help you guys generate more green energy with run off power you buy from residents

Solar incentives. Attention to safety. Planning for more people/more water use.

Solar panel Rebates that make a financial difference to homeowners.

Solar power and eliminate sprinkler systems

Solar power availability

Something as simple as acknowledging that these issues exist, even if a solution isn't currently possessed, can be helpful. Just knowing that they are thought about and that input can be received regarding possible solutions.

Something I think about a lot in regards to water scarcity, is if a discount or discounted rate could be offered for lower water usage? Instead of waiting until it's too late and we are in a dire situation to react and scramble for a solution, which I could theorize would look like exorbitant rates which phases the less fortunate out of clean water and leaves it for those who can pay, most like anything else, we could work on solutions now. Something to both educate people and incentivize people to be mindful and aware of how much water is available and how we can conserve and be better stewards of the land and water we do have access to. I suspect some things ARE indeed being done toward that end, but I am not aware of them. I don't know the answers, but that's one idea that repeatedly comes to mind.

Sorry, no suggestions, prefer to leave to experts in the field.

Speak out to quit geoengineering to fix climate change, and do not allow other government entities to continue with geoengineering. Stop recommending smart meters. Do no push all-electric vehicles that will inevitably and severely increase the cost of electricity.

Spending wisely on capital improvements that will meet a higher standard or yield a longer design life, even if the initial investment is higher to begin with. Take further measures ensuring the safeguarding of our vital infrastructure from increasing domestic terror attacks.

stay at the forefront of technology. save and purchase for future needs

Stay away from solar power and wind power. They are highly expensive and inefficient.

Stay on top of infrastructure

Stay on top of water quality. Keep us informed on some genuine issues with water quality and updates on electrical supply and how to handle the community growth.

Stay up to date on latest research and technologies available to address these issues. Invest in programs, expertise and technology that helps address these issues. Tap community leaders who can contribute to finding solutions and provide opportunities for change.

Stay vigilant with safety upgrades and solutions

Stop adding fluoride to the water.

STOP ALLOWING ALL THESE NEW HOUSING DEVELOPMENT AND GOLF COURSES!!!!!!!!!!!!!!

Stop allowing new buildings to be built and instead use the numerous building that have been sitting unoccupied.

stop building houses and commercial spaces to curb water use

Stop building new/residents

Stop building so many new houses and businesses.

Stop getting electricity from coal. Create the option to select a company that uses only renewable sources of electricity. Like a group medical insurance plan, citizens of Loveland can join.

Stop giving our water to Greeley.

stop losing rights to fresh water supplies. Enforcement of fire control agencies. We are losing major business to help support and off set homeowner's costs.

Stop mailing me guilt summaries of my energy use. We live & work in our home and do not use water and electricity in places of employment, we eat at home and not in a restaurant we have family. So maybe you need to convince me that other people don't use water & electricity elsewhere. So stop spending money on these mailings with you your guilt and condemnation. And what on earth is energy insecurity. That is stupid verbiage

Stop providing lead and chemical filled water

Stop raising rates and rail against what other companies are doing. Help the little guy

STOP RAPING US ON YOUR RATES!!!!!!!!!!!!!! ALL YOU ARE CONERN ABOUT IT COLECTION YOUR MONEY!!!!!!!!!! YOUR PHONE SERVICE SUCKS, VERY RUDE PEOPLE ANSWERING THE PHONE !!!!!!!!!!!!!!!

Stop spiking up the cost of utiliies.

Stop telling developments they have to have greenbelts which take a lot of water. You often see them being watered while raining.

STOP THE BUILDING — it is ridiculous!

they frack here we will have some of the worst water in this country. Care about the environment enough to not allow this environmental rape to happen in this town. The people of Loveland do not want toxic fracking.

help to improve. There is so much knowledge out there, you just need to be challenged enough to take on the task

seems like an important step towards future stability and sustainability. Continuing to encourage and incentivize citizens to remove water-wasteful lawns and plant water-conservative plants and trees is also important for the future challenges that will arise. Not to mention, creating a cooler micro climate within our cities with said shade plants will also lower electricity consumption in the heat of summer. Adapting our public planting spaces to be more water conservative and self-sustaining is another great area to work on.

Suggesting ways we can all help as a community and potentially organizing efforts if opportunities arise.

Support river health and restoration.

Survey the community, events, booth, get ppl talking

Surveys like this and following up from the data collected from surveys like this.

Sustainable building/heating/cooling. Independent energy storage and production.

program better - I didn't know about it until this survey made me think to look it up. Work with the city to lift restrictions on residential solar panels. The city should have a disincentive for grass lawns. My new build came with a lawn that I have to waste water or spend lots of money to replace with xeriscaping.

charged.

Take leadership roles in collaborating with other local entities, and state and federal entities to work toward solutions to these issues at regional scales.

Take more chemicals and fluoride out of the water

taking all these issues into consideration when implementing any changes

Talk talk talk

Talk to the people

so

Teach people about removing fire starter items like tall grasses and excess twigs near house, tree branches that fall over the house.

Teaching conservation to the community in a broader way, other than cartoon flyers with our bills. Give incentives for water conservation landscape, besides the prospect of lower utility bills.

Team up with experts. Offer solutions to residential and businesses for water saving solutions. Stop sending out flyers that people don't read. Send electronically or ask for preference. Have people at farmers markets, fairs, community gatherings for education purposes. Offer in home electricity consumption evaluation. Offer more open offers for solar use.

Technology, contingency plans, alternative sources.

have

Test multiple areas for water quality

Testing and communication.

Testing, outreach to low income households

encourage zeroscaping and planting native grasses. Quit approving large areas of grass in new subdivisions.

The City needs to include you on all planning and development projects. You are the experts on what this area can sustain in terms of growth.
borders around developments, encourage homeowners to plant drought resistant plants, remove blue grass, use drip line watering. All new developments should have to incorporate these in the development.
The city should let the residences know if their homes are in an area that can be effected by wildfires and what should be done to protect their homes. The city should also check wires going into homes to make sure they are secure and will not fall and start a fire during wind storms.
The City would know better than I would - but we really need to make water conservation a priority! How can we reuse our water, what can each of us do as households to use our wastewater in another way to get more than one use out of the water we are provided. Water is a precious resource!
The climate has and is always changing. If prices for power rise dramatically, then power insecurity will be a big deal for many. I don't know how LWP can help with wildfires and why that question was asked. one...maybe a rebate to put an efficient one in with guidance about what an efficient one would look like?
The goal of Loveland utilities should be Clean abundant water at low costs. The goal of the power department should be plentiful, inexpensive and reliable electric power.
The infrastructure needs improvement
The Loveland City Council are the people the community elected to be our leaders in addressing the future of the city of Loveland, not just the future of the business community in our city. There has never been a clearly developed vision of what the city should look like in five years, ten years, twenty-five years down the road, so the council wastes endless hours talking about the ad hoc proposals that come from an endless list of interest groups and developers. If they had a plan and a direction that the city wanted to achieve, it would be much easier to stay on track instead of chasing all the glittery proposals that come their way. Maybe they could stay focused on the project that they start and finish it, like the Taft Ave project. Maybe they would not be enticed to throw another four million dollars at the renovation of the Pulliam building with no clear use for the 90 year old WPA project.
The more energy-independent and water conservation focussed Loveland Water and Power can be the better for Loveland residents.
The prices have gone up significantly. It makes it hard to pay my bill.
The tap water quality and taste used to be amazing. We now filter all our water, even for cooking as the flavor in pasta and other dishes cooked with straight tap water are terrible.
The water quality needs to be improved, especially with further water quality degradation from runoff over burn scars.
There should be a limit or ban on watering golf courses and lawns when we are in drought (not a suggestion or request). People who are on a Well/Septic and only use Loveland for power should not share in the costs related to water/septic issues
they should not run on rainy days. Also, promote buying power from renewable sources. That's a great program for customers. People seem to think we won't have wildfires because we aren't in the mountains, but we know from what happened in Louisville that's not necessarily the case. Education is needed.
They already are replacing old pipes around the city of Loveland.
They are the experts and I would expect them to support my efforts to help conserve water and power in my home, my workplace and my environment to the best of our collective ability.
Through news letter and community programs
Tips that homeowners could use to keep their homes safe, and encourage insurance companies to give a break for those that have siding that is fire resistant.

To be honest, I don't know much about any of it or how it all works. But I would like to see Loveland Water and Power have some expertise, authority and support to help us prepare for and manage the effects of climate change.
To be in the know with updates when it comes to Govenor and Senate decisions made in these areas to then share with the community in their Loveland monthly mailer.
To help the poor and senior people within it s areas of residency.
To help with these issues.
To just stay involved with those in the community who are responsible for this issues....ie... the fire department, wildlife personnel, parks and rec etc
Town hall forums can be a good way to gauge the support from the community and to hear their voices on how to address this pressing issues. Surveys such as these are a good option as well, but in person contact or virtual contact is highly warranted.
Transition our power grid slowly to renewable energy and get away from coal power plants. Come up with efficient systems that waste less water. What would really be great is to have automatic leak sensors and shut offs when something is leaking.
Transparency on water testing and results, information about the residency of the grid. Forward thinking about the sustainability of growth as it relates to water and power usage. I hear lots of things about the challenges surrounding communities are facing with being able to supply water and power to all the new subdivisions popping up.
Transparency on what is being done and why costs seems pretty unreasonable at times.
Trim trees
Try to help keep brush from accumulating in open areas
Trying to make it more affordable
Underground Power in old Loveland!
Underground power lines. Xeriscape programs to replace lawns
Unfortunately, I am no analyst. I can only recommend following whatever guidelines are set by people more intelligent than me.
Unfortunately, I don't know.
Unknown
Unsure
Unsure at this time
Unsure of the steps we could take on wildfires. However, air quality in the region is a big issue. Low cost energy is a great way to encourage the use of electric cars and help our ozone pollution issue.
Unsure, would need to do further research
Unsure.

Unsure...not my expertise however the first instinctual reply would be the frustration that for a "green", "climate friendly" state why in the heck are we allowing the city, the HOA's, Landscaping crews, etc to be allowed to spray toxins at the parks, greenbelts & open spaces. Also, if needing to see a repeat for implementing water conservation such as limit d watering schedule, etc again this year then that should also apply to the city parks, the HOA's, greenbelts & such. I can see possibly choosing watering preferences in neighborhoods past say Taft or Wilson...anything closer to the foothills to keep greenbelts into housing areas from becoming crisp fuel as seen in the Superior, Louisville fire situations. Hope that makes sense. Thanks for all you do!

Update and promote residential solar power generation and overhaul credits and billing system for it
Updating infrastructure

urge safety and conservation

Use (or use more) solar power. Discuss possibility for homeowners using "grey" water for landscape needs. Also work with communities and HOAs to implement more xeriscape use for homeowners. There are some communities I believe in Aurora which now don't allow grass in the front yards.

Use all sustainable resources for power - wind, sun, geothermal - and stop using fossil fuels! I'd like all my HVAC converted to heat pump sources and all of my water boiler converted to electric. I am willing to pay for solar roof panels and heat pump drilling installations.

Use available opportunities to increase innovation, analyze and problem solve water quality, usage and shortages. Keep customers aware of what LP&W is doing.

Use more renewables and use less coal and natural gas

Use more rock and plants that need little water. ALL communities should water common areas less including all community parks. We waste a lot of water here.

Use solar, hydraulic, and wind power, offer low energy incentives

Utility bills continue to increase and people's income is not keeping pace. If you want people to save water, make it easier to find affordable and simple xeriscape solutions. Partner with Xcel to champion affordable gas rates.

Verbalize to the city leaders Loveland does not have the resources or infrastructure for ongoing housing and urban development

Water conservation education included in your billing statements could help the public understand the importance of being water conscious.

Water conservation is and will continue to be a priority due to climate change and potential wildfires. I think educating the public in water conservation as Loveland Water and Power does in their newsletter included with the monthly billing is very good. I also question the amount of water used on the golf courses. I think Xeriscaping should be encouraged in current and new housing developments and any other new building development.

Water conservation is important. Loveland didn't have water supply issued 50 years ago. Too many people moving here.

Water consumption tips and tools to assist in lowering or at least monitoring it specifically lawn care such as either suggestions or tools provided by you guys(i.e sprinklers) that minimize waste of water when watering yard

Water demand is going way beyond water supply the way build house and apartments are being added. There is and will continue to be a vast water shortage. It is all because of the cities greed.

Water is life. Water Quality sustains life. It is -the- most valuable resource we have. We haveto protect it... even if it means not watering business green spaces, or individual lawns. However, we are far surpassing over-development within the city. The growth rate is not sustainable if / when we experience a mega drought. We all know it.. Protect what water we do have.. every drop "should" count

Water is the number one issue for us

Water less on public lands, Decrease light polution, if possible

Water needs to be more purified. Not sure on the other issues at this time.
Water quality and supply. Too much building. Continue and improve recycling. Easier ways to get info and acquire solar energy.
Water quality is a huge issue as far as micro plastics are concerned but we may not have technology to address it yet.
Water quality test results monthly report to the customer.
Water reservoir projects need to progress faster. Solar Power for residential areas needs to be encouraged. The electric grid must be reinforced for electric automobiles.
Water restrictions
Water restrictions Encourage lawn replacement Promote home solar and easy ways to access water restrictions w times and hours to help those whom water wherever whenever
Water storage. Don't rely only on renewable energy.
Water waste, unnecessary landscaping for businesses that do not utilize water needed landscaping. incentive a business to use less water consumption landscaping over grassy yards that are purely for ascetics. limiting new home construction based on the lake a reservoirs capacities and not how much can we drain them before critical levels have been reached.
Water wise programs to eliminate grass.
Water would not be such an issue if Loveland didn't keep building houses/apartments in such huge numbers. I don't think Loveland water and power has much control over wildfires, that's more in each person being responsible and nature
Ways to off set/reduce the cost of converting lawns to xeriscape. I have not done this due to cost challenges.
We are building a new reservoir that should help a lot but the entire climate change is a natural occurrence that switches every 3k,6k,12k years we have one more solar cycle maulder period the. Another solar uptick so in approx 15 years nothing will really matter but we need to switch key essential things into a solar powered set up because when the earth flips 90° for 7 days then back look out,, we are in a safe zone this time but we'll have some Coast in Colorado for sure.
We definitely want to continue having natural gas and are not believers that climate change is affecting our lives. Much money is being spent in the wrong places.
grass roots involvement. We can resolve issues on a community level, not a top down big government level.
We live in a high plains desert. We should landscape and use water wisely. We should continue to aggressively move our fleet to non-combustion energy usage. We should work to curtail and end carbonaceous energy extraction in our control. We should improve our accounting of energy and money flows within our utilities.
astounding.
We need to push for more Xeriscape Landscaping to help with water scarcity and less grass. Everyone should be aware of climate changes and work for solutions. Are electric vehicles needed for all city departments showing the public that it is smart along with charging stations installed throughout the city. Due diligence is needed to always make sure that our drinking water is safe.
We need to replace all above ground powerlines. We need to have more solar rebates and solar farms. We need to have better filtration on the water that we use.
We see you already added a large area of solar panels, which is commendable! Maybe add some more reservoirs for maintaining water if at all possible.
What can we do to stop Greeley from taking all of Lake Loveland water.
What ever happened to buffering areas around homes and buildings and to wildfire breaks?
What would it take to put electrical lines underground in Loveland?

be a way to keep from sending out tens of thousands of envelopes over the course of a year that are not needed.

Why is fluoride in the public water?

Wild fires - maintain OH lines and keep trees trimmed. Water - continue storage projects and secure water sources. Electric reliability - focus on affordable, reliable sources and NOT turn away from natural gas. Also join with others to re-introduce nuclear power as a clean, sustainable power source.

Wildfire mitigation in the urban/rural interface areas.

Wildfire mitigation needs to be an ongoing strategic process. One large risk factor is homeless camps with burning fires.

Wildfires - have more funding/resources for prevention along with fighting these fires when they occur
Energy and water insecurity - provide more opportunities to be part of co-ops and for community to be able to support programs to help those who cannot afford needed utilities

wildfires = forest management and maintenance water quantity = storage water quality = transmission maintenance

Wildfires are a big concern. Limiting all residential and commercial growth in the wild land areas would be a way to get it done. Even if the number allowed is ZERO for a two to three year period, would be good. Again, new growth in such areas that then expects City Services should have to pay more by 50% or more for services that they expect. It would get folks living in such areas to become more self-sustaining. Or don't move into such areas and let God's Creatures have a place of their own! Water rights keep getting infringed upon and have for some time. When we lived on the farm, they kept cutting the water rights amounts and those had been bought with the promise of the amount of water per share. Then someone in power in Government stepped in and said Oh No we must decrease the amounts of water for farmlands and urban areas to conserve water. That water kept our farmlands nicely watered and the towns and cities back then did just fine with their water rights. When the Power Structure folks become laser focused on MONEY, they truly sell us all out. Demand the Full Amounts of Water from the shares purchased and knock of the "Adjusted Allocations" garbage. Things run amuck if some does not step up and say, Enough IS Enough! No more cheating to make money.

Wildfires have a huge impact on carbon emissions and air quality, water quality and pose a major risk to safety. When I saw the fires from my back deck a few years ago, I was very alarmed. We need to keep the strip farming in place between the foothills and the city to protect from fires, if this is developed into PUDs it gives the fires a path into the city.

Wish I did

With an incredible influx of new residents, how will the City deal with the increase in demand for services? Shouldn't developers have to pay more the cost of new infrastructure due to the unprecedented growth.? Should growth be capped or come under more control?

developers and oil/gas projects that placed further demand on a limited water resource. i.e. stronger review and control on fracking and new developments that require extreme amounts of water. review the relevance of current water resource projections using the best modeling using the best weather projections, more incentives for customer water conservation - including oil/gas, business and residential.

With the pricing of renewables coming down so much, I'd like to see more renewables included in the regular rates for the average resident. I'm ok paying for Greenswitch to get to 100% replacement of my usage with renewables, but I think we're past the point where such a low percentage of renewables should show up in the average mix.

Work as a team.

Work directly with the community

work for more renewable sources of energy. Ensure that Loveland has access to reliable, secure water sources. Keep lines maintained so that trees don't fall on them and start wildfires.

Work on helping congress put forth bills to stop HOA's requiring grass in lawns, but push for zeroscaping instead! requiring grass that takes so much water is ridiculous.
Work to help prevent wildfires within the parameters of the scope of Loveland Water and Power. Ensure safe and good tasting water (It tastes terrible now and has since we moved here in 2019! We only use filtered water. This makes me believe it is not safe). Help the City and County limit growth to ensure those who are here can continue to have water and power in the future. Continue to transition to more effective and Conservation effective sources of power such as solar power on each building (both homes and businesses) without additional cost to the homeowner or business/building owner.
Work to pull more from renewable or energy sources and inform users when more energy is being pulled from renewable sources
Work to switch to renewable energy sources; work to provide greater incentives for homeowners to install solar; incentives for upgrading to more efficient HVAC tech; and very importantly to remove lawns in favor of xerisxape....too much water is wasted on watering lawns!
Work together with other agencies to make sure Loveland is doing all we can to help combat climate change while continuing to provide service.
Work toward eliminating over head power wires (fire danger). Continuing to use technology to improve treatment of water and electrical power generation (removal of algae from water storage and fairness in solar use).
Work towards a more stable water and power cost that does not rise and fall when the weather changes or gets to extreme temperatures.
Work with City building officials and City govt to change new construction guidelines to replace sod with other native plants. Work with City govt to develop programs to "buy-out" sod yards and reimburse homeowners who seek water conserving alternatives. We may not be Phoenix - yet - but water is not an unlimited resource.
Work with entities to make solar covered parking lots where parking lots already exist instead of solar fields which take up precious land space, unless the fields can be farmed at the same time. More communication/education about what you are doing, programs and what options are available. I learned about Garden in a Box from my doctor. I think there might be more you do, I just don't know about it somehow.
Work with government agencies and environmental experts for maintenance of and around power lines.
Work with HOAs to encourage less water usage in maintaining lawns.
Work with Northern Water Conservancy. I believe you already may do this. They can assist with expertise in water conservancy and support for remediation after wildfires. They may also be involved with wildfire control. Work with our local Fire Departments. I'm not sure who to work with for water/power insecurity needs.
Work with surrounding utilities.
Work with the fire department on funding for wildfire mitigation to protect the watershed. Better incentives for homeowners to install solar. Incentive for homeowners installing artificial turf to reduce water consumption. Replace sod areas in the city with artificial turf
Collins.
Working to ensure power infrastructure does not pose a risk of starting wildfires, both in the city and the WUI. Researching and adopting water reclamation practices.
Working toward more renewable energy focused technology
Would like to see more solar throughout
X
xxxx
You are doing a very good job now, but what are you doing to keep up with technology and lower our utility bills by using solar on every house?

You are the experts.

Open-ends: What are the top three reasons you chose to participate in a Loveland Water and Power program? Please select up to three options. - Other, please specify: - Text

because I live in Loveland and there was no other choice

Credit of some sort for an old freezer

Don't trust the government to make the best decisions.

Find out more about our drinking water

haven't participated

Help the department gather data

Honestly I was unaware there were any other options when we bought the home.

I guess I'm confused-isnt this just local utilities? Is there more to it than that?

I had an old working freezer I needed to get rid of

I think it's important to stay connected and be knowledgeable about what's happening within the city.

I wasn't aware that I was participating in the program, other than perhaps taking this survey. . What is 'Loveland Water and Power Program'?

Im in a rental and its required to go through this service

It was the service that came with the purchase of my home

It was with Xcel energy. Not Loveland water

Moderrnize an old house

Not currently participating in any

not involved with any programs

Nothing

Of great concern about water needs in the WEstern U.S.

Only option

only option available

Only option offered to my residence

only provider

Refrigerator needed replaced and city gave rebate on old one

Save the planet/environment for present and posterity.

they hold a water & power monopoly in Loveland....

They're the only utility option for me

To address these issues that I had commented on a couple of pages prior to this one.

water I use.

To be reminded of what the company does for the environment and public together.

To find out why I am getting incorrect notices about power consumption.

to increase efficiency in lawn watering

To voice concern for all the folks of our community.Things have run way Amuck due to "deals" to attract growth. The natives have been left holding the bag.

to voice my concerns about solar customers

We do not, we just try to conserve

What is offered in loveland

Open-ends: Which of the following might motivate you to enroll your business in a program or service with Loveland Water and Power? Please select up to three options. - Other, please specify: - Text
All of the above
anything that applies to renters
Be able to sell solar power back to the city.
City Council needs to care about the programs
Do a better job on your billing.
Employees who are quality may make me want to participate. Right now, I cannot stand your employees. They need more training.
Has to be something I can do as a renter
have a fridge to recycle
Honesty is a great motivator.
I am a licensed hvac tech. I already know how to do all these things.
i am new (Nov. 2022) and have new construction home so no issues yet.
I do not own this property.
I have interest but can't afford to live here anymore at these housing interest rates. Environmental as the top reason for taking interest - I'll have to find out how to take advantage of similar in Kansas, where we can actually afford to live and raise a family.
property owner.
If I could suggest a few good texts on survey research.
If I had a house with lawn I'd be interested
If I had my own house
If I lived in my own home/ not apartment complex
if it was easy to find, understand, and sign up for
housing.
Improve air quality, help the environment.
less is more
Loveland Power & electric is not Woke T shirts
lower the cost of electricity, keep the rawhide power plant open
Maybe post video seminars thru email.
or low cost
Pay for solar energy into the grid
Renting makes things a little harder to update or change
save on costs, to help the environment, to improve comfort in my home
see improvement in service and basic common sense
SOLAR
Solar power should be evaluated as standard on all new homes.
Stop spending my money on stuff and provide water and electricity at a reasonable price. You are wasting my money. I have considered moving because of the expensive water in Loveland. Your goal to be to provide a service. Not social influence
The willingness to create a viable future plan that combines a mix of power sources.
These programs should not be the goals of the utility.
To allow other companies in to Loveland with solar energy products!
dependable.
To prevent Loveland from burning to the ground.
Use of solar panels for HOAs.
water conservation programs and help in the move away from lawns and promote xeriscaping

When evaluating a family's usage consider the amount of time spent at home. For instance, the retired families are home most of the time.

Open-ends: What are the top three reasons that might prevent you from enrolling your business or continuing to participate in a program with Loveland Water and Power? Please select up to three options. - Other, please specify: - Text- Text

neighbors are on limited incomes and therefore use the services very limited and thereby show my consumption at a greatly increased percentage. This does of course allow you to charge me even more as I then become a higher tier.

a private company is "allowed" to break the govt monopoly and offer water/power services

Age

Apartment

advantage.

do not know

Homeowners should not be restricted to do business a certain way or with certain contractors in order to obtain incentives.

I am a renter

I am consistently rated as energy saving customer so I don't need more information

I did the water usage assessment, but I don't think it helped in any way to help me save on my water consumption/billing.

I do not own my home

I enjoy programs

I guess I'm confused... I get a newsletter showing my usage compared to others. I don't know if that's the program you're referring to or if there's more to it...

I have no other reasons.

I rent

If you allow fracking wells within city limits

I'm a renter

I'm a renter and many of them are only available to home owners

I'm just not active in doing research on line or reading the company's objectives in e mail sent to me.

Insulation Rebates are one size fits rebate a dont really address the homes overall efficiency

It is hard to be energy conscience when my neighbors abuse our system and nothing is done about it.

I've done what I can and was happy with the results. No need for more. But I appreciate it.

Just not now

Limited availability

Live in a rental

Many of the programs, other than utility rebates, apply to renters

Negative HMO.

No access to internet and I am 92 years old.

No needs for now

no time

not a year round resident

Not enough time in personal life to explore the options. They sound amazing, just maxed out on time.

Not interested in having someone in my home to do an assessment

older homeowner o fixed budget/ no funds to update home to be more cost effective.

Our HOA limits some of the options for our properties

Our home is 125 years old and upgrade costs would be extremely expensive.

Participating businesses pricing was outrageous

Preparing to move within the next 24 months

Requirements for participation are too specific to meet my needs

Scheduling

the programs

well, the public will be docel and non=complaining and "quiet." When it gets real "noisey," you'll know you have problems.

costs.

Time conflicts with my schedule.

Time pressure

Too restrictive. I had missed a toilet rebate by 1/2 gallon, seriously it was a bit frustrating.

we are qualified to manage our own useage without direction or assistance

We've never had air conditioning. We have large trees, excellent windows that we open at night, a good attic fan, and rarely turn on the oven between Memorial Day and Labor Day.

Wokeness

equally effective

Open-ends: What are the top three reasons you haven't participated in a program with Loveland Water and Power? Please select up to three options. - Other, please specify: - Text

pumps. As for other aspects of our home, estimates for replacing, for ex., inefficient windows were so expensive we'd literally never break even on utility-cost-savings in our lifetime (if we were millionaires...we would do this for the environment of course).

costs of growth. Where is our city in standing up against the rates of increases to fund very expensive green energy programs ?

All you do is send me a letter saying how much more energy I use compared to my neighbors.

already pretty efficient in my home

Already use waterwise landscaping and all energy efficient appliances and housing

Apartment renter

Apartment living, not able to control changes

As far as I know the programs push the use of very harmful technology

Awareness

Can't afford to buy a house

City loveland doesn't participate in solar roof program

Concerned they are going to turn into a sales pitch or spam

Currently rent property

Currently renting would be up to landlord to answer these

Did not have time to research the programs available

Didn't qualify

Didn't know about them

didn't make time to investigate

disabled/homebound

discourage with the willingness and knowledge of staff to solve existing problems

Don't qualify

don't have the time

Don't need the government telling me what to do. You sign up and then they can control your use.

Don't qualify for tax rebates

elderly can't get around

elderly, disabled

Everything at my place is 4 years old so no replacements neede

Family handles my expenses.

Focused on other priorities

Have a rental property so I'm limited on what I can actually do.

have not really thought about it

Have only lived in the city limits for a few months and have much to learn.

Have participated in past

Haven't gotten around to it

Haven't gotten around to researching the options

Haven't had time to consider them

Haven't had time to research

Haven't heard of any programs offered by the city

Haven't lived here long enough

haven't taken time to learn more about them

Health reasons

Hoa controls landscape and irrigation

HOA gets in the middle

Home is in new community and most are energy efficient. No current need at this time.

husband already knows everything

I am a renter

I am currently looking into the smart thermostat rebate

I am lazy:(

I built and own an energy efficient home.

I called on Programs for rebates for Turf, told there was none

I currently rent

I currently rent a town home and most programs are offered only to home owners

I do not trust you people. Due to shady billing practice

I don't know enough about them to motivate me to take action

I don't own my own home

I don't trust you guys

I have a new build which has many energy saving features built in

I have always been aware of good practices and do them on my own.

I have energy efficient appliances.

I have participated in some Thank you

I have put it off.

I have recently been gaining a lot more interest in taking responsibility for my house, so I think that valuable services are provided, and that I'm just now gaining more interest personally.

I haven't made the effort to learn more about programs

I live in a rental apartment

I live in a rental house so modifications are not always possible

I live in a small apartment my energy bill is manageable

I live in an apartment

I live in an apartment complex so not sure if the programs apply

I live in an apartment so I don't qualify for some of the programs

I only rent

I really haven't thought about the issues listed

I rent

I rent

I rent

I rent an apartment

I rent an apartment.

I rent in an apartment. Don't own my home so mister water and power for my apt. Isn't my choice.

And I'm very comfortable with the way it is

I rent my home so some of it isn't relèvent

I rent my property so I don't pursue city programs

I rent right now

I rent, so can't do some programs

I rent, so I can't make changes.

I rent.

I Sent an apartment, so there is little I can do.

I live in

I work and sleep no time for webinars

I'm a renter so the building upgrades are not my cost.

I'm in a senior living community in have limited ability to participate in programs
I'm smart enough to figure this stuff out with you spending my money on such programs
I'm a renter
I'm at an apartment rental
I'm separated from my spouse. I'm living in an apartment... My home is in Berthoud.
In 2019 we updated our home with water efficient faucets, toilets etc and converted to LED lighting, but couldn't qualify for any existing rebates or incentives at the time. Was very frustrating.
Incentive to participate low as a renter.
and light bulbs.
Information and programs are not easily accessible or easily done
I've only been a Loveland resident for 3.5 months!
Just don't know about them
Just don't know enough
just moved
Just moved here
Just moved to Loveland about a year ago
Just moved to our home less than 12 mo ago
Just moved.
Landscape incentive for turf removal already sold out.
Laziness
laziness
Lazy
Limited Awareness, need convenient venue (online?)
limited financial resources
Live in an apartment
Live in an apartment with no control over appliances.
Live in an apartment, not much to do with that
them.
Live in apartment and only have electricity available thru you.
Live in apartment so some programs would not apply.
Live in the county
Missed the deadline for Garden in a Box program.
Most I can't participate in because I'm a renter.
Most of the programs are already full and you can't use them.
Moving soon
My fault
My first year in Loveland
My home is new and I believe it contains many of the features already
My home is new, and is already extremely efficient.
My house is too new to qualify
My landlord is a slumlord and refuses to participate.
na
Need to offer programs for apartment renters
Needs currently focused elsewhere
Never knew about the programs
new home owner with priority on moving in
New home with energy efficient upgrades

New resident
New to area
New to area
New to Loveland
New to Loveland area
New to the area
New to the area.
New to town
No knowledge given to me about any programs
no knowledge of programs
No time
No time
No time to follow up in the evenings.
No time to research
not a home owner; rental
Not a priority
Not applicable to multi-family rental housing.
Not at this time
Not aware
not aware of them
Not aware of these programs
Not building owner
Not enough for renters
Not enough time to look at programs
Not familiar, don't read the flyers in monthly bills
Not in a position to spend money on programs.
Not interested enough to take the time to participate or investigate further
Not really sure. We are pretty conservative as is. Not entirely interested in solar
Of the options that apply, I had already done them myself
participated but the feedback was generic / gogwash...
Personal time constraints
Possible restrictions due to living at a rental property. Perhaps there are none.
Possibly time available
programas en espanol
Programs fill up to fast
Proof of effectiveness. Time and convenience.
qualify on rebates
Recently move to Loveland from Denver, just not aware
Recently moved to Loveland and not familiar with programs
Rent
Rent
Rent apartment
Rent not own can't participate in most programs unless you are a homeowner.
Rental
Renter
Renter
Renter

Renter not owner
Renting
renting
restricted ability to participate
See the letters in my mail but haven't had the time to read everything
Semi new to Loveland and am renting the house we live in
So many things in life to pay attention to. Work
Sometimes there a lot of steps with little guidance. Not easy to obtain.
Spouse doesn't always agree
SSDI income doesn't allow improvements to the home to improve our environment.
Still new here and take own initiative to save resources.
The department won't return my calls or e-mails
The effort to participate was more then I felt the program worked help me
The rebates do not cover those with a lower income. Such as efficient window AC units.
The requirements were BS
They had no further available slots for landscape changes
This is a rental property
This is a rental property. Owners won't reimburse us if we participated
Time
time
time & energy
Time commitment
Time to read and research.
Time to read or explore the options
Too busy
Too busy
Too lazy to take advantage of offered programs
information. :-(
Trash customer service
Tried but my location didn't qualify.
Tried to get energy assessment and was canceled on so many times I gave up trying
trying to figure out what I might qualify for and how to get it was confusing and I gave up trying
Very hard to have time to participate and only rent my home.
Was told that the low flow toilet I bought didn't meet qualifications for rebate.
Wasn't aware of programs...
we are renters
We built a new home with water saving in mind.
manage our home
We do not own this house.
energy efficient home.
We just bought the home 2 1/2 weeks ago.
We pay for power but not water so not all would apply
We rent
We rent & have no control over upgrades or changes to our residence.
We rent and don't want to buy new appliances
We rent and have very little control over the property

When family begins service a customer advocate should assist in awareness of possible programs for which the family is eligible. Also, the newsletter should constantly refer to program options.

why even offer?

Work to much

You cater to rich people with deep pockets, and ignore the average Joe

youtube videos

Open-ends: Which of the following topics are you interested in hearing more about from Loveland Water and Power in the coming year? Please select all that apply. - Other, please specify: - Text

YOU NEED TO LOWER YOUR RATES !!!!!!!!!!

Ability to access water consumption.

adding a surcharge to all electric vehicle owners to cover the cost of lithium battery fires and hazardous waste disposal

always like to hear of the long range water and power infrastructure planning and constructions, etc.

Any changes to the cost/payment structure for selling back power to the utility for residential solar

Anything that effects disruption of service or increase/decrease of direct costs

Are you tracking ESG scores?????

billing department needs a lot of caring help with customer service

Budget billing

Budget billing

Budget billings

changes in my bill

Clean, safe water

Cleaner water

Concerned about all of the new housing going on in Larimer County with water availability. We live in a semi arid desert with limited water supplies. I am wondering what restrictions are imposed on developers for water efficiency devices and requirements for these new homes. Also, what about golf courses? They require a huge amount of water! Do we really need as many as we have? Do we really need them at all? Why not send the golfers to another county to play?????

Discounts for adding Solar Panels, instead of Mandates & Restrictions.

Electric Smart Meters

EV charging in Loveland

Everything that I had stated in the other subject line.

Fleet participation by Loveland Colorado.

general monthly newsletter

Getting HOAs to be a part of this program and offering them incentives.

hable o comunique en espano

Helping people convert from AC to a swamp cooler to save engery.

home solar rebates

How and what is going on with the city lines in downtown and the surrounding areas

How customers can go on a budget plan

how they are going to limit and/or increase zero scrape lawns. I must have grass in my HOA

How to force your landlord to opt in on the information available and participate in the programs

how will you lower rates

How you will be combating new developments and acknowledge ev's aren't environmentally friendly

I do not own this address I just live here

I live at an apartment rental

I live in gated community where the use of solar panels on the roof in prohibited

I rent my condo, that is why I am answering this way..

I would like to see the monthly budget billing return! It's hard to budget when one month it's \$190 and the next \$300 plus

If any tools are made available or provided to lower water usage

In the newsletter, maybe some basic how-to with water use in a veggie garden: how to use a drip line, and other efficiencies rather than flooding one's garden/loss to run-off out of the garden.

Include in newsletter as you have been doing quite well.
Information about clean energy and how Loveland excels in bringing that to the table
Keeping us updated if our air/land/water is going to be poisoned by the fracking the McWhinneys are planning to do. This involves the quality of the air we are breathing and it will have a massive negative impact if allowed. You should be caring about this matter if you want to be engaged with the community here.
Landscape programs
Low income help!
Lower bills
Lowering bills for renters of old apartments with baseboard heat, and can't change it
Maintenance stories and general information and history of Lovel w&p
months used to determine sewer rates for year
Moving City of Loveland to 100% clean energy, AND ways to go solar that do NOT require solar panels on your roof, AND wind energy in our yards.
Moving to add nuclear energy to our resources.
new townhome already effient
Of course I would like to see my bills go down but I do not have the money to install any of the items that are offered through programs in order for this to happen. Right now I can afford the costs, perhaps in the future if rates were exorbitant I may have to look into it. People complain too much. Although I will say I do not like that my power bill went up so much recently. And your letters keep telling me I've used more water this year than last, we had 3 adults and one moved out last summer. I know for a fact we haven't used more water as one of us is disabled and can't even shower every day any longer so I don't know how you can say we've exceeded our average consumption this year. ??? off-peak rates
Please stop with renewable energy and making it too expensive to live here!!
Preventing Loveland from burning to the ground.
Pro rate monthly billing, so it can be the same month to month. Better billing system one we can understand!
Programs to help elderly update homes at no cost/ grants etc
Programs to switch from gas to electric and solar
Progress toward renewables - Utility news.
outdated way of business. Other CO energy companies offer rebates for swamp coolers but not Loveland.
Reliable billing notices out to customers should be your only focus. How do I get my bill, a late notice, and a letter for disconnect all in the same week? LAZY!
Renewable every will cost us all more money. Not in favor.
Residential Solar
Shorter survey and not repeated questions
Shred Events
Sliding scale income based payments
solar
The news that comes with my bill is always late
This is a rental and we can't do anything to improve energy as we won't get reimbursed
Total cost of solar versus cost benefits. How long is the cost recovery for solar?
Upcoming projects
Use of electric vehicles
waste water issues

Water and air quality.

Water safety

Ways to lower the bill by using alternative energy sources

What are you doing to lower the actual cost of energy and water, not consumption.

When will LP&W allow solar panel companies to install solar panels?

Who are the people involved in major decision makings so there is associated recognition in accountability for positive and negative results?

Why do the rates change? When are you going to reinstate budget billing for those who don't qualify for aid, but are still struggling to pay the bill?

why is my house with 2 people have the highest bill on our block with family's of 7 or more????

Why sun solar is so expensive for homeowners when it's sunny here most of the year

Why the water bills seem so arbitrary, no basis for why bills fluctuate so much.

Window - efficiency

working with other municipalities to achieve common goals

Xeriscaping and landscaping programs

When looking for information about energy efficiency and water conservation, what sources do you trust most for information? Please select all that apply. - Other, please specify: - Text

.gov sites

Academic studies

Accredited experts

Accurate news sources such as the Wall St Journal

Agencies and researchers

business community

City Council that Believes Climate Change is Real and We need Programs

this is totally dependent on their demonstrated level of training, results they experience, even formal education

Colorado State University

Common sense.

CPR

CSU

CSU

CSU Extension

CSU Extension

CSU Extension service

don't know

don't know really

Employer

Experience in other cities

Federal or state government agencies

For general information about these topics I use the internet and reliable site to educate myself.

From the horses mouth

General online search

General public information

Google search

Google search

Government

Government agencies

government agencies

Government Agency Reports

Government or peer reviewed published studies

Govt. agency

Groups involved with research on the topic.

hubby

I consult with experts in the industry

I do my own online research

I do my own research online to ascertain validity of the above topic

I don't know

I don't trust anything coming from city or government officials

I gather info from as many sources as I can find then make my own decisions

industry

I read up on items, I look for facts. I don't listen to anyone.

I rely on private business as opposed to government sources. That's the backbone of our economy

I'm a retired energy conservation engineer and an expert on these subjects.

Independent news sources without a media bias.

independent reports

Independent reviews

Internet

Internet

Internet Google?

Internet Product Specifics

Internet research

internet research

Internet Searches

Knowledgable friends and business owners.

local news providers 9 news

Local research studies

Local Seminars and symposiums

manufacturers

Me

my own experience

My own independent research

My own research from a variety of sources

My own research online

My own research.

My own research. I have degrees in Environmental Science and Geology

My own technical research

Myself

Myself after researching

Myself as an electrician and trades professional

N/A

n/a

NCWCD

Never searched or asked; so, have no info about whom to trust

News

News and research

News letter

News media

News organizations

News outlets

News Paper

Newspaper

newspaper articles

newspaper, online searches

newspapers

No one entity

Non bias information
None
none
Northern Colorado Water Conservancy
Northern Water
Not very trustful, perhaps experts if I were able to know they were not employed or rewarded in any way with Loveland Water and Power. But, definitely a "business person".
old fashion research and study.
Online research
Online research
online research
on-line research
Online research and forums
Online resources
Online search
online sources not social media
Peer reviewed papers, journals, etc. from the scientific community
Peer-reviewed studies
people i know in the industries
Personal research
Personal research. Scientific journal reviews
Personal reserch
Podcasts
Private Professionals
Publications
Really hard to know who to trust these days
Relevant firms dedicated to efficiency
Reliable science backed sources
Reputable online organizations
Research
Research institutions and/or higher education
Research on the internet.
Research on the web
research online alot of things myself
Science
Science communicators and other educators online, e.g. SciShow or Technology Connections
Science media outlets and articles.
Science peer reviewed journals and research
Scientific American
Scientific articles
Scientific studies
Scientists
Scientists

Scientists
Scientists, engineers, academic and certified experts.
State & Federal government agencies
Studies and research. I don't trust the big companies and I don't trust the governments
traditional media
Trust is something Earned, Not To Be Freely Given. Words to Live By!
Trust no one-always research
other.
Web search
Web search using trusted resources e.g. government agencies, consumer groups
white papers on internet, unaffiliated sources
Who do you trust?
Xcel Energy

Open-ends: Do you have any suggestions for how Loveland Water and Power can better communicate with you or other customers?

Your website is terrible. I just visited, and the homepage is unusable; I have to navigate somewhere else to even be able to see my options. Several options are cut off. The navigation and mapping of the site is unintuitive. I'm not someone who thinks everything needs to have a super cutting-edge site, but it does need to be usable, and currently yours is one of the least usable websites I've literally ever visited. (I was accessing it on PC, so I'm guessing the mobile version is worse, but I could be wrong!)

A high quality mobile app would be good

A magazine (online or paper) or other monthly publication would be a great way to do so

A newsletter via mail or email that is more informative about what you are doing as a service provider. Where improvements are being made and how they benefit the community. What you are spending and where it is being spent. Don't include puff pieces about the community and its leaders. I want to know what you are doing, where my money is going, and how you are benefitting our community or not.

A text when check is cashed would be convenient.

Actually communicate Why rate hikes are happening, and when

adding short text messages with reminders, or link to new information

Again, other than pricing, i have no complaints

Again, STOP with the comparison mailings!!!

Allow people to be able to come to your office. Don't know if you have reopened after covid.

Already answered

Already delineated previously

Already doing a pretty good job!

An app similar to the one for waste pickup would be great.

An app would be great.

An app would help

An easier to use 'welcome to Loveland' manual to set up everything important and how to best set up the user portal

App notifications would be nice

app with information rather than printed materials in our bills that often provide less than helpful or interesting information

Are you on Facebook?

As a renter, no.

As indicated in survey.

accountable.

Be judicious about sending out newsletters and such. Over-communication becomes annoying, which results in unsubscribes.

Be less political.

Be more careful to compare apples to apples. I get energy and water comparisons with neighbors with homes half the size of mine. Not very useful.

Be more focused

Be more open

Be nicer and hire more staff so you can communicate quicker

Be willing to provide knowledgeable personnel who can explain the charges on my electric bill to me. It is a total mystery to me.

Being able to receive a bi-weekly update on ways to save on energy costs, programs that benefit the community and plans for each season for maintenance, rate changes would be most welcome. Ways to help become more energy efficient would be worthwhile given the state the economy is in.

Better after hours communication. You can never reach anyone unless you call the 911 no emergent line to get someone for you
Better at keeping clients up to date with there bill and let them know if it goes over a certain \$ amount
Billing paper work changed last year, now it's large and has wasted paper. Go back to the single sheet of paper bill and the insert - eliminate the wasteful cover page.
Billing text or email reminders would be amazing!!
Bring back the monthly budget billing!!! Every month my bill is so different it's hard to budget it.
By doing this survey I am assuming that you are trying to better serve your customers and keep us updated. Knowing what is going on and how we are conserving energy is of value.
By emails and Text Messages and maybe postal mail.
By interacting with the public and not forcing the public to follow what you do.
By my comments, you'd think I'm just a redneck bumbling in non-reality land, but I have studied under professors at both CSU and UNC in renewable classes; that's good stewardship. National and global policies that mandate against the good consciences of tens of thousands of brilliant men and women meteorologists and scientists of all disciplines who disagree with the "science" of man made climate change is a scam for power. I hate seeing the City of Loveland buying into it, I won't!
Clearer communication about programs, I have considered buying blocks of the renewable energy but I do not understand how it works by reading the information and I do not generally have time during the day to call and ask questions.
Climate change "Green" is a hoax! Global warming was a hoax so it got changed to Climate change. I'm all about helping the environment but the electricity thing is a joke! If you want more electricity use nuclear power! Cars should be focused on hydrogen! Don't force Electricity on us citizens just so you can shut it off and have control.
check consumption & view due dates & issues. Though city of loveland does not communicate very well at all when there have been issues to my bill & other issues pertaining to my specific electricity usage & issues.
Community forums or personal contact
continue inserts in utility bills and note where have the same information on the website with links to more information
Continue newsletter and increase e-mail alerts and info.
Continue to listen to your customers needs
Continue using monthly fliers.
Continue using newsletter to inform, update, etc.
Continue your monthly update in billing statements, especially on efficiency programs; make it easier to find trusted contractors in my area; a focus on solar power and what I could consider as a homeowner would be useful.
Create a pamphlet on 1 subject, or send out in email. Put all information in these items.
Create YouTube videos to teach customers about what they can do save water, reduce A/C dependence, etc. Maybe one specific video per quarter. Send texts to customers to advise of new info.
Currently Loveland Water and Power does great job with customer communications
Customer services for Loveland Water and Power is incredible. The people are beyond helpful.
Development of mobile ease.
Do fairly good job with news letters but could be better with environmental and cost cutting methods
Do not use shady billing practices, makes a person not have faith in you. You sent my bills late just to force me to pay online because it was easier for you but not me. Bad practice. That is the type of thing that align with cooperate graft and greed. I as a citizen despise that kind of manipulation
Doing a good job in the newsletter

Doing overall great job I'd say! It's a difficult job This survey is a good example of your interest & commitments to improve where possible.

Don't know enough to be helpful.

Done

Dont email us more than once a month. Give us programs we can get behind and support the environment with.

Don't insult my intelligence by trying to sell me on your Energy Crisis agenda. Quit allowing building permits if the resources aren't there.

e mail

E mail for non emergency Text and e mail for emergency

e mail is the most reliable for general text/phone for emergencies

Electronic statemenrs

Eliminate the paper billing and go ALL digital. I already pay my bill that way, I do NOT need a paper bill anymore.

Email

Email

Email

Email

Email

Email alerts

Email and on the website

Email for information I really need to know....

Email is always best.

Email is fine.

Email is great

Email is the best wat nowadays

Email monthly newsletter with pertinent information

Email more than through the post

e-mail or news letter we find the news letters are very informative

Email with links to important news. Now that bills are delivered by email it can be harder to find information just because of the way computer screens work. The monthly newsletters were more convenient when they came in the same envelope as the bill.

Emails a best for me, thanks.

mail.

Emails or text

emails, postal mail, texts

engage with HOA's in the area

Even though it's old fashioned (I'm 38), I really enjoy the monthly newsletter, whoever designs and writes it does a fantastic job, it's very informative.

Everyone I have interacted with has been polite and very helpful.

Facebook would work well if it is definitely Loveland Water and power.

Facebook, instagram...

Faster

Finding information on rebates & xeriscape I found by chance. Missed out on Larimer county sod removal program. I found out too late to qualify & found it difficult to know when the program started & where the information about it was. I was able only to purchase garden in a box, which I found thru the resource center. Simple literature via postal would make more sense. I rarely open my bill as I pay online, so I don't know if info was there.

Fix your website; especially when trying to pay utility bills.

For me personally I like a paper copy I tend to read that, an email I sometimes scroll past and don't really read it

For me, email is the easiest way or reading the pamphlet that comes monthly with my utility bill or putting information on the Loveland Water and Power website.

Fort Collins, over 5 years ago, I could see how much water and energy I used every day (aka daily) on their website. If I remember right, I could even look at yesterday. That helped me realize how I can reduce my consumption. Which helps conservation water/energy and my wallet.

Frankly, we hate the assessments of our energy usage comparing us unfavorably with other customers, given our needs and lifestyle are different from most. Because of health issues, we have medical equipment operating 24/7 (oxygen concentrators, air cleaners, etc.). Furthermore, being housebound, we spend 100% of our time in our home. We NEVER eat out and ALWAYS prepare meals from scratch. We don't cook the junk most people eat daily.

Frequent and topical information

From my personal experiences in the last 10 year, every time I have a problem I end up getting taken advantage of by your insurance adjustors.

Full explanations of things before they happen would be great and then being honest about it would be even better. For example - our bills recently changed and there are now service fees just to have water or electric there was nothing I could find that communicated that out and when I called and asked about the change I was told this is the cost and it is not like you have the choice to go elsewhere.

Generally its easy with you. The website is nice. The app is nice. I like your monthly newsletter with the bill - it could use more content.

Get info out in media avenues

Give a warning before shutting off water, sync up billing cycles with due dates, disperse the help a neighbor funds

Give rebates for energy savers such as swamp coolers. Pay for the energy that solar customers are putting into the grid. Loveland is not trying to improve their practices but rather greenwash its practices. upgrade in technology and billing when services haven't changed and inflation isn't an excuse when alot of people are using less now because of everything but being billed double what we use to for more consumption.

Good survey. Good luck!

Good, efficient app, good website. Social media,

Have a chat via txt or app available

Have a live person, no phone tree that leads in circles.

Have a once a month TV popup on our local channel, addressing "Loveland Light and Power" progression towards the enviromental conservationalism, not only for their business, but all businesses and all residents of Loveland and it's surrounding communities. To be a bright shining star, leading the way for others to follow, delightfully!

Have an app

Have an easy to use app with push notifications

have cut off levels that indicate a home is empty so my comparison is better.

Have more transparency on how rates are calculated.

Have not had an issue with communication but prefer email.
Have these surveys for solid waste division. Have these surveys for city manager.
Highlighting innovation in adapting to our current climate, water, and energy predicaments should be a top priority. This is important for the future viability, livability, and economic prosperity of the entire NoCo region. Loveland is changing and there are many people in the community that would be supportive of inventive programs for water and power conservation.
Hold community forums or meetings
Host tours of homes that have high efficiency/ low energy systems. Inform the public on how much they cost upfront and how much they will save in the long run. Provide information on incentives for homeowners to switch to these systems.
However you decide to communicate, at the top put :From Loveland Power and Water
I am a renter & would love to go solar & do xeriscaping; however, I have no way of doing this without landlord approval
I am a renter so cannot comment on things that would require new equipment at my home
I am not trying to be disrespectful but this survey is way too long.
I applaud the move to eliminate billing by mail, the use of electric and hybrid vehicles, and the program to buy energy created by my solar installation. For me, email is the most effective way to communicate.
I appreciate the information they sometimes send with my draft statement and I pay attention to the news media of Loveland for information.
I appreciate the insert in my utility bill each month.
I appreciate the newsletter that is mailed monthly with my water/power bill. Please continue to this practice and maybe beef it up with more information about water and power conservation.
background, education and current monetary status- People need time to adjust to change in many cases!!!
I called a Utility Billing clerk to see if my "winter quarter averaging period was finalized" for the 2023 year. She had no idea as to how to research or look up my account to see if the last month reading was complete... she just read off a statement that the City averages three months in the winter to establish the amount. Not very well trained
I can't think of any. On another topic though, I wish there was a way to schedule a payment online. For most of my other bills, I am able to schedule to pay them on or around the due date. With the City of Loveland, you only have the option to pay them at the time you're logged in.
I check my phone app every week to see if I need to put out the recycling. Alerts should be included with links from the app to programs or offerings.
a program available, it is easy enough to access the program or resource. What I don't find is anyone available, willing, or able to engage with me and help me take steps towards water and energy efficiency. I reached out about a home energy audit. It's never gotten scheduled. I don't expect you to reach out or handhold every household through the process, but it would be a welcome step if you had a team who recognized engagement from homeowners and came along side them to increase follow through by partnering to overcome obstacles. I don't need handholding, but giving me the tools to succeed is important.
my fridge may be compromised or if the dogs need to go outside during the heat and don't have the AC on.
I do appreciate the monthly newsletters that come with my bill.
I do like and appreciate the news letter they publish. Not sure why I don't recall the rebate programs unless there was a cost to them and I didn't have the money.
information.
I do not.

I do not.
i dont
I don't know if you are the department that sends out the printed/mailed letters comparing our energy use with our neighbors. If not, please pass this along. The letters are highly annoying and inefficient. They are a waste of paper and resources - we know our own usage and are one of the only households on the block with more than 2 people living in it. Of course we are always going to be higher in our usage, no matter how we conserve. I would love to never receive another of those letters.
I don't necessarily need a lot of information coming in to my email, but if I have general updates with the resources that are available, and can then go on to the Loveland Water and Power website and easily search for what I need, that would be sufficient.
I don't. I am a renter of the property where I reside but am in contact with the owner to discuss information with him.
I enjoy the monthly newsletter that comes with our bill. Social media is another good resource for staying up to date.
I feel friendly door to door reps would be very effective in motivating consumers to look at all options and benefits they may have for smart energy use. This can be done at a low cost by utilizing volunteers to go door to door, such as college students and or regular citizens like myself.
I feel like the newsletters are very informative
I find that navigating your website is often hard. Information commonly needed such as my account's billing and payment is not simple. It takes serious time to collect all the info for taxes. I must know what bills were paid in the tax year. Billing dates and statements are month at a time and no consolidation is offered. Just finding the right page requires navigating to a whole different site. WHY? Making a list of statement appear is tricky. Remember tax time. What did I pay you within the year as a report! Provide data output in .csv or Excel format. Copying values one at a time is painful.
I get a newsletter with my bill and it's always a month old. I often have little or no time to respond to time limited items so I don't spend much time reading the newsletter
I get information from the Utility News and the Reporter Herald. That seems sufficient.
I get most of my information from your news letter.
I guess if there's an app, that could be a good place to find valuable information. A monthly newsletter with links to more info and visually pleasing formatting is also good. Text messages and real mail are surprisingly effective for me because they interrupt me enough to help me shift my focus. Plus they don't have much to read. If there are too many words, I often get overwhelmed and just quit reading.
i have none
I like an email
I like emails and paper mailings the best to get my attention and for me to consider and begin research.
I like how Loveland Pulse is communicating, perhaps take note on what they are doing. I get a text message alert and then can go to my email for more information on most things.
I like how LWP currently communicates with the newsletter in the monthly bill.
I like links in the bill email. Paying for and printing a flyer seems wasteful.
I like seeing the monthly and year over year usage comparisons on the bills. I don't like getting nagged about using less energy and water directly - seems kind of hypocritical from the people who get my money for using more. I like the city newsletter in the paper bill but I wish I could see it when I log into the website to pay.
I like the current system. Thank you.
I like the flier in the monthly billing.
I like the monthly mailings that come with the bill.

newsworthy needs to be communicated. Some of us still know how to read and subscribe to local papers.
I like the news letter that comes with my bill.
I like the newsletters
I like your monthly newsletter. Emailing the newsletter can save paper and print. Better incentives for home owners to get energy efficient appliances and power.
I love the newsletter that comes with my bill in the mail. Even more information on this platform or via email would be great.
I love the newsletter that comes with my monthly bill
I love the newsletter which comes with the bill. It sort of deadens the pain of receiving the bill!
I love the newsletters. I know it's expensive because I quoted the printing for you, but I really like reading them.
I miss the monthly newsletter now that I have gone paperless for the bill.
I miss the old paper water bills. The change to the new billing system has made it hard to compare energy usage this year
I not sure? I didn't even know you could pay your bill online until just this year when I talked to someone from billing/payment department face-to-face. So why do the bill statements come with an envelope? Just please stop changing the address to the account login.
I pay bill automatically through my checking account but receive a printed copy of my bill through the mail. There is always a blank envelope included even though my bill is paid electronically; this is wasteful and should be discontinued.
I prefer USPS mail
I really like the newsletter with the monthly bill.
I rent so a lot of the options so not apply since I don't own the home. The dramatic increase in bills means few people can pay extra for environmentally friendly upgrades. The prices should have increased a lot slower. With the increase in food, Xcel and rent prices the quality of life in Loveland has decreased so much. Assistance options for electricity are almost nil or tapped out. I don't mind reducing my water but asking people to limit air conditioning or electricity use at home to keep manageable bills when businesses and the more elite don't have to send very classist. Requiring large businesses and new housing developments with large, expensive homes to manage their water usage (they often have elaborate landscaping) and to pay more to offset the costs to the people struggling wouldn't be unjust. Or to ask them to contribute towards the helping neighbor program(which I've never been offered while struggling with bills) would be a logical way to increase the overall feeling that Loveland cares about all it's citizens. Please do help.
I say just use my choice of notifications which is my email when there is any news or a future project can just be in monthly bill and newsletter.
I still want to do paper less billing but don't know how
I strongly prefer email, but beyond that, nothing comes to mind.
I think a quick text would get quicker responses
I think a separate newsletter by email just for water and power would be great. Now that we don't get a paper bill in the mail, we don't get the Loveland city newsletter anymore.
I think all households should receive postal mail from the City as not all households have or use E-mail.
I think an online chat or contact us page that works; even if the actual question isn't answered immediately an initial automatic response indicating that it has been received
I think communication lines are wide open and easily accessible. Customers also need to be accountable for their own education and pro-action.

I think it's nice you want to help people to conserve. But I think your mailings, etc., are too frequent and you could apply the savings from those to the consumers.
I think Loveland Water and Power currently does a great job with their different methods of communicating and enjoy the options of doing so via Loveland website, text, phone, postal mail, email.
I think LWP can do a better job offering rebates, etc to help residents save on water, landscaping, etc. At this point in time, I am not looking at an electric vehicle. I am not interested in driving a vehicle for 250 miles than try to find a charging station where ever I happen to be. Good luck finding one. I am interested more in a hybrid vehicle where there is a back up fuel system.
I think they are doing a good job now!
I think this survey is a good start in reaching out. Hopefully, more will develop from this incentive.
I think you do a great job. I have been here 10 years almost and haven't had any trouble. Thank you.
I think you do well. I read the enclosed booklet with my power bill every month.
I think you're doing a pretty good job right now. However, there is always room for improvement. Bi-weekly or monthly email to provide info on relevant programs, services, updates, etc.
I thought I was included in email newsletters. It used to be printed and came with the bill and I was more likely to read the printed one, but perhaps there could be more links in the emailed newsletters to efficiency/program/rebates/renewable energy. If there is enough interested, maybe devote a separate opt-in subscription to a specific newsletter to all things eco-friendly tools and climate saving updates.
I tried to get a sprinkler evaluation that the paper wrote about and they were full and said they would call when an opening came but they never called. My request to get solar panels approved sat at the power office for 2 months before moving on to permitting.
I Tried to get solar panels and the solar company (Ion) said that the city of Loveland kept stopping from starting the work now they want to cancel our contact not fair.
I try to read the material that comes with my utility bill, but find myself putting it aside and not getting back to it. I find that the items that come along with billing aren't that helpful for me. I think I would be more likely to read an email. I can't speak for others on this, I can only say what works best for me.
I use a landline so I cannot accept texts
I use auto-pay. Despite having updated my card info, I continue to receive emails telling me my card is expiring. Please fix.
I usually use the website if I have any problems or if I'm looking for something in particular. I always use the online billing and do my bill payments online, which makes it all so much easier and I never have to go to the utility billing office or call. Which I'm sure helps you all out by not dealing with additional customers, and it saves me gas and time in driving across town. Thanks for making it simple!
I will NEVER own an electric junk vehicle... gas/fuel ONLY. Your fake president is ignorant.
I wish I understood more about the programs offered
I wish it was easier to unenroll in paperless billing. I had an issue with my email for 4 months and couldn't unenroll and wasn't seeing a bill until we got the notice of disconnection and couldn't get a hold of anyone in customer service to help me.
I would appreciate that the money wasted on quality paper and color ink on our "shaming" papers that come monthly be stopped. I know what I use and I know we do the best we can with what we have. Comparing us to houses smaller with half the people doesn't mean anything to me. This can be online or sent via email. How much money is wasted on this that could be used to better the systems?
I would like a better understanding of just what my responsibilities are living next to a busy street. I have power and internet on my lot and don't know about the right away the city has and who is responsible for trees, etc.
I would like to hear from you regarding lowering the water pressure coming in from the meter, please. Thank you

I would like to receive web seminars detailed about how Loveland water & power helps in any way they can via saving money, saving the environment, etc.
I would like to see electronic water and power meters to allow me to monitor usage on an hourly or daily basis.
I would like to see monthly e-mails from Loveland Water and Power on new projects being started, and where the projects will impede the community
had strangely high water or power usage that is outside the norm. One concern is that the person reading the meter did so incorrectly as nothing in the house changed enough to warrant such a drastic rise in usage.
fixed the major electrical fire hazard in my yard. Also, I've had to transition to solar by building everything myself bc the city blocks all most all options, unless you are very wealthy; ironically like the people who frack in loveland. When the city burns down, it will be your fault for not having done anything to prevent it.
I would love more interaction via text and email.
I would love to get text messages or app notifications to help. Emails are very burdensome and very inefficient
I would make it a little easier to navigate your website. When I first moved to Colorado I had so much trouble understanding how the website works and finding information to help me.
I'm new to Loveland but try to keep up on the know with the newsletter that comes with the power bill.
I've received more than adequate communication!
If an account is on Auto Pay, this should be printed on the bill. It is not.
If there is a mobile app, that would be very useful.
If there is a problem, I'll call you.
I'm fine with the current methodologies.
I'm sure you're putting the information out, I just need to look for it.
I'm very interested in finding out about help regarding saving water and energy use.
Implement real time usage reporting and time of day rates.
Include info in the monthly bills not just the little news paper. There isn't much in that.
Information can be shared within our billing, especially rates
Informative texts
internet
Introductory email/ physical mail detailing programs and incentives
Is there a mobile app? 2 factor authentication would be much easier. The current billing system sucks!!
I hate trying to log in. I recently tried to change my payment method and it didn't go through after several hours of painstakingly changing passwords and trying to log in. You really really need to fix these issues! I hate using your system online.
Is there a mobile app? Some of the questions mentioned it. The android app store has a Loveland app for garbage, which I use all the time, but I couldn't find one for Loveland Water & Power
It can be hard to find where the pay bill site is. It's a link on the main sites pay section. Include information about how much of their power usage for that month came from renewable energy.
It seems to me that you're doing a good job overall.
It would be great if we could move towards more zero scaling options. Most of the HOAs do not allow it and there would need to be changes to their power to be able to move forward
It would have been helpful to distinguish renters from home owners. As a renter, I cannot take advantage of some of the offerings like installing solar or xeriscaping even though I would like to. So that distorted my answers a bit.

It's a growing problem for many renters who want cleaner living and efficiency rated appliances and ways to conserve energy because Colorado has the third worst tenant laws in the country. The landlords need to be held accountable for the waste of energy and natural resources.

It's really a very good overall operation. It's great you are looking for improvements.

I've had trouble converting to electronic communication only. We've set up online bills and newsletters yet still receive paper ones, which feels like a waste.

I've never seen any notifications about anything mentioned in this survey, I'd ensure email address and phone number is known and current and automatically provide information through that

Just an explanation about my lack of interest in energy efficiency: I plan to move within a year or so, so I don't plan to put a lot of money into my house (that I will not recover).

Just be sure to knock, or ring a doorbell before turning off the water, even for a short time.

Just by text or email

Just do it! I had no idea that there were programs.

questions as "don't know" or "not likely". As a renter, I have no choice about the electricity service I receive.

Just keep improving.

Just text or email Me

Keep doing what you're doing, I feel I can get what I need through other sources

Keep employees accepting payment at the front counter informed of the changes/updates being made by water and power so they can in turn inform the consumer.

Keep me posted about trends in xeriscaping and lowering water usage in general.

Keep the monthly newsletter and put more detail on these programs in it.

Keep the monthly newsletter that comes in the bill!

Keep up communication via email and text message.

Keep up the good work

keep up the good work, and thank you for what you do!

Keep up the great work! Thank you for providing energy to us all!

LdMonthly newsletter is Great!! We would subscribe to online newsletter type info.

less is more

Like the monthly newsletters

Local TV adds that inform public of available products.

Love the survey format.

Loveland water and power does a complimentary job in dissemination of information about all aspects of what's happening, needs, cautions, etc.....Do not be overtaken by the complainers, who because you haven't "knocked on their front door with essential information, the customer has responsibilities to keep themselves information. You can lead a horse to water, but you can't make him drink.

Lower the bills

Lower the rates.

Lower your cost

Lower your rates or have payment plans for your customers

LWP does a great job of providing utility services for our community.

Mail all info with bill...please Lower bills!!! Please check water quality hourly! Offer free solar panels and discounts!

Mail and by text

Mail billing cycle report.

the bill. The paper you send out that compares you to your neighbors is ridiculous. I am home 95% of the time. My neighbors work. I believe you have my house as the wrong size. It always says I am higher than my neighbors. One of my neighbors is not even home 6 months of the year. The others work. It is impossible to compare me to my neighbors. Really a waste of money to send out the paperwork.

Make rate changes transparent and easy to understand

Make suggestions specific for households. General knowledge does not pertain to all.

make web site more user friendly

make your surveys shorter

Maybe a monthly news letter would be a good idea

Maybe be a presence at fairs, trade shows, SCHOOLS to call children's or adult students' attention to this early, Chison Center, library - or at local and state parks.

Maybe start with an email of available options? I admit I haven't looked into some things.

Mobile app

Mobile app and emails

Monthly news letter without the WOKE garbage. Do your JOB and provide citizens of Loveland with electric and power.

Monthly newsletter in email

monthly newsletter very informative. email with links to rebate and efficiency info online would be great.

Monthly newsletter with invoice seems the best for me; I would read it when I'm thinking about my payment but probably not at other times. I do appreciate the heavy-paper direct mail pieces about services such as recycling center. Thanks!

More discussions in your flyer. Loveland did not offer any power saving rebates when I first looked, so I gave it up. Contractors and local businesses also said Loveland was not participating in energy saving rebates for home owners. If that has changed, you'd better work harder to get the word out, we feel pretty negative about Loveland Power's commitment to climate change.

More email don't waste paper in utility billing pamphlets

More emails

More emails

More e-mails and texts.

More frequent communications and maybe a dedicated web page for emergency info and links

More frequently....messages, letters,

More texting

More timely billing process

More upcoming events in monthly newsletter

much smaller servaies

My account page does not contain information about potential shut off for non payment so I never know the minimum I need to pay to avoid shut off. LEAP takes MONTHS for approval and services get shut off while they're reviewing the application and late fees pile up

what water consumption is. I BELIEVE this house already has low flow toilets and water reducing shower heads. I have yet to be able to figure out the electronic thermostat that has wifi connection!

Been here 6 months.

corrected.

N/A

N/A

N/A

N/A

N/A
N?A
N9
NA
Need to be transparent with rate increases.
Need to show how to lower water & electric bill
Neutral
Never under estimate the power of monthly emails, and please don't forget to notify the local news channels, especially 9News.

Newsletter

Newsletter and video would be great to showcase new programs.

newsletter is ok but sometimes seems out of date

newsletter with bill

Newsletter with more info than the one that comes with the utility bill.

Newsletters via mail

Newspaper

NO

No

No

No

No

No

No

No

No

No

No

No

No

No

No

No

No

No

No

No

No

No

No

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No

No

No

No

No

no
No - email seems to be the best way
No comment
No I do not
No I do not.
No I enjoy the monthly updates
No I think the communication is good.
No I think you're doing great just more stories and news with the electric bill :)
No idea
No issues here.
No just make the phone calls faster is all to get to you guys

None at this time. Everything I've found online/via phone is moderately to exceptionally easy to work it.
None I can think of
None so far
None, keep up the AWESOME work you all do !!!!!
None.
None.
none.
None. Don't know enough about any of it.
Nope
Nope no issues here!
Nope!
Nope, pretty darn good overall
Nope.
Nope. Fantastic
Not @ This time
Not at the moment.
Not at the moment.
Not at this time
Not at this time 😊

Not at this time, no suggestions
Not at this time.
Not at this time. Thank you.
Not everyone has internet
Not have such rude people that work at this establishment. More emails would be great. Quit allowing your employees to come home on their lunch break for hours on end.
not now
Not really
Not really, I love the updates that come with my bill. Thank you!
Not really.
Not really.
Not really. I have no complaints.
Not really. Seems fine.
Not right now.
Not social media, not everyone checks social media frequently or do we rely on it.
Not sure
Not sure, sometimes it's hard getting ahold of someone.
not sure.
Not that I can think of
Not that I can think of.
not yet
Not yet, but I hope you'll use this survey! Thanks.
Nothing I can think of
Nothing I can think of
Nothing more than what is being done.
Nothing to add here.
offer us discounted rates for grandfathered in residence. Up charge new construction
On the front page of the website, have a telephone number to report water leaks.
One of your survey questions mentioned a Loveland mobile app for power & water. I just searched Google Play store and did not see such an app. It would be nice to have an app to easily track my power and water use. Right now I'm signed up for automatic bill pay and get notices about that BUT you do not automatically send me a PDF copy of my utility bill, nor any power/water usage info. In order to see my usage I need to login to my account and download a PDF copy of my utility bill. Being able to have a mobile phone app to see this easily would be great. The other option is to attached a PDF version of my bill to your e-mail about my automatic bill payment.

One site to rule them all.

Online videos, behind the scenes kinda stuff. If it's mailed, have the videos on a QR code.

Only "in person" communication was with the Utility Billing group. There, no one (including the supervisor) could explain the automated bill and decipher the net due. Very disappointing! Also we were told the budget option would be resurrected and we'd receive notice of availability. That was 2 years ago and so far, nothing. Is this a training issue, software issue or one of apathy?

updates from you, it helps to keep me focused on conservation. And with more info, I can make better decisions.

Open house annually. Display /tent at city events. Neighborhood meet and greet during Spring, Summer and Fall.

Our community does not allow solar panels on our roofs. There is no options for us due to the HOA.

Over the phone. I tend to not read emails, and really only look at what I owe on my monthly paper bill.

panfletos, junto con los recibos de luz tambien en espanol

paper articles

Paperless billing

Perhaps a communication on where to find info so those of us using newsletter know where to look for programs etc. For example, a friend told me about a rebate program for reducing grass area. I wasn't aware of this nor were my neighbors.

Perhaps reach out to HOAs to encourage more native plants rather than lawns. My HOA dictates our landscaping.

Personally weekly emails and text updates would be preferred. So far I have not been getting any of those other than text alerts for trash pick up which already helps a lot!

Personally, I believe the web is a good way. I also read the paper you send with our utility bill

Phone, email, mail

Please consider your older customers who may not be tech savvy. I personally do not use social media and most apps on my cell phone,.

Please do better with keeping costs down. Renewable energy is not worth going broke for!!

Please do what you say.

please don't do an artificial usage schedule like Ft Collins where you are always wasting energy against an "energy efficient" (not possible) neighbors

Please don't over-communicate.

Please email/text information access topics so that we can get more information.

please make online bill payments much easier to perform.

Please read previous comments

Please send a text with link for more information on topics/programs you offer. This would be so helpful to help your customers navigate the categories they need more information on.

Please stop sending the snail mail paper newsletter. I get my bills electronically, and I don't need the extra mail or paper waste. I enjoy the newsletter, but I'd rather view it online and save the paper.

Please stop spending my money on these silly questionnaires.

Please stop wasting our resources on surveys as poorly conceived as this one. Educate yourselves on survey research methodology.

Por telefono

Postal mail and email is easy to receive information

Prefer email communications.

Provide more updates and where we can see the updates

Providing information on meter readings (date/time) sometimes bills just seem to be an estimate off of what Loveland utilities believes the usage is.

Put an obvious link to "my account" on the utilities web page. Have links to an app more obvious (that was mentioned in the survey but I was unaware one existed).
Put information in public places like the library
Put more in your newsletters that come with the monthly bill. Thank you!
Put together list of qualified contractors to help with xeriscaping, solar, heat pumps or EV chargers. The biggest barrier to busy homeowners is finding a reliable contractor.
Quit lying. Quit saying that incorrect meter reads over several months was a clerical error. It was either incompetence or fraud.
Quit overbilling for all services. Maybe check the meter
Reach out to HOAs to be apart of this energy efficient program and offer them incentives.
Reaching out to customers for programs that they will be really interested in. If there are no-cost programs that can really benefit, customers should know about them.
return calls
same method of communication please understand the purpose of the communication. I agree we need to be realistic, and most Loveland residents are free thinkers and will and should question change, pros and cons in every aspect including energy source, and water conversation,
Save money for your organization by removing the paper you include with monthly bills. Also, the most important thing to me is budget billing. You offered this billing service prior to your new billing system. It really sucks to get hit with \$300 bills in the summer, but \$150 in Spring & Fall. Need that budget billing offered again.
Send a monthly text of average rates
account online. I've tried resetting my password and having the people in the office reset my password and it still won't let me in. I'm not sure if you announce anything on there but I can't see it because it won't let me in.
Send out important info with each bill, or as a monthly newsletter online.
Send out text messages for outages and emergency measures
Send utility bills and monthly newsletter electronically. We're wasting resources currently.
Shorter surveys
Show more about saving money
Show more updated info on the website
simplify your computer system so seniors can navigate through it easier
Simplify. Use utility bill.
Since I know that the printed newsletter in the utility bill is costly, therefore always seen as something to cut, emailed news is good for someone like me who reads a lot: there it is monthly right in front of me (us), super easy. The only problem would be email images that have imbedded feedback-connections/trackers -- that's blocked by my email client and even if I read my email on the web.
Since my house is all electric. Solar which I have been told, by installers, rebate programs are not available in Loveland.
So far, very helpful.
Solar buy back information is non existent.
Stop doubling our bills for the same or less consumption rates from the previous year.
Stop including a blank envelope and cover page with address when you send the bill. This is two color printed items that if not included, would save Loveland Water and Power money to use elsewhere. If a customer still pays by mailing a check, the customer should use their own envelope.
Stop pushing the green energy cult..!!! I am never gonna be a part of this religious nonsense.

Stop raising out bills and give us better payments plans with options instead of shutting our water off and demanding money when everyone is struggling with inflation. You're a greedy company who truly does not care about the people of Loveland and only care about making a profit by us
Stop raising rate. Your making it hard to live
Stop sending letters to say I am using more energy/water than my neighbor.
solar panels we could have and now that we have two electric vehicles you are complaining about our usage. We tried to tell you what our needs would be. We also have a hot tub. Install more charging stations in shopping centers and grocery store parking lots that charge electric vehicles other than Tesla!!!
Stop sending several paper pages with the bill. Allow paperless billing!
Stop sending usage comparisons. They do nothing to motivate. Comparing last year to this year is motivational.
Stop talking about dirty green energy. Solar panels are sourced out of slave labor where kids have to dig Cobalt out of the ground. Electric cars charge off of coal power or other natural gases. If there was more talk about nuclear energy I would be more interested
Stop the paper Bills. Use Email
Straight forward emails
Take every communication seriously and respectfully. No run arounds or opinions-if the representative doesn't know, admit it and find the answer promptly.
Taking this survey has made me aware that yall offer a lot more information and services than I was aware of. Maybe offer a small credit or something to have people find things on the website to promote exploring the website.
Text
Text and email
Text messages
text messages
Text messages for urgent communications
Text might be most relevant for important info
Text services
Text! I get too much junk e-mail so it just gets lost. If there is an app, I need to get on that as well!
Text, and mobile app.
Thank you for everything! I really appreciate the grace period you give customers to pay their bill. That's been a great help to me.
Thank you for offering this service.
That's the million dollar question, we as customers are paying for.

see a LWP app with features like: see usage/efficiency reports, schedule services, report a leak or outage (using map, starting from current GPS location), efficiency checklist and/or recommendations, and maybe even energy/cost estimate calculators for furnaces/heat pumps, A/C, water heaters, etc. Also, in general the report an outage system seems clunky in the age of the internet. The map on the website shows planned outages, but when a transformer blows, the phone line gets saturated with callers and the map won't show the outage. Even without an app, I think it would help everyone to have a form on the website where customers can report an outage, provide their address or location, select the kind of outage, the time they noticed the outage start, and any additional information they might have about it (like a loud sound in a certain direction). Then there should be a map on the website that shows the live outage reports as they come in, plus status messages from LWP about the outage as it's identified and fixed. This way there's more transparency and quicker communication, so people aren't left in the dark as long (pun intended), and it's way more scalable than relying solely on phone calls. I know LWP has Facebook and Twitter accounts which are great too, but in my experience they tend to lag behind quite a bit, and I had to rely on Nextdoor to stay informed about a recent power outage.

Demonstrations. Maybe make these more detailed, and mailed separately. Why not have some Community involvement in Solar Power Integration into the City's Power system? It seems like this is currently run by the Power Nazis, and is a one-way street. I can't wait to totally disconnect my entire power system, into one I build / own / manage. Look at what's happening in Hawaii. This could happen here...

The City staff members must be made aware that they are there to serve the citizens of Loveland.

The communication method that costs the least is the way to go.

The current billing flyers and website are sufficient.

The last rate change document was confusing and inconsistent. It's hard to know what I'm actually paying for and for how much.

the monthly flyer seems ok

The monthly newsletter does a good job.

time to review it, but it is frequently the sourcd we use to see what's happening in Loveland with respect to utilities.

The monthly newsletter in my bill and facebook posts are very informative and I enjoy reading them.

The monthly newsletter inserted with the billing is informative

The monthly newsletter that comes with the bill is informative, although it is sometimes outdated by the time it is received.

the monthly newsletter which accompanies the utility bill.

The newsletter is great!

The newsletter that comes with the monthly bill often has expired ads or dates of activities----- that should not be happening.

The only thing I would like you to know right now, is that your surveys/questionnaires are just way too long. I won't fill out the next one.

interaction with the repair department of Loveland Water has not been great. Your field people are less than helpful

The recent information published about a lawn replacement program needs a lot of work. It's not clear if you qualify, who the vendor is, what related services are available (besides sod removal). Enclosing info with the utility bill is a good way to deliver it, but the content needs work. Are you 'testing' the information with any non-department residents for input?

The website is terrible. Fix it please.

There are seniors who use less energy than most of the population of Loveland. Depending on their income, I think it fair that utilities are billed according to their income bracket.

There seems to already be a fair bit of communication. There's even a whole city newsletter with every bill each month. I don't think we need *more* communication.

There should be a consideration for how many people live in a household when looking at how much energy is used. It's annoying to get notices that your household uses too much energy when there are 6 people in your house compared to 1 or 2 people in most of the homes around you. It is not apples to apples, which makes it useless data.

They are doing a good job. Thank you.

They are great whenever I've communicated with everyone that I've talked to. Customer service is wonderful.

They do pretty well with the newsletter in with the bill.

They never communicate I ate. Never call people back. It's a nightmare. They need to actually communicate with people!

This is a great start. Everyone we have had physical contact or phone contact with is great.

This is helpful in letting me express my thoughts about your services.

This survey is a start, and following up on comments would be a great start.

This survey is too long. Consider shorter more concise next time

This survey is much too long . Cut it by half and I would be willing to bet you would get more meaningful consumer information.

This survey is MUCH too long. I'd prefer more frequent, shorter surveys. I considered stopping this one multiple times and question the validity of your results due to such a long, repetitive survey.

This survey should have been cut in half. If another survey comes out this long we will not complete it. My maximum time should be 5 (five) minutes. These are just my humble opinions. Thank you.

This survey was way long. I think most people will lose interest as I did.

This survey was way too long.

This survey was too long. Some people aren't going to finish it.

This was good

This was useful and appreciated.

through email

Timely billing continues to be a problem. The customers continually are not given sufficient time to pay their bills . Often times bills are received by the customer and they allow only a week for the payment to be due. The people doing the billing do not live here and are insensitive to the problems they create.

Meet with me with someone who actually cares. Dwayne Walker 970-290-6500

To date, we are very pleased with the service provided by Loveland Water and Power.

Turn the water pressure up on Glade Rd

Updates when water usage is higher than normal

Urgent information via text and email, regular information via email and mail. Two methods of communication ensures we get the information if one of the method fails

Use all available methods of communication. What works for someone may not work for everyone. It's about all you can realistically do. Thanks

Use app notifications

Use every outlet that it offers: postal mail, email, social media, phone call, texting, website, television, newspaper, radio, and personal interaction in the communities.

Use text message to tell us to check out a mobile app.

Using email and text messages would be the most efficient.

Utility newsletter and website are good sources

Utility usage mailings are vague in comparison standards used to rate and dont provide actionable tips. Current system doesn't seem to have the ability to notify customer of a potential leak. Had a leak and was not flagged in system utilize email / texting formats.
Very new here. Maybe don't rely on email for everyone.
We have never seen a communication on the the affects of growth on the system and the costs associated with Pulse and how the utility department is subsidizing said activities.
We need better snow removal in the Winter time. I live on an old cul de sac and people get stuck all the time when it snow very much.
We routinely have the lowest energy consumption in our neighborhood but we are never offered reduced prices or benefits for using so much less than others. What program does that and why doesn't that get communicated to us since they send us the comparisons every few months?
We seem to get a lot of wasted paper in our mailings, email woul help this.
Website and information in our monthly newsletter
Website can be hard to navigate - many options and things are tucked away. The efficacy works I had to bookmark separately on my browser to get back to it. I'm savvy with the net so I can imagine some folks not realizing what's available because they can't find it.
Well written enclosures with bill, website in an obvious way (not hard to find) with long term history, searchable by topic, and "recent Headline" format.
excellent
WHAT THEY DO NOW IS JUST FINE.
When a customer asks for service, the customer should not have to call in multiple times to get the help they need. I have stopped calling because we haven't gotten any help in fixing the yard light problem, so we just don't use it anymore.
When disclosing the unending rate hikes, it would be better received if the information were on the front of the newsletter, not tucked on the back page where it cannot be seen right away.
when i get the comparison of my water/power usage vs neighbors it is seen as more shame based then motivating to change my usage.
When letting customers know information. Just tell the truth.
When there are power outages, it would be nice if the outage map was updated 24/7. I have found every time my power was out (which is infrequent, maybe 3 times in 5 years?), it was always at night or in the evening when the outage map wasn't available. It would be nice to have an auto texting system or an app you could push messages to affected areas.
When You have Older Customers (like Myself) not everyone is computer literate , GIVE US A BREAK !!! Life for US is NOT ONLINE !!! We are Trying
Why did the new broadband go in downtown by city of Loveland and the better than average income neighborhoods 1st . I live on east side the working families area and 1g up and 1g down for 50\$ would have been so nice instead of 104.23 for a system that's slower
Why do the bills come via snail mail? Other bills, like Xcel come via email. It seems wasteful to have paper bills. If online is available I am not aware of it.
With my bill monthly And the website has been fine
Would like to know what months are used to determine sewer base rate
would take more words than this space allows!!!
X
xxxx
Yes, please reference my comments in the other subject line. Thanks.

Yes, rather than sending out a notice of a bill due, a late notice, and a disconnect notice all at the same time, you need to spread it out. Then, when that little person who through the disconnect notice on my stairs rather than my door mat....well he could have knocked, he could have put it on my door, he could have filled it out.....BUT NONE OF THAT HAPPENED

Yes, the bill before communicating anything.

Yes, why in the world did you do away with live people on the phone when we call the main number? That was a bad customer-service decision. Also, you never mentioned the newspaper as a source of disseminating information - why?

You are doing fine

You do a great job 

You need to get rid of the paper billing! Bill online by email notice.

You should know first if customers own or rent their living quarters. It makes a difference when you rent and cannot change the appliances, use solar panels, or change the sprinkler systems. You should make offers to the large apartment complexes. They are the ones who could make big changes. Be in touch with those who are building in the future before they plan what they are doing.

Your billing system SUCKS to be honest. We never had a single issue with the old system. and since you changed over we have constant issues with payments not being taken or made. Its thro a 3rd party entity. Which i DO NOT trust. So FIX your damn billing system

Your monthly newsletter is usually informative.

YOUR PHONE SERVICE SUCKS!!! YOUR RATES YOU ARE CHARGING YOUR CUSTOMERS IS A RIP OFF!!!!!!!!! YOUR WEBSITE SUCKS TO NAVAGATE !!!!!! AND NO ONE TRUST YOU!!!!!!! YOU LIE TO CUSTOMERS ABOUT RATE COSTS ... HERE IS THE PROBLEM YOU HAVE NO COMPETITION SO YOU HAVE A MONOPOLY ON US CUSTOMERS AND YOU DO WHAT YOU WANT. THIS LITTLE SURVEY IS JUST LIP SERVICE AND MEANS NOTHING TO YOU AND HOW YOU TREAT YOUR CUSTOMERS. I WISH I COULD FIND A WAY TO FIND SOMEONE ELSE TO PROVIDE THE SERVICES YOU PROVIDE BUT I DONT HAVE THAT OPTION!!!!!!! SO TAKE THIS SERVEY AND PUT IT THROUGH ALL YOUR LITTLE MEETINGS AND WAIST YOUR TIME TO COME UP WITH NOTHING. GOOD LUCK

Your pretty good, could use some guidance on changing to solar, renewable energies.

you're doing a good job communicating