



**November 23  
December 13 & 14**

**Santa Visits - Live Reindeer  
Live Performances  
Holiday Market - Food Trucks  
Festive Drinks - Photo-Ops  
Movie Characters  
and MORE!**



*Loveland's arts scene received high praise, with about 8 in 10 residents applauding the community's support for the arts.*

## Results of the 2024 National Community Survey released

What do Loveland residents think about the City of Loveland's quality of life? Inquiring minds want to know.

Over the summer, the City of Loveland conducted its biennial 2024 National Community Survey which measured ten facets of community livability, including community design, economy, mobility, parks and recreation, inclusivity and engagement, utilities, safety, natural environment, health and wellness and education / arts / culture.

### Key findings

When rating overall community quality, eight in ten residents celebrated Loveland as a place to live, and the overall quality of life received high praise. About two-thirds of residents expressed a positive view of the city's overall image or reputation. Approximately eight in ten residents would recommend living in Loveland to someone who asks, reinforcing the City of Loveland's status as a highly desirable community.

For the random sample survey, on items for which residents provided evaluative ratings, seven received ratings higher than the national benchmark, 102 received similar ratings, and 14 received lower ratings.

Items that scored higher than the national benchmarks: Affordable high-speed internet access, community support for the arts, Loveland open space, drinking water and opportunities to attend cultural/arts/music activities.

Items that scored lower than the national benchmarks: Air quality, overall economic health, K-12 education, traffic enforcement and crime prevention.

When compared to Loveland's results from 2022, in 2024, areas that were statistically significantly higher than the previous survey iteration included: Affordable high-speed internet access (+12%), City police services (+11%), and the impact the economy will have on respondents' family income in the next 6 months (+10%).

Staff will be able to use the data to align long-term strategic plans, evaluate performance management efforts, inform budget, and more.

For more information about the survey results, visit [lovgov.org/CommunitySurvey](https://lovgov.org/CommunitySurvey) or call 970-962-2302.



A thriving downtown begins with 4th Street, setting the foundation for the vibrant community we all envision. For project updates, visit [lovgov.org/HIPStreets](https://lovgov.org/HIPStreets).

## Informed consumers: Understanding broadband “nutrition” labels

## A step toward a more transparent internet

The introduction of consumer broadband labels is a significant step toward a more transparent and competitive internet market. By providing consumers with the information they need to make informed decisions, these labels can help drive competition and improve the overall quality of internet service.

## Where to find broadband labels

Broadband labels must be displayed wherever ISPs sell their internet plans. If you're signing up for service over the phone, you can ask for the label information.

Read more at [PulseFiber.org/label-explainer](https://PulseFiber.org/label-explainer).

## General Information

Provider name, service plan name, and service type (fixed or mobile)

## Fees and Discounts

Monthly price, introductory price and length of contract, additional charges, and discounts or bundles

Clearly displays prices and fees so you won't have any surprises on your bill.

Know what to expect so you can choose a plan based on your specific needs.

## Data

Plan speeds and amount of data included, or charges for additional data

## Other Details

### Other Details

Policies, customer support contacts, and Unique Plan Identifier



## Sign up

**PulseFiber.org**  
**970-541-4990**

## Getting Smart: Successful AMI deployment by the numbers



**29,351**

TOTAL # OF METERS SWITCHED AS OF NOVEMBER



**150**

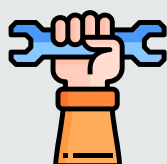
AVERAGE # OF METERS REPLACED IN SINGLE WORK DAY



MOST METERS REPLACED IN A DAY

**305**

ON FEB. 19, 2024



**1.4K**

TOTAL # OF CUSTOMER REPAIRS MADE TO ELECTRICAL BOXES

ESTIMATED COMPLETION DATE



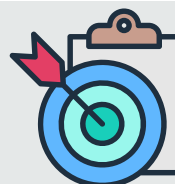
**January 2025**

\*ON BUDGET & ON TIME



**\$1,305,000**

TOTAL AMOUNT SAVED BY CUSTOMERS FOR ELECTRICAL REPAIRS MADE BY LWP



**99.3%**

ACCURACY OF THE 1,400 LEGACY METERS THAT WERE TESTED WITH A FULL LOAD OF ELECTRIC SERVICE

## Navigating change with care: Loveland Water and Power supports employees through the transition to smart metering

As Loveland Water and Power (LWP) pursues its renewable energy goals, transitioning to automated metering technology is essential for creating a smarter, more sustainable energy grid. While these innovations offer a promising future for residents and the environment, they also raise an important question: What happens to the dedicated employees whose roles are displaced by these technological advancements?

For LWP, the answer is simple: Put people first. While the shift to automated metering systems reduced the need for manual meter readings, LWP has ensured that no employee is left behind.

“Our people are our most important asset; without them, our utility couldn’t function,” said Adam Bromley, electric utility division manager. “As we implement new technology to improve processes, it’s crucial to provide employees with opportunities to grow and not leave them behind. While many organizations cut staff to save costs, we’re identifying new roles within the city and offering our meter readers the chance to continue serving Loveland in different capacities.”

This people-first philosophy has made all the difference for employees like Hollie Hill, one of six full and part-time meter readers whose jobs were affected by the transition to smarter meters. Though the change was initially unsettling, Hollie quickly realized that LWP had her back.

“It was unnerving at first to know my job would be phased out,” Hollie admitted. “But I was reassured right away we wouldn’t be let go.”

Collin Martin, AMI analyst supervisor at LWP, was key in guiding employees through this transition. While meter readers are still needed temporarily as electric and water meters are eventually replaced, LWP opted to outsource these short-term positions, allowing current employees time to explore more future-proof positions. Collin worked closely with other city managers to identify new job openings, providing former meter readers opportunities to job shadow and learn about new roles.

“We initially thought the process would take up to two years, but thanks to strong teamwork and the city’s focus on employee support, we transitioned five meter readers into new jobs in just six months,” Collin said.



## Continued...

For Hollie, the change has been rewarding. In her new role as admin support II, she enjoys the camaraderie of her office colleagues, something she had missed in the field. “LWP helped me find a new job that was a good fit and one that would help me advance in my career,” she said. “And they made it pretty easy.”

The results speak for themselves, demonstrating how a community-centered utility can embrace technological change while prioritizing the well-being of its people. LWP transformed what could have been a challenging moment into a success story—showcasing a powerful example of how a city can grow and thrive together.

### LEND A HAND TO YOUR NEIGHBOR



The Help a Neighbor in Distress (HAND) Program in Loveland, Colorado, restores water and electric services to residents facing disconnection due to unpaid bills. This program is funded by community donations and Loveland Water and Power.



For more information visit [lovgov.org/HAND](https://lovgov.org/HAND) or call **970-962-2111**



**Loveland Water and Power**  
2024-2027 Designee



The American Public Power Association (APPA) awarded Loveland Water and Power with the 2024 Smart Energy Provider (SEP) award for outstanding utility service. The Smart Energy program recognizes “utilities that show commitment to and proficiency in efficiency, distributed energy resources, renewable energy, and environmental initiatives.”

*APPA Director of Research & Development Paul Zummo (left) presents the Smart Energy Provider award to LWP Customer Experience Business Specialist Carl Woodworth (right) at the 2024 APPA Customer Connections Conference in Louisville, Kentucky, October 27 – 30.*

## SAVE \$\$\$ ON YOUR UTILITY BILLS

Sign up with Larimer County Conservation Core for a **FREE** home inspection to evaluate your appliances, windows, toilets, heating/cooling system and more. Spots are limited. Sign up at [lovewp.org/programs](https://lovewp.org/programs).

We'll install efficiency products tailored to your home's needs, including:

- ◆ LED light bulbs
- ◆ Water-saving showerheads & aerators
- ◆ Smoke & carbon monoxide detectors
- ◆ High-efficiency toilets



Main switchboard  
**970-962-3000**

Utility Billing  
**970-962-2111**

Website  
**[LovelandWaterAndPower.org](https://LovelandWaterAndPower.org)**

Find us on  
   