



Loveland Water and Power

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Loveland Water and Power

# Annual Report



# About LWP

Loveland Water and Power (LWP) is a municipally owned utility providing Loveland customers power, water, wastewater and fiber services.

## Our Vision

To provide best-in-class utility services for our community

## Our Mission

To serve the community's utility needs for today and tomorrow by:

- + Providing quality and reliable service
- + Implementing innovative technology and policy for a sustainable future
- + Managing fiscally responsible and resilient utilities

## Our Values

Caring for the community and each other

**41,272**

### Total Electric Customers

- + 35,990 Residential
- + 4,911 Commercial
- + 371 Industrial

**28,532**

### Total Water Customers

- + 26,999 Residential
- + 1,299 Commercial
- + 234 Irrigation

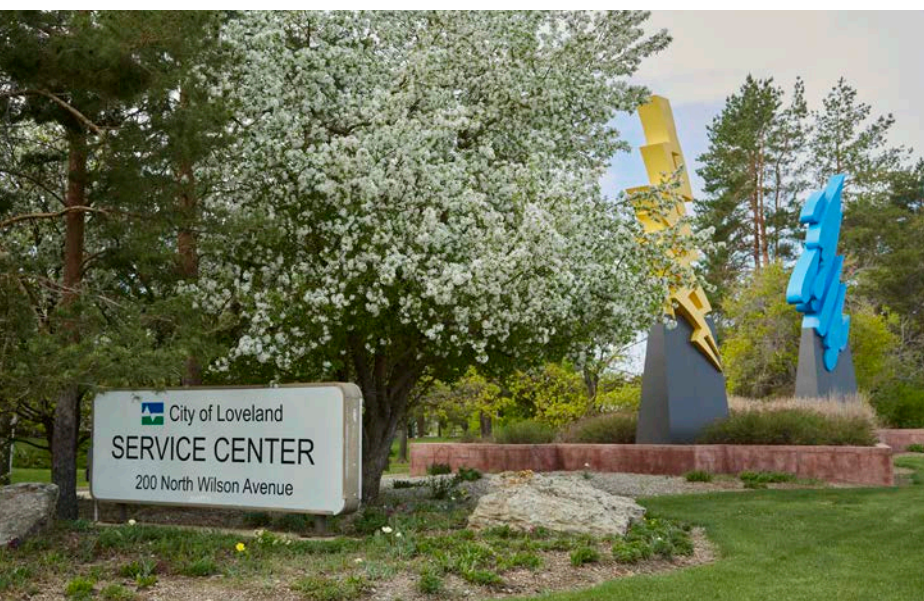
**38,479**

### Total Wastewater Customers

- + 35,840 Residential
- + 1,218 Commercial
- + 1,421 Flat Rate

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# Letter from the Director, Sharon Israel

As we reflect on the past year, the Loveland Water and Power team has so much to be proud of. In 2024, we provided the community with essential water, wastewater, power and broadband services and our team stood at the ready 24/7/365. We wrapped up long-term projects, launched new ones, and responded to a major wildfire, all in service to the Loveland community. We stayed busy! Annual reports like this one provide an opportunity to pause and look past the trees to the forest for a view of our achievements.

As Loveland Water and Power's new director, I am grateful to be able to build upon the successes set in motion by my predecessor, Kevin Gertig, who dedicated his career to public service within the utility sector. I started with the City on December 30, 2024, ahead of Kevin Gertig's retirement effective February 7, 2025. The projects that Kevin shepherded under his tenure established a resilient foundation to meet Loveland's needs today and for the future.

## Key Highlights of 2024:

- + Responded to the Alexander Mountain Fire, including serving in the Emergency Operations Center; maintaining water supply and treatment operations within the evacuation zone; and kicked off watershed recovery efforts.
- + Replaced manual electric meters with the Advanced Metering Infrastructure (AMI) system of digital meters across 96% of Loveland. AMIs will improve utility billing and provide important energy usage data for customers. Deployment was on time and under budget thanks to great teamwork and a successful rollout.
- + Obtained \$25 million in revenue bonds for Pulse to fund capital projects and expand its broadband service range to facilitate the continued growth and demand of its customer base.
- + Completed the Taft Water Line Replacement Project, replacing older, deteriorating water pipes with durable pipes to ensure long-lasting, reliable service and clean water delivery.
- + Started the 29th Street P2 Pump Station; and completed 50% of the 43rd Street Water Tank Project, which will provide additional water storage for the second largest pressure zone in the city.
- + Submitted the updated Wastewater Utility Plan to the North Front Range Water Quality Planning Association and completed approximately 30% of Water Reclamation Facility upgrades in compliance with federal regulations.  
Created a drone inspection program to help us assess the condition of our overhead electric infrastructure. The drones can go where humans can't, which saves time and money for the city.
- + Our finance, application services and customer experience divisions worked seamlessly together to support all aspects of our utility operation.

**I marvel at how much we achieved in 2024 and hope you will enjoy reading more about our work this year. Looking ahead, I am grateful to be part of this talented team that provides reliable, high-quality and cost-effective services to the community.**



**Sharon Israel | Loveland Water and Power Director**



# Water Utility

## Major Activities: Projects in Q4 2024 and 2025

### 43rd Street Tank Construction

**Description:** Construction of a 3.5 million-gallon water tank in the P1 pressure zone.

**Status:** Approximately 50% completed. The tank floor is completed, and the walls are currently in the process of construction with completion expected in 2025.

**Internal or External Impact:** Additional water storage for the second largest pressure zone in the city.

### Chimney Hollow Reservoir

**Description:** Construction of a shared reservoir, which will store 90,000 acre-feet of water. Loveland Water's portion of the reservoir is 10,000 acre feet.

**Status:** Construction is scheduled to be completed in the late summer of 2025.

**Internal or External Impact:** This project will bring additional water storage to meet current and future demands.

## Key Highlights of 2024



Completion of construction and startup of 29th Street P2 Pump Station.



Updated the 2024 Wastewater Master Plan and submitted the 2024 Wastewater Utility Plan to North Front Range Water Quality Planning Association (NFRWQPA).



Completion of the Taft Water Line Replacement Project.



Eastside Lift Station 3rd Pump Addition and Electrical Improvements Project.



Lead and Copper Revised Rule (LCRR) Project kickoff and inventory submittal to Colorado Department of Public Health and Environment (CDPHE).



## HIP Streets Water Line Replacement

**Description:** This is a collaborative effort with Public Works and the Loveland Downtown Development Authority. Sidewalk and street improvements will take place on 4th Street. The Water Utility will be replacing water mains and service lines through the scope of the project.

**Status:** Water line construction is currently on schedule to start in March 2025.

**Internal or External Impact:** Replacement of old cast iron water mains with new PVC lines to improve reliability.

## WRF Upgrades Project

**Description:** Water Reclamation Facility upgrades include the addition of an aeration basin train, updated blowers, primary clarifier rehab, UV system, aeration pump station and concrete infrastructure rehab.

**Status:** 30% design deliverable will be distributed at the end of October 2024.

**Internal or External Impact:** Upgrades are essential to maintain compliance with regulations.

## Green Ridge Glade Oxygenation Project

**Description:** Construct a Liquid Oxygen System to aerate Green Ridge Glade Reservoir.

**Status:** Project will go out for bid in early November 2024 with the build anticipated in 2025.

**Internal or External Impact:** Oxygenation and manganese treatment will improve source water quality and taste and alleviate odor.



# Priorities for 2025

## Highway 402 Utility Easement Procurement

**Description:** Procure permanent utility easements along the Highway 402 corridor, starting east of St. Louis Avenue and running along Highway 402 to County Road 9, for future City of Loveland water, sewer, electric and fiber needs.

**Status:** Negotiations with property owners are in progress (2024-2025).

**Internal or External Impact:** The easements meet requirements for the Highway 402 Utility Project.

## Lead and Copper Rule Revision and Rule Improvement (LCRR/LCRI)

**Description:** Continue efforts of service line identification and service line replacement in conjunction with the new regulations.

**Status:** Initial inventory has been submitted to the Colorado Department of Public Health and Environment (CDPHE), and a Request for Proposal (RFP) will be generated for the next phase of potholing in 2025.

**Internal or External Impact:** Maintain compliance with CDPHE regulatory requirements.

## Centerra South/Schmeer Farms

**Description:** Work with the developers on water and wastewater utility design, including the design and construction of the Centerra South Lift Station.

**Status:** Design of the lift station is at 50% but on hold as Centerra South is looking to amend the Millennium General Development Plan (GDP) to add additional units to the development.

**Internal or External Impact:** Additional units could impact existing sewer infrastructure, including an existing lift station.

## Service Center Expansion Design

**Description:** Work with Water and Power staff and the architect to complete the design of the Service Center Expansion Project.

**Status:** Preliminary design has been completed, and the final design will begin early 2026.

**Internal or External Impact:** The current Service Center was built in the early 1980's, and Water and Power staff have outgrown the facility. The expansion will better accommodate utility employees, some of whom currently work off campus due to space limitations.

## Namaqua Hills Water Line Replacement

**Description:** Design and construct water line replacement of cast iron lines with PVC pipe on portions of the Namaqua Hills subdivision.

**Status:** Design and construction will take place in 2025 when funds are available.

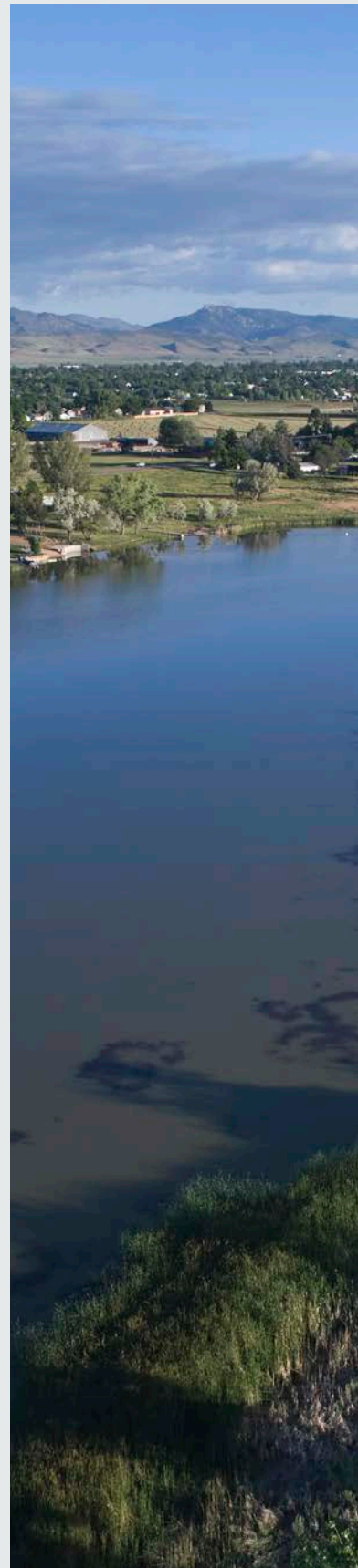
**Internal or External Impact:** Increase reliability on water lines and complete the project in 2025 to allow Larimer County to move forward with paving operations in 2026.

## Water and Wastewater Levels of Service

**Description:** Meet all target goals for regulatory compliance, quantity, availability, capacity, reliability, responsiveness, aesthetics and quality.

**Status:** This is a continuous goal for the Water Division to meet every year.

**Internal or External Impact:** Water Utility customers are provided with regulatory compliant, high quality and reliable water and wastewater services.







**Water utility improvements made in 2024 help to provide improved water quality, continued service excellence and future resilience for City of Loveland customers.**



# Electric Utility

## Major Activities: Projects in Q4 2024 and 2025

### AMI Project

**Description:** Citywide meter exchange to AMI technology, implementation of data backhaul system utilizing Pulse fiber connected data collectors, implementation of a Meter Data Management System (MDMS), replacement of existing Customer Web Portal, creation of new manual meter reading program, and numerous business process improvements as the new systems enable functionality.

**Status:** 96% complete; out of just over 42,000 total electric meters, approximately 40,210 had been exchanged to AMI by the end of 2024. We are also in the final phase of customer web portal selection. MDMS install is complete and all AMI meters are being used for billing in our CIS. Automated remote disconnect/reconnect integrations and processes are in progress.

**Internal Impact:** Business processes are evolving, we are receiving a high volume of consumption data (several orders of magnitude more), transitioning meter reading staff to other roles.

**External Impact:** We are communicating and interacting with every customer across our system; it's an opportunity to educate them on this new technology and the benefits we expect to be able to provide to them. Our crews were also able to identify and repair more than 2,000 electrical service issues throughout this project, saving money for our customers while improving safety and reliability.

### Taft Avenue and Highway 34 Widening

**Description:** The intersection of Taft Avenue and Highway 34 desperately needed to be widened. This is a Public Works driven project; however, the water main needed to be replaced and, as a result of the widening, Electric needed to relocate a major duct bank and other electrical infrastructure.

**Status:** 75% complete; directional boring is still needed on the north end of the project in order to relocate the existing duct bank in roadway. Target completion by end of November 2025.

**Internal Impact:** Resources dedicated to construction and electric system in an abnormal circuit configuration.

**External Impact:** Transferring multiple electrical services of existing customers and disturbing landscaping with construction activities.





## Electric Utility Master Plan (MP)

**Description:** Work with a consultant to develop a Utility-Wide Master Plan for the next 10 years (2025-2034). Focus areas include:

- + Load growth forecasting by year, taking into account known future developments, Distributed Energy Resources (DER) penetration, Beneficial Electrification (BE)
- + Substation transformer and distribution feeder capacity constraints and needs
- + Overhead to underground conversion cost estimates and rate impacts
- + Wildfire mitigation
- + Technology/systems road mapping

**Status:** Complete.

**Internal or External Impact:** Though the consultant's report did not meet staff expectations, the report did highlight the value of internal system expertise and provide a platform to enhance and improve on this master plan over the next couple of years. Incorporation of rate impacts in coordination with the Utilities Finance team will need to be added to the plan.

## After-Hours Answering Service Upgrades

**Description:** Replace existing services/vendor with a product that enhances functionality for the utility, provides multiple ways to communicate with customers, and aligns with Water Utility after-hours product.

**Status:** Project kickoff complete; project implementation plan is 95% complete. Meeting between vendor, project team and on-call personnel to refine in-field processes scheduled for Q2 2025.

**Internal Impact:** More accurate and streamlined information from after-hours answering service to duty personnel, more detailed customer call information and dashboarding ability for management, more automated outage notification to internal stakeholders.

**External Impact:** After-hours updates to outage web map enabled, providing multiple methods for customers to report outages, issues, etc.



## Key Highlights of 2024



By far, the most significant project this year has been our Advanced Metering Infrastructure (AMI) implementation, where city-wide electric meter exchanges were about 96% complete as of the end of December 2024.



Our team collaborated with Platte River Power Authority (Platte River) and the other owner communities on two Request for Proposals (RFPs) for a Virtual Power Plant (VPP) and an Enterprise Distributed Energy Resources Management System (DERMS) to support our transition to reliable and affordable renewable energy generation sources.



We also created a drone inspection program with internal staff that is helping us assess the condition of our overhead electric infrastructure.

# Priorities for 2025

## Electric SCADA

**Description:** Replace the existing Supervisory Control and Data Acquisition (SCADA) system with AspenTech OSI SCADA. This project aims to enhance the efficiency, reliability and functionality of the SCADA system to ensure optimal operation and management of critical infrastructure. The Distribution System Operators in the Operations Control Center will use the new SCADA system to perform real-time and historical trending, manage system alarms, access historical information, generate on-demand and periodic system reports, and monitor and control equipment located inside the substations.

**Status:** Platte River Power Authority (Platte River) is procuring this software on our behalf and will be hosting the solution on their servers and systems; Platte River will be fully transitioned to their new AspenTech OSI SCADA system in Q2 of 2025. The project kickoff is scheduled for July 2025.

**Internal or External Impact:** This project will increase overall situational awareness of the substations, allowing us to better respond to system issues and, ultimately, better serve our community. The implementation of the new SCADA platform will also simplify system analysis and reporting capabilities to better plan for future system upgrades.

## HIP Streets

**Description:** The Heart Improvement Plan (HIP) is aimed at revitalizing Loveland's downtown. The project is a significant effort and collaboration between the City of Loveland and Loveland Downtown Development Authority (DDA). Starting with the 4th Street Revitalization, five blocks from Garfield Avenue to Washington Avenue will be renovated with the complete replacement of the streetscape and all utilities that run under and along it. Water and Power Department upgrades to the utility infrastructure include underground power feeds and power panels for concert events, with streetlighting designed to support a safe environment for vehicles, pedestrians and cyclists during day-to-day and festival activities.

**Status:** The design is at 90%, with the 18-month construction schedule expected to start in February 2025.

**Internal or External Impact:** Using a contrast-based visibility approach, the lighting will be uniquely designed for safety in a high-pedestrian traffic area that is also inviting and enticing for a vital downtown environment.



## Madison Avenue 29th to 37th Overhead to Underground Conversion

**Description:** This is a Public Works driven project with a road widening and the addition of a round-about at 37th Avenue, which will necessitate the relocation of electric switchgear. Electric will also relocate existing overhead electric primary and service lines to a new underground duct bank, transformers, vaults, etc.

**Status:** Final stages of design

**Internal or External Impact:** Replacement of overhead to underground will increase safety and reliability for internal and external stakeholders.

## Foothills Solar Field Inverter Replacement

**Description:** Replace existing inverters and the non-standard transformer that enables 3.5 megawatt (MW) solar field to generate and export onto the distribution grid via Foothills Substation. This project will work with a contractor to redesign and install a more modern inverter solution for the 3.5 MW solar field.





**Status:** One of the two inverters is unrepairable and offline indefinitely. A Request for Proposal (RFP) has been issued, and an award is imminent.

**Internal Impact:** Solar Field is operating at half output, which reduces our generation revenue and impacts generation forecasting for Platte River.

**External Impact:** Impacts generation forecasting and market activities for Platte River.

### Data Driven Distribution System Improvement Capital Plan

**Description:** Create and manage an overhead and underground distribution maintenance plan and integrate a data collection process to provide information that supports Engineering and Operations' needs for future system replacement and upgrades. This approach utilizes equipment failure investigation and tracking in concert with study and trending of past outage data and equipment failures to inform and direct ongoing maintenance and replacement programs. These programs will funnel into our Capital Improvement Plan

(CIP), comprising significant replacement programs aimed at reliability improvement as well as other capital projects identified in our 10-year master plan. Additional work is in progress to better study and classify past equipment failures that have caused outages to better understand where and how we should apply maintenance and replacement programs. This information will be used to create maps that identify past failure patterns, which will support the development of directed maintenance and capital replacement programs.

**Internal or External Impact:** A data-driven approach with both the underground and overhead distribution systems will direct funding where it is needed to improve reliability. While 89% of the system in Loveland city limits is underground, the portion that remains overhead is exposed to environmental conditions including vegetation, animals and weather. Making use of an efficient way to reach and inspect the overhead system that includes both visible-spectrum and infrared imaging identifies existing risks as well as incipient failures before they can cause an outage.



## Key Highlights of 2024



Strategic planning of \$25M in funding obtained through revenue bonds for capital projects and to expand Pulse's customer base.



Grant applications accepted from the Colorado Broadband Office Capital Projects Fund grant and the United States Department of Agriculture (USDA) Community Connects grant to expand services outside of city limits in unincorporated Larimer County.



Kick-off of construction in the Town of Timnath to provide broadband services.

## Major Activities: Projects in Q4 2024 and 2025

### Technical Experience Services

**Description:** Migrate Technical Experience/Support Services and Network Operations Center (NOC) monitoring to a combination of internal staff and Electric Power Board (EPB) Chattanooga for overflow and weekend/holiday support.

**Status:** The project is 80% complete. Staff have been hired and trained. EPB Chattanooga is answering technical support calls successfully. Documentation and processes are being refined to meet the new organizational structure and business needs. Network Operations Center (NOC) alarm monitoring is in progress.

**Internal or External Impact:** The internal impact is better support for the field services staff when supporting homes and businesses. The external impact is increased responsiveness and elevated technical support for customers. It also allows for the support of business and enterprise-class customers in ways that we had been unable to fully support previously.





## Regional Expansion

**Description:** Regional expansion of broadband services into unincorporated Larimer County and the Town of Timnath.

**Status:** These projects are in progress. Expansion into the Town of Timnath is expected to extend into 2026. Larimer County expansions continue with the inclusion of additional grant funding areas through the Community Project Funding (CPF) grant and United States Department of Agriculture (USDA) Community Connects grant.

**Internal or External Impact:** The external impact is expanding access to residents and businesses within the larger Loveland community for reliable and affordable broadband services.

## Customer Experience Center and new Pulse offices

**Description:** Moving to new offices on the Forge Campus and setting up the facility to meet customer and staff needs with a new Customer Experience Center.

**Status:** The project is 90% complete. The Customer Experience Center is being outfitted with the demo house to best demonstrate to customers how the equipment installs and works in their homes.

**Internal or External Impact:** The internal impact is increased space and better functionality for Pulse staff. The external impact is better customer service to Pulse customers with the Customer Experience Center.



## Priorities in 2025

### Organizational Restructure

**Description:** The Operations team has been undergoing restructuring throughout 2024, with changes made to the outside plant team, engineering teams and technical support teams. Changes related to the construction and design team are in progress. Work is also beginning to bring residential installations in-house to improve quality and reduce costs. The Marketing team has grown in size and is working to restructure, allowing for specialization within roles for increased productivity and effectiveness.

**Status:** In progress (2024).

**Internal or External Impact:** Primarily internal impacts, which include improved efficiency, the ability to react to changing business needs, and better meet customer needs.

### Product Development and Diversification

**Description:** Pulse must continue to innovate and enhance product offerings to compete with changing markets and customer demands/needs. This includes continued upgrades to Wi-Fi offerings, TV products and business-class services among other products and services.

**Status:** In progress (2024).

**Internal or External Impact:** Primarily external impact, which includes enhanced customer experience and customer satisfaction with various broadband services offered.

### Digital Equity Program

**Description:** With the wind-down of the Affordable Connectivity Program (ACP) in the spring of 2024, there is now a gap in Pulse's ability to offer low-cost broadband service options to qualified residents in our community. Pulse staff are continuing to evaluate options to support a similar program going forward. Pulse is also partnering with the Loveland Library to support the Digital Navigators Program. Pulse will provide support for the navigator staff and will host classes and instruction in the Customer Experience Center at Pulse offices.

**Status:** In progress (2024).

**Internal or External Impact:** Primarily external impact, which includes enhanced customer support of the most vulnerable residents in the community with better access to affordable and reliable broadband services and the skills to successfully navigate digital access.



# Customer Experience

## Major Activities: Projects in Q4 2024 and 2025

### Lead and Copper

**Description:** Creating customer communications and adjacent websites for lead and copper reporting.

**Status:** Ongoing.

**Internal or External Impact:** Providing education, promoting transparency and encouraging customer survey interaction for lead and copper service line discovery.

### Communications Plan for AMI Customer Portal Replacement

**Description:** Creating education (videos, webpage, FAQs, etc.) to teach customers how to use the new portal.

**Status:** Waiting for vendor to be chosen (2024).

**Internal or External Impact:** Customers will learn to view and control their power usage through the portal, thus promoting efficiency and transparency of rates.

### Everbridge Communication

**Description:** Using Everbridge platform to communicate with customers through text messaging in response to our customer survey

**Status:** Research and development.

**Internal or External Impact:** This system allows us to communicate with customers the way they wish to receive both emergency and non-emergency communications from the City.

## Key Highlights of 2024



Implementation of AMI communications plan.



Completion of Water Emergency standard operating procedures.



Created publications for citywide budget communication team.





## Priorities for 2025

### Communication Campaigns Around Bonding and Utility Rates

**Description:** We will educate customers about the bonding process, capital projects and potential tiered water rates.

**Status:** Storyboards in production (2024).

**Internal or External Impact:** Creating transparency and education around the prioritization of capital projects and reasoning for rate changes.

### Partner with Platte River Power Authority on implementation of Distributed Energy Resources (DER) programs

**Description:** Creating partnerships and programs aligned with Platte River's DER strategies.

**Status:** Ongoing through 2025.

**Internal or External Impact:** Helping customers understand the need for DERs, the tools we will use and help customers manage their costs.

### Comprehensive Communications Plan for Water-Related Emergencies

**Description:** The plan will provide structured, timely flow of information for internal stakeholders, emergency response teams, regulatory agencies and the public.

**Status:** Completed.

**Internal or External Impact:** Faster response times, improved public trust, reduced risk and confusion, inter-agency coordination and a sustainable document.



# Utility Accounting

## Major Activities: Projects in Q4 2024 and 2025

### Dedicated Capacity Rate for Power-large Commercial Customers

**Description:** Developing a rate to charge large commercial customers that want to have a specific amount of electric capacity available at all times.

**Status:** Working with our Power Rate Consultant, Power Engineering staff, representatives from the City Attorney's Office, Utility Billing and IT to have this ready for customers. Targeting availability for Q1 of 2025.

**Internal or External Impact:** Making an important option available to certain customers and having a cost-of-service basis to pay for the option.

### Scalable Water Impact Fees for Family Residential Units

**Description:** Developing a new methodology for scaling the impact fees for water, raw water and wastewater for single-family residential units that is more accurate and equitable than the current methodology.

**Status:** Working with our Water/Wastewater Rate Consultant and a number of other city departments on this. Targeting consideration by City Council in Q2 of 2025.

**Internal or External Impact:** Being able to scale the impact fees more accurately according to the anticipated indoor and outdoor usage from a new single-family unit.

### Tiered and Seasonal Water Rates

**Description:** Consideration to transition from our current uniform water rate structure to a tiered rate structure for residential customers and seasonal rate structure for multi-family and commercial customers.

**Status:** Supported unanimously by the Loveland Utility Commission (LUC), presented to City Council in May of 2024 and received mixed input. Going back to City Council in Spring of 2025 to get direction on whether to move forward with tiered and seasonal water rates in 2026.

**Internal or External Impact:** Staff believe this is a more equitable way of charging customers for their water usage.





## Key Highlights of 2024



Obtained \$25M of revenue bonds for Pulse to help fund capital projects and facilitate the continued growth of its customer base. The bonds work like a loan that will be paid back over time using revenue from Pulse services – not taxpayer dollars.



Implemented a new rate structure for Electric Vehicle Charging Stations for commercial customers.



Developed Monthly Key Performance Indicator Reports for the Loveland Utility Commission (LUC), Director and Managers, and an 18-month Financial Forecast for Pulse.

## Priorities for 2025

### Power Cost-of-Service Rate Study

**Description:** Complete our every-three-year Rate Study for the Power Utility.

**Status:** Begin date of Q1 2025.

**Internal or External Impact:** Ensure that each customer class is moving in the direction of paying cost-of-service rates and addressing other rate or fee items.

### Obtain Bond Financing for Water and Wastewater Utilities

**Description:** Obtain bond financing to help fund rehab and growth-related capital projects for both Water and Wastewater Divisions.

**Status:** Projected amounts to finance have been developed; pursuit of bonds to begin Q1 2025.

**Internal or External Impact:** Getting this financing in place will enable the completion of key capital projects.

### Comprehensive Update of Utility Rates, Charges and Fees

**Description:** Complete every-other-year update of all Rates, Charges and Fees for Water, Wastewater and Power.

**Status:** Estimated start date of Q3 2025.

**Internal or External Impact:** Ensure that all rates, charges and fees are current for Water, Wastewater and Power.



# Utility Application Services

## Key Highlights of 2024



Implementation of a Meter Data Management System (MDMS) for the electric AMI meter exchange project.



Addition of security cameras for warehouse yard, parking lot and west sub.



Creation of full infrared and electric Equipment Inspection Program using drone technology.

## Major Activities: Projects in Q4 2024 and 2025

### Daupler Implementation

**Description:** Moving our electric, After-hours Call Center to a more robust vendor.

**Status:** Completion of project is set for the beginning of Q2 in 2025.

**Internal or External Impact:** Better communication with field personnel and after-hours outage management.

### AMI Customer Portal Replacement

**Description:** New customer portal that will allow customers to interact with their usage and billing.

**Status:** Go-live scheduled for Q4 2025.

**Internal or External Impact:** The replacement will be a big upgrade from our current customer portal, giving customers the ability to closely interact with AMI data for an improved experience with their accounts.

### Water and Wastewater to Utility Network

**Description:** We will be moving our wet utilities to the new utility network model in GIS.

**Status:** Initial network models have been created. Data is being cleaned and inspected. Go-Live is scheduled for Q4 2025.

**Internal or External Impact:** This is a mandatory move from our vendor Environmental Systems Research Institute, Inc. (ESRI).



The implementation of the electric drone inspection program has fundamentally redefined our operational workflows, significantly improving both system reliability and workforce safety.

## Priorities for 2025

### AMI Outage Integration

**Description:** Once the AMI exchange project is complete, we will need to integrate the meter information with our outage management system.

**Status:** Scheduled to begin in Q2 2025.

**Internal or External Impact:** Meters will self-report outage data, increasing our accuracy and timing.

### Supervisory Control and Data Acquisition (SCADA) Migration

**Description:** Move the electric SCADA to a new vendor.

**Status:** Statement of Work has been created (October 2024).

**Internal or External Impact:** More modern software with needed upgrades.

### Cityworks Upgrade to Respond

**Description:** Software upgrade to newest release.

**Status:** Project has started with an estimated completion of Q3 2025.

**Internal or External Impact:** Will need to be on Respond when the utility network migration is complete.

The image shows a laptop screen displaying the City of Loveland website. The header includes the City of Loveland logo and navigation links for Community, City Government, Business, and Services. The main content area is titled 'Web Access Registration' and includes a disclaimer: 'The information provided will only be used for the purpose of registration and not for forwarding unsolicited emails.' Below this, there are two sections: 'Login Details' and 'Personal Details'. The 'Login Details' section includes fields for Email, Confirm Email, Password (8 to 20 characters), Confirm Password, and a 'Forgot Password Security Question' dropdown with a corresponding answer field. There is also a checkbox for 'Sign-up for Paperless bills?'. The 'Personal Details' section includes fields for First Name, Last Name, Phone Number (with an extension field), Mobile Phone Number, Account Number (with a 'Find my new account number' button), Service Address Zip, and a 'Service Address Zip' field with an example '10100'. The laptop is a MacBook Pro.



Loveland Water and Power

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200 N. Wilson Avenue, Loveland, CO 80537  
Monday - Friday 8 a.m. to 5 p.m.  
(970) 962-3000  
[lovgov.org/utilities](http://lovgov.org/utilities)

Account Services: [myaccount.lovgov.org](http://myaccount.lovgov.org)  
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815 14th Street SW, Suite C240,  
Loveland, CO 80537  
Monday - Friday 8 a.m. to 5 p.m.  
(970) 541-4990  
[pulsefiber.org](http://pulsefiber.org)

Account Services:  
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