

# 2024 FACT SHEET

# ELECTRIC AND BROADBAND



1925 Electric Utility Established | 76 Electric Employees

## CUSTOMER DATA

### RESIDENTIAL



Inside  
36,378

Outside  
629

### COMMERCIAL



Inside  
4,719

Outside  
273

### INDUSTRIAL



Inside  
379

Outside  
7

**42,385** Total Electric Customers

**14.4¢/kWh** | Avg. Residential Electric Rate\*

**626 kWh** | Avg. Monthly Residential Electric Use

**\$90.09** | Avg. Monthly Residential Electric Bill\*

**9.2 kWh** | Avg. Daily Residential Electric  
Per Person

**20.7 kWh** | Avg. Daily Residential Electric Use  
Per Household

**29** | Key Accounts

**7,539 MWh** | Annual Energy Programs Savings

**8** | Residential Energy Efficiency Programs

**1** | Commercial Energy Efficiency Program

\*Summer Rate

## FINANCIAL DATA



**\$86,872,895**  
ELECTRIC REVENUE



**\$53,896,407**  
PURCHASED POWER  
EXPENSES



**\$19,105,528**  
OTHER POWER EXPENSES



City of Loveland



# ELECTRIC SYSTEM DATA



**74 SQ. MILES**

Current Service Area



**7**

Substations



**731 MILES**

Combined Length  
of Distribution Lines

634 Underground Miles

97 Overhead Miles

(27 miles in Canyon)



**16**

Substation  
Transformers



**736,983 MWh**

Annual Purchase Power

160,989 kW | Summer Peak

110,740 kW | Winter Peak



**127**

Transformer  
Sets



**30,000**

Meter Exchanges



**12.47 kV**

Distribution Voltage



**7,200**

Streetlights

185 Non-LED

7,015 LED



**1,658**

After-Hours  
Duty Calls

## RENEWABLE ENERGY



**6,858 kW DC**

Distributed Generation

2,615 kW DC | Commercial

4,243 kW DC | Residential



**3,500 kW DC**

Foothills Solar Facility

Generating Capacity

4,742,521 kWh | 2024

45,509,290 kWh | Since 2017



**524**

Solar Interconnection  
Agreements



**18**

City-Owned Public  
EV Charging Stations

# COMMUNITY-OWNED FIBER INTERNET, WIFI, TV AND VOICE PROVIDER



Established **2018** | **42** Employees



**39.74 SQ. MILES**  
Current Service Area



**6**  
Huts



**1,034**  
Total Miles of Fiber



**18,202**  
Handholes



**99.99%**  
Uptime



**1,516**  
Vaults



**<2MS**  
Average Latency



**60.9%**  
Net Promoter Score



**40%** Take Rate as of  
December 2024



**100 MBPS TO 10 GIGS**  
Speeds of internet plans

## 2024 PC MAG AWARDS



Only ISP  
with  
Perfect  
Gaming  
Quality  
Index



Second  
Fastest  
ISP  
in the  
Country

### MAIN CONTACT

970-541-4990  
815 14th St SW, Suite C240  
Loveland, CO 80537

970-744-4226 **24/7 TECHNICAL SUPPORT**

PulseFiber.org **WEBSITE**  
PulseFiber.org/Map **SERVICE AREA**

# 2024 FACT SHEET

# WATER AND WASTEWATER



1887 Water Utility Established | 1902 Wastewater Utility Established | 120 Water and WW Employees

## RESIDENTIAL



Inside  
26,486

Outside  
780

## COMMERCIAL



Inside  
1,228

Outside  
88

## IRRIGATION



Inside  
277

Outside  
4

## CUSTOMER DATA

**28,863** Total Water Customers

**\$6.92/1,000 GAL** | Avg. Residential Water Rate

**7,763 GAL** | Avg. Monthly Residential Water Use

**\$53.72** | Avg. Monthly Residential Water Bill

**84 GAL** | Avg. Daily Residential Water Use Per Person

**190 GAL** | Avg. Daily Residential Water Use Per Household

**44,801,000 GAL** | Annual Water Programs Savings

**9** | Water Conservation Programs

## FINANCIAL DATA



**\$25,504,759**  
WATER REVENUES



**\$18,757,776**  
WATER EXPENSES



**\$18,842,044**  
WASTEWATER REVENUES



**\$12,531,284**  
WASTEWATER EXPENSES

## RESIDENTIAL



Inside  
35,859

Outside  
964

## COMMERCIAL



Inside  
1,187

Outside  
41

**39,469** Total Wastewater Customers

**1,418** | Flat Rate Customers

**343** | High Strength Surcharge Customers

**\$10.72/1,000 GAL** | Avg. Residential Wastewater Rate

**2,946 GAL** | Avg. Monthly Residential Wastewater Use

**\$31.25** | Avg. Monthly Residential Wastewater Bill



American Water Works  
Association



Water Environment  
Federation  
the water quality people®



City of Loveland

# WATER SYSTEM DATA



**34 SQ. MILES**

Current Service Area



**38 MG**

WTP Daily Capacity



**488 MILES**

Combined Length  
of Water Lines



**26.11 MG**

WTP Peak Day



**9**

Pump Stations  
(8 Public, 1 Private)



**18.84 MG**

WTP Daily Average Summer  
(May - Sep)



**3,501**

Hydrants



**6.62 MG**

WTP Daily Average Winter  
(Dec - Feb)



**4,412 MG**

Water Treatment Plant (WTP)  
Total Water Treated



**25.15 MG**

Treated Water Storage

MG = Million Gallons

## UTILITIES LEADERSHIP

**SHARON ISRAEL** | Director of Utilities

**CHAD BIRGENHEIER** | Water Utilities Division Manager

**BRIEANA REED-HARMEL** | Broadband Division Manager

**TRACEY HEWSON** | Customer Experience Manager

**JIM LEES** | Utility Accounting Manager

**ADAM BROMLEY** | Electric Utility Division Manager

**CREE GOODWIN** | Utility Solutions and Technology Manager

# WASTEWATER SYSTEM DATA



**33 SQ. MILES**

Current Service Area



**10 MG**

WRF Daily Hydraulic Capacity



**383 MILES**

Combined Length  
of Sewer Lines



**20,236 LBS**

WRF Daily Organic Capacity



**18**

Lift Stations  
(14 Public, 4 Private)



**9.4/11.4 MG**

WRF Peak Day/Peak Hourly



**9,907**

Manholes



**6.6 MG**

WRF Daily Average Wet Season  
(Apr - Sep)



**2,254 MG**

Water Reclamation  
Facility (WRF) Total  
Wastewater Treated



**5.6 MG**

WRF Daily Average Dry Season  
(Jan - Mar & Oct - Dec)

MG = Million Gallons



## MAIN PHONE

970-962-3000

200 N. Wilson Avenue, Loveland, CO 80537  
[lovgov.org/utilities](http://lovgov.org/utilities)

## WATER & SEWER EMERGENCIES

970-962-3456 (24 Hours)

970-663-1043 (24 Hours) **POWER EMERGENCIES**  
970-744-4226 **PULSE 24/7 TECHNICAL SUPPORT**