



UTILITY RATES, CHARGES, AND FEES



**City of
Loveland**

Effective January 1, 2026

Table of Contents

	WATER RATES & FEES.....	7
	FIRE HYDRANT FLOW TEST.....	8
	HIDDEN VALLEY RATES & FEES	8
	HYDRANT METER RENTAL FEES	8
	RAW WATER FEES (WATER RIGHTS).....	9
	RAW WATER LEASES (SHORT-TERM).....	9
	PUBLIC WATER FILL STATION RATE (RANCH WATER)	9
	WATER METER FEES	9
	WATER TURN ONS/OFFS	10
	WATER • WET TAPPING FEES	10
	WASTEWATER RATES & FEES	11
	MONTHLY WASTEWATER BASE CHARGE • METERED WATER SERVICES	11
	WASTEWATER RATE PER 1,000 GALLONS • METERED WATER SERVICES	11
	MONTHLY WASTEWATER RATES • FLAT RATE SERVICES	11
	HIGH STRENGTH WASTEWATER SURCHARGE.....	12
	PRETREATMENT FEES	12
	WASTEWATER • WET TAPPING FEES	12
	ELECTRIC RATES & FEES.....	13
	ELECTRIC NON-SUMMER RATES • JAN-JUNE & NOV-DEC.....	13
	ELECTRIC SUMMER RATES • JULY-OCT.....	14
	ELECTRIC SELF-GENERATION NON-SUMMER RATES • JAN-JUNE & NOV-DEC.....	15
	ELECTRIC SELF-GENERATION SUMMER RATES • JULY-OCT	16
	AREA LIGHTING.....	17
	DISTRIBUTION DESIGNER DEPOSITS	17
	DISTRIBUTION DESIGNER FEES.....	17
	ELECTRIC ANNEXATION SURCHARGES	17
	ELECTRIC TURN ONS/OFFS.....	18
	POLE ATTACHMENTS.....	19
	RESIDENTIAL SERVICE INSTALLATION FEES.....	19
	RESIDENTIAL SERVICE UPGRADE FEES.....	19
	SERVICE DISCONNECT, METER READING & METER EXCHANGE FEES.....	19
	SMALL EQUIPMENT FLAT RATES.....	19
	TRANSMISSION VOLTAGE SERVICE	20
	DEVELOPMENT FEES	21
	RAW WATER, WATER & WASTEWATER DEVELOPMENT FEES • INSIDE CITY	21
	RAW WATER, WATER & WASTEWATER DEVELOPMENT FEES • OUTSIDE CITY	22
	ELECTRIC PLANT INVESTMENT FEES	23
	MISCELLANEOUS ACCOUNT FEES & CHARGES	24
	APPENDIX	25
	WATER	26
	BACKFLOW NONCOMPLIANCE	26
	CAPITAL RECOVERY SURCHARGE – RAW WATER & WATER.....	26
	CASH-IN-LIEU FEE.....	26
	EXCESS WATER USE SURCHARGE	26
	HIDDEN VALLEY ESTATES AREA	28
	METER TEST FEES.....	29
	NATIVE WATER STORAGE FEE.....	29
	RAW WATER IMPACT FEE.....	29
	RAW WATER LEASES.....	29



SUPPLYING WATER TO OTHERS PROHIBITED.....	30
SYSTEM IMPACT FEES • WATER	30
WATER METER AND TAPPING FEES	30
WATER RATES	30
WASTEWATER	31
CAPITAL RECOVERY SURCHARGE - WASTEWATER.....	31
FLAT RATE WASTEWATER SEWER SERVICE.....	31
HIGH STRENGTH WASTEWATER SURCHARGE.....	31
PUBLIC NOTIFICATION OF VIOLATION	31
SYSTEM IMPACT FEES • WASTEWATER	31
WASTEWATER CHARGES.....	32
WASTEWATER • WET TAPPING FEE	33
ELECTRIC	34
ANNEXATION SURCHARGE.....	34
APPLICATIONS FOR ELECTRIC SERVICE	34
DISCONNECT AND RECONNECT SERVICES.....	34
DISTRIBUTION DESIGNER DEPOSITS	34
ENERGIZE ELECTRIC SERVICE TO SMALL DEVICES QUALIFYING FOR FLAT RATE SERVICE.....	34
LARGE SOLAR SYSTEM IMPACT STUDY.....	34
PLANT INVESTMENT FEE.....	35
RESALE OF ELECTRIC CURRENT PROHIBITED	36
RESIDENTIAL SERVICE INSTALLATIONS AND UPGRADES FOR SINGLE FAMILY AND DUPLEX DWELLINGS.....	36
SERVICE CONNECT, METER READING AND METER EXCHANGE FEES	37
SERVICE TURN-ON FEE AT THE METER.....	38
TEMPORARY EXTENSIONS	38
SCHEDULE AL • AREA LIGHTING (EXISTING CONTRACTS ONLY)	39
SCHEDULE CP • COINCIDENT PEAK DEMAND SERVICE.....	39
SCHEDULE DEDICATED RESERVE CAPACITY	41
SCHEDULE FE • FLAT RATE SERVICE	42
SCHEDULE LG • LARGE GENERAL SERVICE	43
SCHEDULE PT • PRIMARY SERVICE WITH TRANSFORMER	44
SCHEDULE R • RESIDENTIAL SERVICE	45
SCHEDULE RD • RESIDENTIAL DEMAND SERVICE	46
SCHEDULE SG • SMALL GENERAL SERVICE.....	47
SCHEDULE TS • TRANSMISSION VOLTAGE SERVICE	48
SELF-GENERATION RATE	49
MISCELLANEOUS ACCOUNT FEES & INFO	50
ACCESS TO UTILITY METER AND OTHER CITY FACILITIES AND APPURTENANCES	50
ADVANCED METERING INFRASTRUCTURE (AMI)	50
AFTER HOURS.....	52
APPLICATION OF PAYMENT	52
CHARGES DUE – WHEN.....	53
COTTAGE.....	53
INTERFERING OR TAMPERING WITH A UTILITY METER	53
LATE PAYMENT PENALTY	54
NEW ACCOUNT OR REACTIVATION FEE AND NEW ACCOUNT METER READING FEE	54
RETURNED CHECK FEE	54
SERVICE REINSTATED	54
SUSPENSION OF SERVICE TERMINATION	54
TERMINATING UTILITY SERVICES	54



ELECTRIC	34
ANNEXATION SURCHARGE.....	34
APPLICATIONS FOR ELECTRIC SERVICE	34
DISCONNECT AND RECONNECT SERVICES.....	34
DISTRIBUTION DESIGNER DEPOSITS	34
ENERGIZE ELECTRIC SERVICE TO SMALL DEVICES QUALIFYING FOR FLAT RATE SERVICE.....	34
LARGE SOLAR SYSTEM IMPACT STUDY.....	34
PLANT INVESTMENT FEE.....	35
RESALE OF ELECTRIC CURRENT PROHIBITED	36
RESIDENTIAL SERVICE INSTALLATIONS AND UPGRADES FOR SINGLE FAMILY AND DUPLEX DWELLINGS.....	36
SERVICE CONNECT, METER READING AND METER EXCHANGE FEES	37
SERVICE TURN-ON FEE AT THE METER.....	38
TEMPORARY EXTENSIONS	38
SCHEDULE AL • AREA LIGHTING (EXISTING CONTRACTS ONLY)	39
SCHEDULE CP • COINCIDENT PEAK DEMAND SERVICE.....	39
SCHEDULE DEDICATED RESERVE CAPACITY	41
SCHEDULE FE • FLAT RATE SERVICE	42
SCHEDULE LG • LARGE GENERAL SERVICE	43
SCHEDULE PT • PRIMARY SERVICE WITH TRANSFORMER	44
SCHEDULE R • RESIDENTIAL SERVICE	45
SCHEDULE RD • RESIDENTIAL DEMAND SERVICE	46
SCHEDULE SG • SMALL GENERAL SERVICE.....	47
SCHEDULE TS • TRANSMISSION VOLTAGE SERVICE	48
SELF-GENERATION RATE	49



MISCELLANEOUS ACCOUNT FEES & INFO	50
ACCESS TO UTILITY METER AND OTHER CITY FACILITIES AND APPURTENANCES	50
ADVANCED METERING INFRASTRUCTURE (AMI)	50
AFTER HOURS.....	52
APPLICATION OF PAYMENT	52
CHARGES DUE – WHEN.....	53
COTTAGE.....	53
INTERFERING OR TAMPERING WITH A UTILITY METER	53
LATE PAYMENT PENALTY	54
NEW ACCOUNT OR REACTIVATION FEE AND NEW ACCOUNT METER READING FEE	54
RETURNED CHECK FEE	54
SERVICE REINSTATED	54
SUSPENSION OF SERVICE TERMINATION	54
TERMINATING UTILITY SERVICES	54



UTILITY SERVICE DEPOSIT.....	55
WARRANTY REPAIRS BY UTILITY.....	55
RESOURCE LINKS	56
ADVANCED METERING INFRASTRUCTURE (AMI)	56
BROADBAND WEBSITE.....	56
HELPING A NEIGHBOR IN DISTRESS (HAND) PROGRAM.....	56
HYDROZONE.....	56
MUNICIPAL CODE	56
REQUIREMENTS FOR ELECTRIC SERVICE WEBPAGE.....	56
SELF-GENERATION WEBSITE.....	56
UTILITY BILLING WEBSITE	56
UTILITY BILLING PAYMENT OPTIONS.....	56
WATER AND WASTEWATER DEVELOPMENT STANDARDS WEBPAGE	56



WATER RATES & FEES

Monthly Water Base Charge by Water Tap Size • Inside City							
	0.75-inch	1-inch	1.50-inch	2-inch	3-inch	4-inch	6-inch
Single Family*	\$21.51	\$28.34	N/A				
Multi-Family	\$39.75	\$46.06	\$52.40	\$69.77	\$197.76	\$245.17	\$355.77
Commercial	\$21.51	\$28.34	\$35.17	\$53.97	\$192.36	\$243.62	\$363.21
Irrigation	\$21.51	\$28.34	\$35.17	\$53.97	\$192.36	\$243.62	\$363.21

*Note: Single Family includes Cottage homes.
Note: Base charges for taps greater than 6" are set by City Council.

Monthly Water Base Charge by Water Tap Size • Outside City							
	0.75-inch	1-inch	1.5-inch	2-inch	3-inch	4-inch	6-inch
Single Family*	\$32.27	\$42.51	N/A				
Multi-Family	\$59.63	\$69.09	\$78.60	\$104.66	\$296.64	\$367.76	\$533.66
Commercial	\$32.27	\$42.51	\$52.76	\$80.96	\$288.54	\$365.43	\$544.82
Irrigation	\$32.27	\$42.51	\$52.76	\$80.96	\$288.54	\$365.43	\$544.82

*Note: Single Family includes Cottage homes.
Note: Base charges for taps greater than 6" are set by City Council.

Water Use Fees per 1,000 Gallons		
	Inside City	Outside City
Single Family (includes Cottage)	\$4.27	\$6.41
Multi-Family	\$4.80	\$7.20
Commercial	\$5.28	\$7.92
Irrigation	\$6.58	\$9.87
Additional Nonresidential Charges		
Excess Water Use Surcharge*	\$2.33	\$2.33
Capital Recovery Surcharge - Raw Water Impact Fee**	\$0.518	\$0.518
Capital Recovery Surcharge - Water System Impact Fee**	\$1.207	\$1.811

*Note: Applies to all commercial customers.
**Note: Applies to all nonresidential water taps 2" and greater (excludes irrigation water taps).

Fire Hydrant Flow Test

Charge per Test	\$250
Charge per Prior Flow Test Result	\$25

Hidden Valley Rates & Fees

Hidden Valley Monthly Base Charge for 0.75-inch tap	\$199.36
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Hidden Valley Water Availability of Service Fee: This fee applies to all water taps applied for on or after January 1, 2010 to serve lots authorized pursuant to Resolution #R-35-2004 and #R-83-2005. Payment of this fee shall be due upon application for the water tap. The fee shall be calculated as follows:

A Number of Months from Jan 1, 2007 to the Availability of Service Fee due date

xB \$67.00 per month

Engineering News Record 20 Cities Construction Cost Index

xC (Used to inflate the construction costs to current dollars)

= **Hidden Valley Water Availability of Service Fee**

Note: Customers in the Hidden Valley area includes Hidden Valley Estates I, Hidden Valley Estates II, Hidden Valley Estates III, Wild Valley North and James A Wild Trust Subdivisions. Customers in the Hidden Valley area are responsible to pay for the replacement cost of their water system and the costs are split evenly between all the water taps. The Hidden Valley Monthly Base Charge has been billed to all lots in the Hidden Valley Estates I and II Subdivisions monthly since August of 2005. For lots in the Hidden Valley Estates III, Wild Valley North and James A Wild Trust Subdivisions, the Hidden Valley Water Availability of Service Fee is required to catch up on all the fees the other water tap holders have already paid, and then the Hidden Valley Monthly Base Charge begins and continues to be billed regardless of usage or occupancy of the residence.

Hydrant Meter Rental Fees

Hydrant Meter Rental Fees	Hydrant meter deposit	\$3,600
	Daily rental	\$10
	Install fee	\$95
	Removal fee	\$95
	Moving meter fee	\$95
	Water use rate per 1,000 gallons	\$9.17

Raw Water Fees (Water Rights)

Cash-in-Lieu Fee per Acre-Foot		\$48,825
Native Water Storage Fee per Acre-Foot	Barnes Ditch	\$18,972
	Big Thompson Ditch & Manufacturing Co.	\$12,700
	Buckingham Irrigation Co. (George Rist Ditch)	\$18,838
	Chubbuck Ditch	\$19,016
	Louden Irrigating Canal and Reservoir Co.	\$16,805
	South Side Ditch Company	\$16,145

Raw Water Leases (Short-Term)

Administrative Charge on All Leases		5% of Annual Cost of Lease
Type of Use	Type of Raw Water	Rate per Acre Foot
Non-Agricultural Municipal Use	Transbasin	\$500 per Acre Foot + Applicable Rule 11 Fees
Agricultural Use	Transbasin	Northern Water Assessment + Applicable Fees
Agricultural Use	Native Big Thompson Ditch Shares	Ditch Company Annual Assessment
Augmentation or Replacement Use	Fully Reusable	\$650 per Acre Foot

Public Water Fill Station Rate (Ranch Water)

Water Use Rate per 1,000 Gallons	\$9.17
<i>Note: Ranch Water users are required to purchase a one-time reloadable card. The card may be purchased with cash at the Public Water Fill Station or with cash or credit card at the Water and Power Service Center. Card prices may vary.</i>	

Water Meter Fees

Purchase Water Meter & Readout*	0.75 inch water meter	\$380
	1.00 inch water meter	\$455
Install Meter		\$145
Inspect Meter Pit & Meter Setter		\$110
AMI Opt Out Meter Exchange Fee		\$360
Return Appointment/Trip Fee**	Regular hours	\$110
	After regular hours	\$210

**Note: For 1.50 inch meters and larger, the contractor provides the meter and AMI equipment.*

***Note: Regular business hours are Monday through Friday, 7:00 AM to 3:00 PM, excludes City holidays.*

Water Turn Ons/Offs

	Turn-on during regular business hours	\$110
Backflow Non-Compliance	Turn-on after regular business hours	\$210
	Noncompliance turn-on	\$420
<1.5" Water Service Turn-On/Off	During regular business hours	\$110
	After regular business hours	\$210
≥1.5" Water Service Turn-On/Off	During regular business hours	\$400
	After regular business hours	\$730

Note: Requests to turn-on water services on delinquent accounts will be processed after the account is made current.

***Note: Regular business hours are Monday through Friday, 7:00 AM to 3:00 PM, excludes City holidays.*

Water • Wet Tapping Fees

Water • Wet Tapping Fees	0.75 inch water tap	\$390
	1.00 inch water tap	\$395
	1.50 inch water tap	\$400
	2.00 inch water tap	\$405
	> 2.00 inch water tap	\$690



WASTEWATER RATES & FEES

Monthly Wastewater Base Charge • Metered Water Services

	Inside City	Outside City
Single Family (includes Cottages)	\$18.53	\$27.80
Multi-Family Residential (per Dwelling Unit)	\$5.50	\$8.25
Commercial	\$18.53	\$27.80

Wastewater Rate per 1,000 Gallons • Metered Water Services

	Inside City	Outside City
Single Family (includes Cottages)	\$6.21	\$9.32
Multi-Family Residential	\$7.38	\$11.07
Commercial	\$7.95	\$11.93
Additional Nonresidential Rates		
Capital Recovery Surcharge – Wastewater System Impact Fee*	\$1.095	\$1.643

*Note: Applies to all nonresidential water taps 2" and greater (excludes irrigation water taps).

Monthly Wastewater Rates • Flat Rate Services

	Inside City	Outside City
Single Family (includes Cottages)*	\$38.50	\$57.75
Multi-Family Residential (per Dwelling Unit)*	\$25.17	\$37.76
Commercial*	\$267.20	\$400.80
Additional Nonresidential Rates		
Capital Recovery Surcharge – Wastewater System Impact Fee**	\$35.85	\$53.77

*Note: Because these customers receive their water service from another water provider and their wastewater service from the City, their wastewater service is charged on a flat fee basis instead of based on water usage.

**Note: Applies to all nonresidential water taps 2" and greater (excludes irrigation water taps).

High Strength Wastewater Surcharge

BOD charge per pound (when discharge strength is greater than 288 mg/L BOD)	\$0.94
TSS charge per pound (when discharge strength is greater than 296 mg/L TSS)	\$0.51

DEFINITIONS:

Biochemical Oxygen Demand (BOD) is the amount of oxygen consumed by bacteria and other microorganisms while they decompose organic matter under aerobic conditions. BOD is often used in wastewater treatment plants as an index of the degree of organic pollution in water.

Total Suspended Solids (TSS) refers to waterborne particles that float or “suspend” in water and affects water’s clarity. The majority of TSS consist of inorganic materials and could include sand, sediment, and plankton.

Pretreatment Fees

Pretreatment Inspection Fee		\$155
Significant Industrial User (SIU)	Laboratory Analysis	Actual Cost plus \$140
	Public Notification of Violation	Actual Cost plus \$85

Wastewater • Wet Tapping Fees

Wastewater • Wet Tapping Fees (Includes Saddle and Stainless Strap)	Size	Standard Lines	CIPP Lines*
	4-inch	\$455	\$505
	6-inch	\$490	\$620

*Note: The City requires Inserta Tee Lateral Connections on wastewater lines with cast-in-place pipe liner (CIPP).



ELECTRIC RATES & FEES

Electric Non-Summer Rates • Jan-June & Nov-Dec					
Customer Class	Schedule	Monthly Base Charge & Monthly Minimum Bill	Energy Charge per kWh	Plant Investment Fee per kWh	Demand Charge per kW
Residential					
Residential ≤ 200 amps	R	\$20.97	\$0.11270	N/A	N/A
Residential > 200 amps	R	\$27.29			
Residential Demand	RD	\$27.29	\$0.07009		\$9.80
Non-Residential					
Small General Single Phase	SG	\$31.17	\$0.13049	\$0.01016	N/A
Small General Three Phase	SG	\$41.94			
Large General	LG	\$224.56	\$0.06639		\$15.75
Primary Service with Customer Owned Transformer	PT	\$274.84	\$0.06451	\$0.00988	\$14.65
Commercial Electric Vehicle Charging Stations					
Single-Phase Service with Demand ≤ 50 kW	CEV	\$31.17	\$0.09502	\$0.00988	\$4.43
Three-Phase Service with Demand ≤ 50 kW	CEV	\$41.94			
All Services with Demand > 50 kW	CEV	\$224.56			

Electric Summer Rates • July-Oct

Customer Class	Schedule	Monthly Base Charge & Monthly Minimum Bill	Energy Charge per kWh	Plant Investment Fee per kWh	Demand Charge per kW
Residential					
Residential ≤ 200 amps	R	\$20.97	\$0.15303	N/A	N/A
Residential > 200 amps	R	\$27.29			
Residential Demand	RD	\$27.29			\$12.85
Non-Residential					
Small General Single Phase	SG	\$31.17	\$0.16204	\$0.01016	N/A
Small General Three Phase	SG	\$41.94			N/A
Large General	LG	\$224.56			\$21.55
Primary Service with Customer Owned Transformer	PT	\$274.84	\$0.07989	\$0.00988	\$20.25
Commercial Electric Vehicle Charging Stations					
Single-Phase Service with Demand ≤ 50 kW	CEV	\$31.17	\$0.11273	\$0.00988	\$4.43
Three-Phase Service with Demand ≤ 50 kW	CEV	\$41.94			
All Services with Demand > 50 kW	CEV	\$224.56			

All electric rates and base charges include a 7% Payment In Lieu of Taxes (PILT) fee, which is paid to the City of Loveland General Fund.

Electric Self-Generation Non-Summer Rates • Jan-June & Nov-Dec

The City will net meter all energy consumed by the customer and produced by the customer's generation system. Net metering shall be, for billing purposes, the net consumption as measured at the service meter on a monthly basis. All excess energy generated, expressed in kilowatt-hours, shall be carried forward from month to month and credited against the customer's energy consumption, expressed in kilowatt-hours, in subsequent months. In the event that a negative net consumption balance remains at the time of the customer's December billing, the City will pay the customer for such negative balances at the Self-Generation Buyback Credit for December Billing Only Rate.

Capacity of Self-Generation Unit (kW)	Monthly Base Charge	Energy Charge per kWh	Buyback Credit per kWh for December Billing Only	Plant Investment Fee per kWh	Demand Charge per kW
Residential					
Up to 1.49	\$23.61				
1.5 to 2.49	\$26.25				
2.5 to 3.49	\$28.89				
3.5 to 4.49	\$31.53				
4.5 to 5.49	\$34.17				
5.5 to 6.49	\$36.81				
6.5 to 7.49	\$39.46				
7.5 to 8.49	\$42.10				
8.5 to 9.49	\$44.74				
9.5 to 10.49	\$47.38				
10.5 to 11.49	\$50.02				
11.5 to 12.49	\$52.66				
12.5 to 13.49	\$55.30				
13.5 to 14.49	\$57.94				
14.50 to 15.49	\$60.58				
Customer Class	Monthly Base Charge & Monthly Minimum Bill	Energy Charge per kWh	Buyback Credit per kWh for December Billing Only	Plant Investment Fee per kWh	Demand Charge per kW
Non-Residential					
Small General Single Phase	\$31.17				
Small General Three Phase	\$41.94	\$0.13049	\$0.11028	\$0.01016	N/A
Large General	\$224.56	\$0.06639			\$15.75
Commercial Electric Vehicle Charging Stations					
Single-Phase Service with Demand ≤ 50 kW	\$31.17				
Three-Phase Service with Demand ≤ 50 kW	\$41.94	\$0.09502	\$0.10503	\$0.00988	\$4.43
All Services with Demand > 50 kW	\$224.56				

All electric rates and base charges include a 7% Payment In Lieu of Taxes (PILT) fee, which is paid to the City of Loveland General Fund.

Electric Self-Generation Summer Rates • July-Oct

The City will net meter all energy consumed by the customer and produced by the customer's generation system. Net metering shall be, for billing purposes, the net consumption as measured at the service meter on a monthly basis. Consumption will be measured monthly and in the event net metering is negative in a given month, such that the customer's generation system production is greater than the customer's consumption, there will not be a monthly cash credit for such production. All such excess energy, expressed in kilowatt-hours, shall be carried forward from month to month and credited against the customer's energy consumption, expressed in kilowatt-hours, in subsequent months. In the event that a negative net consumption balance remains at the time of the customer's December billing, the City will pay the customer for such negative balances at the Self Generation Buyback Credit for December Billing Only Rate.

Capacity of Self-Generation Unit (kW)	Monthly Base Charge	Energy Charge per kWh	Buyback Credit per kWh for December Billing Only	Plant Investment Fee per kWh	Demand Charge per kW
Residential					
Up to 1.49	\$23.61				
1.5 to 2.49	\$26.25				
2.5 to 3.49	\$28.89				
3.5 to 4.49	\$31.53				
4.5 to 5.49	\$34.17				
5.5 to 6.49	\$36.81				
6.5 to 7.49	\$39.46				
7.5 to 8.49	\$42.10	\$0.15303	\$0.11028	N/A	N/A
8.5 to 9.49	\$44.74				
9.5 to 10.49	\$47.38				
10.5 to 11.49	\$50.02				
11.5 to 12.49	\$52.66				
12.5 to 13.49	\$55.30				
13.5 to 14.49	\$57.94				
14.50 to 15.49	\$60.58				
Non-Residential					
Small General Single Phase	\$31.17				
Small General Three Phase	\$41.94	\$0.16204	\$0.11028	\$0.01016	N/A
Large General	\$224.56	\$0.07989			\$21.55
Commercial Electric Vehicle Charging Stations					
Single-Phase Service with Demand ≤ 50 kW	\$31.17				
Three-Phase Service with Demand ≤ 50 kW	\$41.94	\$0.11273	\$0.10503	\$0.00988	\$4.42849
All Services with Demand > 50 kW	\$224.56				

All electric rates and base charges include a 7% Payment In Lieu of Taxes (PILT) fee, which is paid to the City of Loveland General Fund.

Area Lighting		
Customer Class	Schedule	Rate per Watt of Bulb
Area Lighting	AL	\$0.09237

Distribution Designer Deposits		
Residential & Duplex of 1-2 Lots	Single Phase Installations	\$1,165
Residential Subdivision of 3-10 Lots Commercial Subdivision of 2-10 Lots	Raising, lowering or removing existing power	\$1,820
Single Commercial Buildings	Transformer upgrades, raising, lowering or removing existing power	\$1,820
Residential Subdivision of more than 10 Lots, Commercial Subdivision of more than 10 Lots, Malls, Shopping Centers, or Hospitals		\$3,420
<i>Note: Deposits will be applied to the actual costs billed by the Water and Power Department upon completion of work performed.</i>		

Distribution Designer Fees		
Temporary Commercial Connections		\$605
Temporary Residential Connections		\$350
Termination and energizing electric services to small devices with meter		\$620
Install and terminate secondary riser up to 100 feet (no transformer required)	Residential to 200 amps	\$1,795
	Commercial (cable supplied and installed by customer)	\$2,075
Open transformer to pull in secondary and terminate cable up to 130 feet		\$815
Large Generation System Impact Study		\$540

Electric Annexation Surcharges		
Annexation Surcharge		5%
<i>Note: For areas annexed into the City after January 31, 1987 from areas formerly part of an exclusive service territory granted to a cooperative electric association, there is a percentage surcharge on the electric base, energy and demand charges, and on electric charges on area lighting and flat rate electric customers. This surcharge expires ten years after the City of Loveland's start of electric service date.</i>		

Electric Coincident Peak Demand Service								
Schedule	Monthly Base Charge Per Meter	Summer Energy Charge per kWh	Non-Summer Energy Charge per kWh	Summer Coincident Demand Charge	Non-Summer Coincident Demand Charge	Year-round Non-Coincident Peak (NCP) Demand / kW	Plant Investment Fee per kWh	Power Factor Charge
Coincident Peak	\$448.54	\$0.07564	\$0.07290	\$15.30	\$12.93	\$6.35	\$0.01016	100% of the power factor charge incurred by the City on account of and attributable to service to the customer.
Coincident Peak Primary Service with Transformer	\$483.66	\$0.07352	\$0.06980	\$15.01	\$12.66	\$5.79	\$0.00988	

Dedicated Capacity Reserve						
Type of Reserve Capacity				Capacity is billed monthly based on fixed contract capacity units		
Wires Only	Feeder from Same Substation	Feeders from Separate Substations	Backbone	Purpose	Cost per KW by Customer Metering Point	
Separate Distribution Lines	Separate transformer in same substation & separate distribution lines	Separate substation, backbone, & distribution lines			Primary	Secondary
✓					\$4.74	\$5.46
✓	✓		✓	Future Capacity*	\$5.57	\$6.28
✓		✓	✓	Redundant or Future Capacity	\$7.02	\$7.73

*Note: If reserving additional capacity in a substation feeder and distribution system.

Electric Turn Ons/Offs		
Manual Service Turn-Ons at the Meter	During business hours	\$70
	After business hours	\$225
AMI Remote Service Turn-Ons of the Meter	During business hours	\$35
	After business hours	\$100
Note: Regular business hours are Monday through Friday, 7 AM to 3 PM, excludes City holidays.		
Service Turn-Offs at the Meter	Resulting from an unauthorized service turn-on	\$70

Note: Requests to turn-on electric services on delinquent accounts will be processed after the account is made current.

Pole Attachments

Pole Attachment Fee - Wired	per attachment per year	\$23.34
Pole Attachment Fee - Wireless	per attachment per year	\$200
Pole Attachment Application for Permit Fee	1 to 5 poles	\$500
	Per additional pole beyond 5	\$100

Note: This annual fee applies to each attachment by a non-City utility to a City power pole. See Municipal Code [13.12.200](#).

Residential Service Installation Fees

Typical Underground with 1/0 Triplex	\$505
Typical Underground with 4/0 Triplex	\$705

Residential Service Upgrade Fees

Residential Underground Service Upgrade (<200 amps)	\$600
Residential Overhead Service Upgrade (<200 amps)	\$685
Residential Underground Service Upgrade (≥200 amps)	\$825

Service Disconnect, Meter Reading & Meter Exchange Fees

Appointment or Special Trip to	Read the meter during business hours	\$45
	Read the meter after business hours	\$100
	Meter exchange during business hours	\$115
	Meter exchange after business hours	\$170

Note: Regular business hours are Monday through Friday, 7 AM to 3 PM, excludes City holidays.

Monthly Manual Meter Read Fee for AMI Opt-Out Customers	\$20
Service Disconnect at Junction Box or Overhead Pole	\$490

Note: When clear access is denied for the purpose of disconnecting service, actuals will be charged.

Small Equipment Flat Rates

Customer Class	Schedule	Flat Rate per Month
Signal Amplifiers	FE	\$54.81
Automatic Sprinkler Controls	FE	\$8.38
Bus Shelters	FE	\$33.88

Transmission Voltage Service

Charges for Service

Determined based on unique load characteristics and service requirements of the customer. At minimum, be sufficient to recover the City's cost of service, including, without limitation, wholesale rates and the City's projected operating and maintenance costs. In addition, the customer shall be responsible for all wholesale charges and fees incurred by the City in providing service to the customer, including, without limitation, power factor charges.



DEVELOPMENT FEES

Raw Water, Water & Wastewater Development Fees • Inside City

Customer Type		Raw Water Impact Fee	Water System Impact Fee	Wastewater System Impact Fee	Capital Recovery Surcharges		
					Raw Water	Water	Wastewater
Single Family Detached or Attached	Indoor Water Usage	\$0.7553 per home square feet	\$2.1896 per home square feet	\$2.1647 per home square feet	N/A	N/A	N/A
	Outdoor Water Usage	\$0.1655 per lot square feet	\$0.4797 per lot square feet	N/A			
	With Irrigation Tap	<i>If a dedicated irrigation meter provides all the water for outdoor use, then only indoor water impact fees apply.</i>					
Accessory Dwelling Unit	Indoor Water Usage	\$0.7553 per home square feet	\$2.1896 per home square feet	\$2.1647 per home square feet			
No. of Dwelling Units per Meter							
Multi-Family*	2 to 8	\$1,218	\$3,750	\$3,330	N/A	N/A	N/A
	≥9		\$2,680	\$2,780			
Water Tap Size							
Non-Residential	0.75"	\$3,907	\$11,330	\$12,300	N/A	N/A	N/A
	1.00"	\$6,527	\$19,690	\$23,030			
	1.50"	\$13,013	\$37,740	\$44,720			
	≥ 2.00"	N/A	N/A	N/A			
Irrigation	0.75"	\$5,630	\$31,360	N/A	N/A	N/A	N/A
	1.00"	\$9,417	\$67,820				
	1.50"	\$18,734	\$135,240				
	2.00"	\$29,994	\$216,470				
	3.00"	\$72,188	\$541,380				
	> 3.00"	Established by City Council					

*Note: For residential structures, fees are charged per dwelling unit.

Raw Water, Water & Wastewater Development Fees • Outside City

Customer Type		Raw Water Impact Fee	Water System Impact Fee	Wastewater System Impact Fee	Capital Recovery Surcharges						
					Raw Water	Water	Wastewater				
Single Family Detached or Attached	Indoor Water Usage	\$0.7553 per home square feet	\$3.2844 per home square feet	\$3.24705 per home square feet	N/A	N/A	N/A				
	Outdoor Water Usage	\$0.1655 per lot square feet	\$0.71955 per lot square feet	N/A							
	per home square feet	If a dedicated irrigation meter provides all the water for outdoor use, then only indoor water impact fees apply.									
Accessor Dwelling Unit	Indoor Water Usage	\$0.7553 per home square feet	\$3.2844 per home square feet	\$3.24705 per home square feet							
No. of Dwelling Units per Meter											
Multi-Family*	2 to 8	\$1,218	\$5,625	\$4,995	N/A	N/A	N/A				
	≥9		\$4,020	\$4,170							
Water Tap Size											
Non-Residential	0.75"	\$3,907	\$16,995	\$18,450	N/A	N/A	N/A				
	1.00"	\$6,527	\$29,535	\$34,545							
	1.50"	\$13,013	\$56,610	\$67,080							
	≥2.00"	N/A	N/A	N/A							
Irrigation	0.75"	\$5,630	\$47,040	N/A	N/A	N/A	N/A				
	1.00"	\$9,417	\$101,730								
	1.50"	\$18,734	\$202,860								
	2.00"	\$29,994	\$324,705								
	3.00"	\$72,188	\$812,070								
	>3.00"	Established by City Council									

*Note: For residential structures, fees are charged per dwelling unit.

Electric Plant Investment Fees		
Customer Class	Size of Service	Fee
Residential	≤100 amps	\$2,150
	>100 amps and ≤150 amps	\$2,510
	>150 amps	\$3,230
Nonresidential per kWh	Customer Type	Rate per kWh
	Small General	\$0.01016
	Large General	
Coincident Peak Demand	Primary Services with Customer Equipment	\$0.00988
	Service delivered at the available primary voltage & all serving facilities on the customer's side of the metering point are owned, operated & maintained by the customer.	\$0.00988
	All other coincident peak demand customers.	\$0.01016



MISCELLANEOUS ACCOUNT FEES & CHARGES

Miscellaneous Account Fees & Charges	
Door Hanger Notice Fee	\$18
Filing Fee for Unpaid Bills	\$105
Insufficient Funds Charge	\$20
Meter Inspection, Repair, and/or Safety Fee - Interfering or Tampering with Utility Meter (Electric or Water)	\$200
Monthly Manual Meter Read Fee for AMI Opt-Out Customers	\$20
Late Payment Penalty	\$15
New Account Fee	\$10
New Account Meter Reading Fee	\$10
Penalty for Interfering or Tampering with a Utility Meter	See Municipal Code <u>13.02.130D</u>
Reactivation Fee	\$10
Utility Service Deposit	Set by Municipal Code <u>13.02.020</u>
Warranty Repairs by Utility	Actual Costs

APPENDIX

Definitions, rates, charges, and fee schedules.



WATER

BACKFLOW NONCOMPLIANCE

A backflow noncompliance turn off is required by [Regulation 11.39 Backflow Prevention and Cross-connection Control Guidance](#) from the Colorado Department of Public Health and Environment and Municipal Code [13.06](#). If a customer is in noncompliance with these backflow requirements, the water meter will be shut off. If the customer is in progress of resolving the backflow noncompliance issue, the customer may work with the Water Utility and pay a turn on fee and have the water turned back on for up to seven business days. If a customer has water restored after the initial backflow noncompliance turn on and continues to remain noncompliant past the seven business days, then the water service will be shut off until a certified tester is onsite. In these cases, a turn on fee of four times the normal turn on fee will be assessed to restore water services.

CAPITAL RECOVERY SURCHARGE – RAW WATER & WATER

A Capital Recovery Surcharge is required for all new, nonresidential (excluding irrigation), water taps 2" and greater. It replaces the initial Raw Water Impact Fee and Water System Impact Fee payment. The Raw Water and Water Capital Recovery Surcharges are paid per 1,000 gallons of billed water on a nonresidential customer's utility bill. The original owner(s) requesting water service at that property, and all subsequent tenants or owners of the property, are required to pay the capital recovery surcharge(s). The Capital Recovery Surcharge is for all water use billed at the requesting property and will remain in effect as long as the service remains active and is activated on the parcel of property. For more information, see Municipal Code [13.04.034](#), [13.04.040](#).

CASH-IN-LIEU FEE

If a developer is unable to obtain their own raw water resources to meet water dedication requirements for a development, then the developer has the option of paying the City cash-in-lieu of water rights. This fee is on a per-acre-foot basis, and is made up of two components: a cost of storage component and a cost of water component. The cost of storage component is based on the current estimated cost of storage for the Chimney Hollow Reservoir, then is marked up by two factors: 1) reduced economies of scale (due to a future reservoir likely being smaller than Chimney Hollow); and 2) a firming ratio, which is based on the average firming ratio of the six native ditches that the City accepts water from to meet dedication requirements. The cost of water component is based on a current average cost per acre-foot of native ditch water.

EXCESS WATER USE SURCHARGE

Commercial customers are required to furnish adequate raw water to meet the customer's demand for treated water. If a Commercial customer exceeds the amount furnished to the City, they are charged an excess water use surcharge in addition to the regular water rates.

Excess Water Use Surcharge is defined as all water use through a meter in excess of the annual base amount set forth in the following table for each meter size in any calendar year.

Meter Size	Annual Base Amount in Gallons
0.75 inch	270,000
1.00 inch	1,080,000
1.50 inch	2,160,000
2.00 inch	3,510,000
3.00 inch	7,020,000
4.00 inch	10,800,000
>4.00 inch	To be set by City Council

Calendar Year: means the twelve billing periods starting with the first billing period beginning on or after January 1st in each year.

Multiple Meters on a Campus: Whenever water use through a meter totals less than the annual base amount during any calendar year, the difference between actual use and the annual base amount may be credited to any other meter on the same property and under the same ownership upon application to and approval of the Director of Water and Power, or his or her designee. Upon approval, all water furnished through separate meters on the property can be combined for determining the excess water use. Please note that a special billing charge may be imposed to cover additional billing and administrative costs and that these costs may be changed from time to time to reflect changes in costs.

Annual Base Increases: The annual base amounts in the table above may be increased by increments of 270,000 gallons by doing at least one of the following options: (See Municipal Code [13.04.245](#) for additional information and stipulations.)

- Provide Additional Raw Water:** For each additional acceptable acre foot of raw water rights furnished to the City, the customer will receive 270,000 gallons on the annual base amount. (See Municipal Code [19.04.040](#)).
- Annexations or Rezonings:** Furnish evidence to the City that the City received raw water rights in conjunction with annexation or rezoning of a property served in excess of the required raw water rights according to meter size as set forth in the table below. The annual base amount will be increased 270,000 gallons for each excess acre foot of raw water rights.

Meter Size	Required Raw Water in Acre-feet
0.75 inch	1
1.00 inch	4
1.50 inch	8
2.00 inch	13
3.00 inch	26
4.00 inch	40
>4.00 inch	To be set by City Council

- Fractions of Water Rights & Cash Credits:** Whenever available water right credits are for fractions of acre-feet, cash may be paid at the rate established by Municipal Code Section [19.04.040](#) to make up the difference between available credits and the next full acre foot required.

For additional information on Excess Water Use Surcharge, please see Municipal Code [13.04.245](#).

HIDDEN VALLEY ESTATES AREA

Customers in the Hidden Valley area includes Hidden Valley Estates I, Hidden Valley Estates II, Hidden Valley Estates III, Wild Valley North and James A Wild Trust Subdivisions. When the Hidden Valley area water system was proposed, the Loveland Water & Power Department and City Council recognized that this area was unique in the following ways:

- **High Cost per Customer Served:** Providing water service to this area requires a significant amount of infrastructure to serve relatively few homes. To provide the service the developer requested, it costs the City more per customer than the cost to provide water service to our typical customer.
- **Water Quality:** A 4" recirculation waterline that runs continuously was required to be installed parallel to the 8" waterline to prevent the water from becoming stale and protecting against bacterial problems caused by the chlorine residuals dissipating before reaching the taps. The system was designed in this manner to address the long dead ends with no redundant feeds or connections.
- **High Water Pressure Requirements:** Due to the extreme elevation increases in this area, the water distribution system requires special water infrastructure to provide water pressure sufficient to reach the homes at higher elevations while still meeting fire suppression flow requirements. The special infrastructure includes a pump station that includes a fire pump and recirculation pumps that run non-stop to keep chlorine levels adequate and to also maintain water pressure.
- **Fire Protection:** Normally, the City provides adequate fire suppression flows through hydrants along the distribution system. However, in order to meet fire suppression requirements, this system had to be configured to allow for each home to have a 60 gallon per minute fire line service tap connected to private internal sprinkler systems.

City Council gave direction via Resolutions #R-35-2004 and #R-83-2005 to ensure subdivisions in the Hidden Valley Estates area self-funded the operations, maintenance and future replacement of the water infrastructure required to serve customers in these subdivisions.

The sole purpose of the Hidden Valley Water Availability of Service Fee is to ensure that adequate funds are available when system components must be replaced in the Hidden Valley Estates area. This fee plays a key role in accumulating funds toward covering the replacement cost. This Availability of Service Fee ensures that homes added after the system was initially constructed do not sidestep the financial obligation to contribute their appropriate share toward the future replacement of the Hidden Valley Estates water system. The initial customers, from Hidden Valley Estates I and Hidden Valley Estates II, have been contributing monthly toward this future replacement since July 2005. The Availability of Service Fee is the mechanism to collect the replacement funds from customers who have not been contributing from the start for the replacement of Hidden Valley Estates area's infrastructure replacement and operations and maintenance costs, which had been specifically constructed and operated solely for the benefit of the property owners in the Hidden Valley Estates area subdivisions.

The Hidden Valley Monthly Base Charge continues each month for all Hidden Valley I and Hidden Valley II water taps and for the other lots in the Hidden Valley Estates Area after the Activation of Service Fee is paid.

METER TEST FEES

- **Testing City Meters:** When City customers request a meter to be tested, if the meter tests under 101% total average overall, the customer will be charged for the meter test fee through the utility bill. If the water meter exceeds 101% total average overall, this fee is waived.
- **Testing Non-City Meters:** An hourly meter test fee will be invoiced for all Non-City meters based on the City's internal costs to test the meter.

NATIVE WATER STORAGE FEE

The Native Water Storage Fees are taken from the Raw Water Master Plan and are subject to change at any time by resolution of City Council. When credit in the City's water bank is received in exchange for the transfer of ditch water rights to the City is applied to satisfy the City's water rights requirements, it is subject to the Native Water Storage Fee (See Municipal Code [19.04.045.B](#) & [19.04.045.C](#) for some exemptions.) The Native Water Storage Fee does not apply to water bank credits received in exchange for the transfer of Colorado-Big Thompson Project units to the City or water bank credits acquired from the City by cash payment or to payments of the Cash-in-Lieu price. See Municipal Code [19.04.045](#) for addition information.

RAW WATER IMPACT FEE

The Raw Water Impact Fee is based on the size of the water tap requested. This fee applies to residential and commercial water taps smaller than 2" and to all irrigation taps. For multifamily dwellings, this fee is charged per dwelling unit. For nonresidential taps, 2" and larger, a Raw Water Impact Fee Capital Recovery Surcharge is required. The capital recovery surcharge is paid per 1,000 gallons of water billed to the owner of the property, or the responsible party of the water charges. The Raw Water Impact Fee Capital Recovery Surcharge for outside city customers is the same as for inside city customers. The Capital Recovery Surcharge is charged per 1,000 gallons of water use billed at the requesting property and will remain in effect as long as the water service remains active on the parcel of property. For more information, see Municipal Code [13.04.040](#).

RAW WATER LEASES

In the event the water utility has sufficient supplies of raw water to serve their customers, the City may lease surplus raw water on a year-to-year basis at market rates. All requests for raw water leases must be made in writing to the City's Water Resources Division and shall be reviewed and approved at the City's sole discretion. Additional terms and conditions shall apply as necessary to comply with State of Colorado Water Court decree requirements. The rates for raw water leases are based on costs per acre-foot of water leased. In the event of a surplus of raw water available, and at its sole discretion, the City may lease such surplus water on a one-year basis at rates lower than those published herein.

Leased Water Use	Raw Water Source	Rate
Non-Agricultural Municipal	Transbasin	Leased Rate + Applicable Rule 11 Fees
Agricultural	Transbasin	Northern Water Assessment + Applicable Fees
Agricultural	Native Big Thompson River Ditch Shares	Ditch Company Annual Assessment

Augmentation or Replacement	Fully Reusable	Leased Rate
Administrative Charge on all raw water leases		Specified Percent of the Annual Cost of the Lease

For further information on raw water lease conditions and additional lease requirements, see the City's Raw Water Lease Request Policy on-line at www.lovelandwaterandpower.org/about-us/rates-charges-and-fees/raw-water-leases and reference Municipal Code [13.04.241](#).

SUPPLYING WATER TO OTHERS PROHIBITED

No occupant or owner of any building or premises which obtains water from the City shall supply water to other persons or families or to other premises. Such persons will be required to pay double the price of water so used and the Department may shut off the water supply for such violation. See Municipal Code [13.04.110](#).

SYSTEM IMPACT FEES • WATER

Water System Impact Fees (SIF) are a one-time charge for each new connection to the water system, and for increases to the water meter size. SIF applies for all residential meters, nonresidential meters smaller than 2" in diameter, and dedicated irrigation meters.

(Nonresidential meters 2" and larger are paid through a Capital Recovery Surcharge.) SIF are due at the time a building permit is requested, or, if no building permit is required for that property or structure that the meter will serve, at the time a request is made for activation of the water meter. SIF are applied to the property as long as the building use and size of the water connection remain unchanged. No refund of SIF shall be made for the removal or decrease in the size of water service connected to the City water system except as outlined in Municipal Code [13.04.032](#) and [13.04.033](#). The SIF for connections by school districts are based on 85% of the SIF listed by water tap size per Municipal Code [13.04.031.H](#). For additional information on SIF, see Municipal Code [13.04.030.B](#) and [13.04.038](#).

WATER METER AND TAPPING FEES

The applicant for a water tap is to pay all meter and tapping fees, at the time of application for the tap. A list of the services and materials provided by the City is available from City of Loveland Utilities. These fees may be decreased or waived if the applicant provides all or a portion of the required labor and materials associated with the tap. See Municipal Code [13.04.030.A](#).

WATER RATES

Except as provided in Municipal Code [13.04.241](#) (Rental of Surplus Raw Water), all water sold by the City shall be sold at rates to be established by resolution of the City Council adopted after two readings. See Municipal Code [13.04.240](#)



WASTEWATER

CAPITAL RECOVERY SURCHARGE - WASTEWATER

A Wastewater Capital Recovery Surcharge is required for all new commercial sewer taps using a water tap 2" and greater and for increases to existing taps making them 2" and greater. It replaces the initial Wastewater System Impact Fee. The Wastewater Capital Recovery Surcharge is paid per the collection of each 1,000 gallons of wastewater. The original owner(s) requesting wastewater service at that property, and all subsequent tenants or owners of the property, are required to pay the Wastewater Capital Recovery Surcharge. The Wastewater Capital Recovery Surcharge is for all wastewater collection billed at the requesting property and will remain in effect as long as the service remains active and is activated on the parcel of property. For more information, see Municipal Code [13.08.030](#), [13.08.040](#), [13.08.041](#).

FLAT RATE WASTEWATER SEWER SERVICE

This service and the associated fees are for customers who receive their wastewater service from the City and their water service from another water provider.

HIGH STRENGTH WASTEWATER SURCHARGE

Every nonresidential property from which is discharged a higher than standard strength sewage as defined by this code for five-day biochemical oxygen demand (BOD) and total suspended solids (TSS), is charged a monthly surcharge as follows:

- a. **BOD Charge per Pound:** A charge per pound of BOD when the BOD of wastewater discharged to the City's sewer system exceeds a threshold per liter specified in the current Utility Rates, Charges, and Fees, plus;
- b. **TSS Charge per Pound:** A charge per pound of TSS when the TSS of wastewater discharged to the City's sewer system exceeds the threshold specified in the current Utility Rates, Charges and Fees.

For more information, please see Municipal Code [13.08.101](#).

PUBLIC NOTIFICATION OF VIOLATION

The Director is required to publish annually, in a newspaper of general circulation that provides meaningful public notice within the jurisdiction(s) served by the Utility, a list of the commercial users that, at any time during the previous twelve (12) months, were in significant noncompliance with applicable pretreatment standards and requirements. The term "significant noncompliance" shall be applicable to all Significant Industrial Users, (or any Industrial User that violates sections (3), (4), or (8) of the definition of "significant noncompliance" set forth in Section 13.10.104 of the Loveland Municipal Code). The actual costs of this public notice are charged to the significant noncompliance customer plus a fee set forth in this schedule. For more information, see Municipal Code [13.10](#).

SYSTEM IMPACT FEES • WASTEWATER

Wastewater System Impact Fees (SIF) are a one-time charge for each new connection to the wastewater system, and for increases to an existing water meter size. SIF applies for all residential connections to the wastewater system and for nonresidential connections to the wastewater system when the meter is 1.5" or smaller. (SIF for nonresidential meters 2" and

larger are paid through a Capital Recovery Surcharge.) SIF are due at the time a building permit is requested, or if no building permit is required for that property or structure that the water meter will serve, at the time a request is made for activation of the water meter. SIF are credited to the property as long as the building use and size of the water connection remain unchanged. No refund of SIF shall be made for the removal or decrease in the size of water service connected to the City water system except as outlined in Municipal Code [13.04.032](#) and [13.04.033](#). The SIF for connections by school districts are based on 85% of the SIF listed by water tap size per Municipal Code [13.08.030.K](#). For additional information on Wastewater SIF, see Municipal Code [13.08.040](#).

WASTEWATER CHARGES

1. **Residential:** For all residential properties with metered City water service, the wastewater charge shall be as follows:
 - i. for the months of December, January, and February, the wastewater charge shall be based on the metered water consumption for the month being billed;
 - ii. for the months of March through November, the wastewater charge shall be based on the lesser of the average monthly water consumption determined by the meter readings shown in the immediately preceding December, January, and February utility billings (the "winter quarter average") or the metered water consumption for the month being billed.

However, a customer may request, in writing, to be charged the monthly flat rate for the months of March through November. The request must demonstrate to the satisfaction of the Director of City of Loveland Utilities that the property's winter quarter average is not representative of the property's wastewater discharge. If the request is approved, the property shall be charged the monthly flat rate, for the months of March through November.

2. **Nonresidential:** For all nonresidential properties with metered water service, the wastewater charge for all months shall be based on metered water consumption.
 - i. However, a customer may request, in writing, that it be billed for the months of March through November based on the lesser of the property's winter quarter average or the metered water consumption for the month being billed. The request must demonstrate to the satisfaction of the Director of City of Loveland Utilities that only a portion of the metered water consumption is discharged to the wastewater system. If the request is approved, the property shall be billed for the months of March through November based on the lesser of the property's winter quarter average or the metered water consumption for the month being billed.
 - ii. For all nonresidential properties with metered water service from non-City providers, the customer must sign a release permitting the City to have ongoing access to the customer's water consumption data. The City shall not be obligated to provide wastewater service to any customer with water service from a non-city provider who refuses or fails to sign the release required herein.

3. **Flat Rate:** The monthly flat rate for residential and nonresidential properties shall apply to all properties that do not qualify for billing based on metered water consumption.

For additional information on wastewater charges, see Municipal Code [13.08.100](#).

WASTEWATER • WET TAPPING FEE

Applicants for a new wastewater service tap pay a wet tap fee at the time of application for the tap. The tap fee reflects the costs of providing the services and materials for the tap. The customer is responsible for excavating a trench to the wastewater main where the tap will be made. A list of the services and materials provided by the City shall be available from City of Loveland Utilities. No charge will be assessed where a wastewater connection is to be made to a service, which has been previously installed in the main wastewater line. Reference Municipal Code [13.08.030.A](#).



ANNEXATION SURCHARGE

There is imposed a surcharge in the amount of five percent of base charges plus charges for energy, demand, payment-in-lieu-of-taxes (PILT) for the sale of electric power to services that come into existence in all areas annexed to the City after January 31, 1987, which areas were formerly a part of an exclusive service territory granted to a cooperative electric association by the Public Utilities Commission. Such surcharge expires ten years after the effective start of electric service date of each such area.

APPLICATIONS FOR ELECTRIC SERVICE

Every person desiring a supply of electric current from the City, or an upgrade or other change in existing service, shall make application therefore to the City upon forms furnished for that purpose.

DISCONNECT AND RECONNECT SERVICES

Water and Power will perform a typical service disconnect/reconnect where power is energized or de-energized on the line side of the meter, on a flat fee basis. There is a lower fee for each typical service disconnect/reconnect that does not require engineering verses those requiring engineering.

A typical service disconnect/reconnect is defined as one where there is no increase in wire size or length performed on regular working days during regular business hours between 7 AM and 3 PM. All other service disconnect/reconnects will be billed at Water and Power's actual cost. If the disconnect is done during regular business hours and the reconnect is done after regular business hours the flat fee and the actual costs will be prorated appropriately.

DISTRIBUTION DESIGNER DEPOSITS

A customer requesting a new or modified electric service, relocation of facilities, or other work requiring engineering and construction, must make a deposit with the Department. Upon completion of engineering, the customer will deposit with the Department the total deposit required. If the project is cancelled, the deposit will be applied to the actual charges incurred, any resulting credit or debit will be refunded or billed to the customer. For current deposit amounts and categories, please see the current Utility Rates, Charges and Fees.

ENERGIZE ELECTRIC SERVICE TO SMALL DEVICES QUALIFYING FOR FLAT RATE SERVICE

There will be a flat fee for the energizing of electric service to small devices attached to the City's electric distribution system for the purpose of amplifying cable TV and telephone signals or operating automatic sprinkler controls in remote locations. A fee will be charged to the customer for the actual installation of the service. No outlets will be permitted, nor shall there be lighting of any kind connected to this type of service. If there is no existing source and an extension of secondary power is necessary, the customer will pay for actual costs to energize the device.

LARGE SOLAR SYSTEM IMPACT STUDY

Any proposed photovoltaic (PV) system 2 Megawatts (MW) or larger will require a system impact study. As determined by engineering, proposed PV systems smaller than 2 MW may

require a system impact study to determine that additional customer-owned generation on a particular circuit will not imperil safe operation, adversely impact power quality or degrade reliability.

PLANT INVESTMENT FEE

Plant Investment Fees provide for the additional electric transmission, substation and distribution facilities made necessary by the extension of electric service to new connections. The Plant Investment Fee provided herein shall be, in addition to, all of the rates and charges made in connection with the furnishing by the City of electric service, and shall be payable as provided for in this section.

A. Schedule R – Residential Service and Schedule RD – Residential Demand Service.

At the time application is made for any dwelling unit to be built within the corporate boundaries of the City, or at the time of application for electric service for any dwelling unit to be built outside the corporate boundaries of the City, there shall be paid to the City a Plant Investment Fee as specified in the current Utility Rates, Charges, and Fees for each electric meter to be installed in connection with the dwelling unit. A larger fee will be required for services greater than 150 amps. (Each dwelling unit within a structure containing more than one dwelling unit shall be separately metered). No energization of a permanent connection to any dwelling unit served by the City shall occur unless and until the Plant Investment Fee is paid.

For the purpose of this section, “dwelling unit” means one or more rooms and a kitchen area designed for or occupied as a unit for living and cooking purposes, that is located within a single family, multiple family or mobile home, but excluding congregate care facilities, as those terms are defined in Municipal Code [18.04](#). A congregate care facility may receive service under Schedules R, RD, SG, LG, PT, or Coincident Peak Demand Service.

Upon application, the Water and Power Department may allow a single meter to serve a multiple family dwelling if such multiple family dwelling is a federally assisted and federally supervised project and the project sponsor is required by the federal agency having jurisdiction thereof to include the provision of electric service within the rent structure for the project. Such project may receive service under Schedules R, RD, SG, LG, PT, or Coincident Peak Demand Service. If any such projects should cease to be federally supervised, then the project shall revert to the requirement of individual metering, the Plant Investment Fee for residential service shall be paid and a credit shall be applied against such Plant Investment Fee in the amount of the Plant Investment Fees paid while receiving service under another class.

B. Schedule SG – Small General Service. The Plant Investment Fee for accounts receiving Small General Service shall be collected in each billing period. The amount of the Plant Investment Fee to be billed in each period shall be for each kWh used by the account during the billing period.

In establishing the Plant Investment Fees in 1979, customers served prior to May 1, 1979, are exempt from the Plant Investment Fee at the existing location only. Customers who

have paid the five-year Plant Investment Fee for a particular location are exempt from the fee at the location covered.

- C. **Schedule LG** – Large General Service. The amount of Plant Investment Fee to be billed in each billing period shall be for each kWh used by the account during the billing period.
- D. **Schedule PT** – Primary Service with Transformer. The amount of Plant Investment Fee to be billed in each billing period shall be for each kWh used by the account during the billing period.
- E. **Coincident Peak Demand Service**. The amount of Plant Investment Fee to be billed in each billing period shall be for each kWh used by the account during the billing period for customers whose primary voltage and all serving facilities on the customer's side of the metering point are owned operated and maintained by the customer. A higher Plant Investment Fee per kWh will be billed in each billing period for all other customers.
- F. **Discontinuance of Service**. In addition to all of the remedies available to the City, electric service may be discontinued for failure to pay the Plant Investment Fee provided for in this section, and such discontinuance shall be in accordance with the notice procedures set forth in Municipal Code [13.02.070](#).

RESALE OF ELECTRIC CURRENT PROHIBITED

It is unlawful for any consumer who purchases electric service from the City to sell such service to others.

RESIDENTIAL SERVICE INSTALLATIONS AND UPGRADES FOR SINGLE FAMILY AND DUPLEX DWELLINGS

- A. A typical new residential service installation will be performed by the Water and Power Department on a flat fee basis.

A typical new underground service is defined as having a trench length of 100 feet or less; trenching to be performed in normal soil conditions.

1. **Typical Underground Service with 1/0 Triplex**: For a service using 1/0 triplex with a panel size of 150 amps or less, the residential service installation fee is imposed and the Plant Investment Fee, as described in the Utility Rates, Charges and Fees is also collected.
2. **Typical Underground Service with 4/0 Triplex**: For a service using 4/0 triplex with a panel size of 200 amps, a higher residential service fee than the 1/0 will be imposed and the Plant Investment Fee, as described in the Utility Rates, Charges and Fees is also collected.

New overhead service is not allowed except through exemption by the Director of Water & Power, or their designee. A typical new overhead service is defined as a service length of 80 feet or less, does not require setting a pole or transformer, is #2 triplex with a panel size of 150 amps or less, or 1/0 triplex with panel size of 200 amps. For this type of service, a deposit is collected.

A service not meeting the above criteria will be billed at the Water and Power Department's actual cost of installation.

Within the city limits of the City of Loveland, the fees shall be collected by the department issuing the building permit for the residence. If outside the city limits, the fee will be collected by the Water and Power Department before work can proceed.

B. Residential service upgrades are charged a fee based on whether the upgrade is for an overhead or underground service and whether the upgrade is less than 200 amps.

SERVICE CONNECT, METER READING AND METER EXCHANGE FEES

Whenever clear access to the meter location is denied, this charge is imposed to cover the additional costs and expenses incurred by the City for meter access. Clear access shall be deemed to be denied whenever, because of locked gates, animals confined in the same space as the meter location, or for any other reason, and after making a reasonable attempt to locate a person upon the premises to gain access, an authorized representative of the City is unable to read the meter, change the meter, or perform such other function as such representative is lawfully authorized to perform. Higher after-hours charges will be imposed. Regular business hours are defined as 7 AM to 3 PM Monday through Friday, excluding holidays observed by the City. After hours are defined as hours outside of the regular business hours and all holidays observed by the City of Loveland. See Municipal Code [13.02.135](#).

A. Appointment or Special Trip Fee to Read the Meter: When clear access is denied for two successive meter readings, and an appointment is made with the consumer or a special trip is made for reading the meter, a charge is imposed for such appointment or special trip.

B. Appointment or Special Trip Fee to Change the Meter: When clear access is denied and a special trip is made to change a meter on the department's regular maintenance program, a charge is imposed.

Note: This fee will apply to Residential customers who choose and are eligible to opt out of the Advanced Metering Infrastructure (AMI) program. The fee will be charged if the customer does not provide sufficient advance notice to the Utility of their intention to opt-out of having an AMI meter installed at their residence. In addition, the fee will be charged to all opt-out customers on their final utility bill to cover the cost of exchanging the non-AMI meter for an AMI meter. Please see www.lovgov.org/ami for more information.

C. Monthly Manual Meter Read Fee for AMI Opt-Out Customers:

AMI meters are now the standard device utilized to measure and record a customer's energy use for billing purposes. This fee will cover the additional costs associated with maintaining, manually reading, and testing the non-standard, non-communicating digital meters for customers who opt-out of the AMI meter.

D. Service Disconnect at Junction Box or Overhead Pole: When clear access is denied for the purpose of disconnecting service at the junction box or overhead pole, the actual costs will be billed.

SERVICE TURN-ON FEE AT THE METER

There is imposed a service turn-on fee for each service turn-on where power is energized at the meter. After hours fees apply to all requests received during non-business hours Monday through Friday, anytime Saturday or Sunday, and all holidays observed by the City of Loveland. Regular business hours are Monday through Friday 7 AM to 3 PM excluding holidays observed by the City.

“Manual Service Turn-Ons at the meter” or “Manual Service Turn-Offs at the meter” are actions that require a field visit where a technician has to physically disconnect the meter or other device in order to de-energize the service.

“AMI Remote Service Turn-Ons” is an action where Electric Utility personnel can remotely utilize the AMI network to close the 200-amp service switch within the AMI electric meter in order to turn power on. In general, an AMI meter on a residential service will have an AMI meter capable of this feature; however, there are many instances where this functionality is not available in AMI meters that serve commercial services.

TEMPORARY EXTENSIONS

The following requirements apply to all temporary extensions/connections necessary to serve customers such as transient shows, carnivals, fairs, circuses, concessions, residential construction work, or others of a temporary nature, excluding commercial development construction as defined in the *Contractor Construction Standards*.

- A.** The customer shall pay a flat rate for the cost of installation and removal of the temporary extension as defined in the *Requirements for Electric Service*, under “Temporary Construction Services.” Customers with extensions not meeting these standards will be billed for the actual costs.
- B.** The customer shall pay for electric consumption monthly under the applicable rate.
- C.** No temporary service shall continue beyond the time of building occupancy, or twelve months from connection of such temporary service, whichever occurs sooner, without the consent of the City.
- D.** The City may refuse to connect additional customers to temporary extensions until the temporary extensions have become permanent.

Schedule AL • Area Lighting (Existing Contracts Only)

Availability

Effective January 1, 2019, installation of new Area Lights for the purpose of lighting private property will no longer be available. For customers who currently have Area Lights, routine maintenance consisting of replacing light bulbs and photocells will continue to be performed by City of Loveland Utilities. Once the Area Light reaches the point of needing more than routine maintenance, the fixture will be removed from the electric distribution system by City of Loveland Utilities.

Monthly Rate

The rate for area lighting service shall consist of the following category:

Area Lighting Schedule AL	
Rate per watt of bulb	Yes

Please see the current Utility Rates, Charges and Fees for the actual rates in each of these categories.

Schedule CP • Coincident Peak Demand Service

Definitions: For the purposes of the Coincident Peak Demand Rate, the following definitions shall apply:

1. **Campus:** One parcel, or two or more contiguous parcels, where each parcel is owned or leased by a single customer.
2. **Coincident Demand:** The 60-minute integrated demand recorded during the Platte River Power Authority's system peak hour and day in the billing period.
3. **Distribution Facilities Demand:** The highest rate of use in kilowatts during any 15-minute interval of the billing period.

Availability

1. Coincident Peak Demand Service is required for nonresidential customers in which the monthly average distribution facilities demand exceeds 1,400 kW over 12 consecutive months. For a customer with two or more meters located on a campus, the average monthly distribution facilities demand will be determined by adding the distribution facilities demand for each meter on the campus.
2. The Coincident Peak Demand rate classification will be applicable to all new customers without an annual billing history based on the following:
 - The new customer must present sufficient information to the City indicating that the operating schedule and electrical equipment are such that the monthly distribution facilities demand would qualify it for the rate.
 - The City reserves the right to analyze and verify all information provided. If the City is satisfied that the monthly distribution facilities' demand of the new customer will

exceed 1,400 kW, such customer will be placed on the Coincident Peak Demand rate.

- If the monthly distribution facilities' demand during the first three months indicate that the customer does not qualify for the Coincident Peak Demand rate, the City will immediately transfer such new customer to the appropriate rate classification.

3. Once qualified, each such customer shall remain on the Coincident Peak Demand rate for a minimum of twelve consecutive months. After twelve months, the City will use the twelve-month running average distribution facilities' demand to determine applicability of the Coincident Peak Demand rate.

Monthly Rate

. Rates will be updated annually to reflect the cost-of-service to the customer class, and shall include the following:

Primary Service with Transformer Schedule PT	
Monthly base charge	Based on cost of service and energy usage profile.
Monthly minimum bill	Yes
Energy charge per kWh	All kWh consumed, per kWh, based on cost of service and energy usage profile.
Coincident demand charge	All billed coincident demand, per kW, based on cost of service and energy usage profile.
Distribution facilities demand charge	All distribution facilities demand, per kW, based on cost of service and energy usage profile
Plant investment fee per kWh	There is a different rate for customers whose service is delivered at the available primary voltage and all serving facilities on the customer's side of the metering point are owned, operated, and maintained by the customer versus all other customers. Please see the current Utility Rates, Charges, and Fees for the current rates.
Power factor charge	100% of the power factor charge incurred by the City on account of and attributable to service to the customer may be billed to the customer.
<i>*Note: There are different summer rates (July –Oct) verses non-summer rates (Jan-June, Nov-Dec) for these categories.</i>	

Schedule Dedicated Reserve Capacity

Availability

The Dedicated Reserve Capacity Rate Schedule is available to all customers who enter into a Reserve Capacity Agreement with the City of Loveland Utilities. Per the signed agreements rates will increase annually as published in this document (Schedule of Rates, Charges, and Fees)

Dedicated Capacity Reserve						
Type of Reserve Capacity				<i>Capacity is billed monthly per KW based on fixed contract capacity units</i>		
Wires Only	Feeder from Same Substation	Feeders from Separate Substations	Backbone	Purpose	Customer Metering Point	
Separate Distribution Lines	Separate transformer in same substation & separate distribution lines	Separate substation, backbone, & distribution lines			Primary	Secondary
✓					Yes	Yes
✓	✓		✓	Future Capacity*	Yes	Yes
✓		✓	✓	Redundant or Future Capacity	Yes	Yes

**Note: If reserving additional capacity in a substation feeder and distribution system.*

Schedule FE • Flat Rate Service

Availability

Small devices attached to the City's electric distribution system for the purpose of amplifying cable TV and telephone signals or operating automatic sprinkler controls in remote locations after June 1, 1992, will not require metering and will be billed on a flat monthly rate. Accounts existing prior to June 1, 1992, shall continue to be metered and billed at their present rate unless the customer requests conversion to the flat rate set forth in this schedule.

Monthly Rates

Type of Device	Signal Amplifiers*	Automatic Sprinkler Controls**	Bus Shelters
Flat Rate per Month	Yes	Yes	Yes

Please see the current Utility Rates, Charges and Fees for the actual rate in this category.

Conditions

- A. *Signal amplifiers can be no greater than 5 amps per device.
- B. **Automatic sprinkler controls can be no greater than 1.0 amp per device.
- C. The department may randomly install meters as it deems necessary in order to monitor the actual consumption.
- D. A customer with multiple device locations existing prior to June 1, 1992, requesting a conversion of said devices to the Flat Rate Schedule, must convert all devices existing prior to June 1, 1992, to the Flat Rate Schedule.

Schedule LG • Large General Service

Availability

Large General Service is required for all nonresidential customers with a monthly average demand over a consecutive 12-month period exceeding 50 kW.

Continuation for Certain Customers

Customers on the Large General Service rate on January 31, 1999, with a monthly average demand over a consecutive 12-month period of 50 kW will be grandfathered into the LG rate.

Monthly Rate

The rate for Larger General Service shall consist of the sum of the following categories:

Large General Service Schedule LG	
Monthly base charge	Yes
Monthly minimum bill	Yes
Energy charge per kWh*	Yes
Plant investment fee per kWh	Yes
Demand charge per kW*	Yes
Power Factor charge	Yes
<i>*Note: There are different summer rates (July –Oct) versus non-summer rates (Jan-June, Nov-Dec) for these categories.</i>	

Please see the current Utility Rates, Charges and Fees for the actual rates in each of these categories.

Conditions

- A. For new installations and service upgrades that are 120/208 volt three-phase 800 amps and larger, and 277/480 volt three-phase 400 amp and larger shall be initially classified as a Large General Service.
- B. For single-phase, three-wire service, the customer's equipment shall be connected so that the current carried by the neutral conductor shall be not greater than 15 percent of the maximum current in either of the two conductors. For three-phase wye or delta service, the customer's equipment shall be connected so that the current carried by any one-phase conductor shall be no greater than 115 percent of the current in either of the two-phase conductors.

Billing Demand

The demand shall be the highest rate of use in kilowatts during any 15-minute interval of the billing period.

Power Factor Charge

Power factor charge of one hundred percent of the power factor charge incurred by the City on account of and attributable to service to the customer may be billed to the customer.

Schedule PT • Primary Service with Transformer

Availability

Primary Service is available to all nonresidential customers with a monthly average demand over a consecutive 12-month period exceeding 500 kW where service is delivered and metered at the available primary voltage and all serving facilities on the customer's side of the metering point are owned, operated, and maintained by the customer.

Monthly Rate

The rate for Primary Service in which the customer owns the transformers shall consist of the sum of the following categories:

Primary Service with Transformer Schedule PT	
Monthly base charge	Yes
Monthly minimum bill	Yes
Energy charge per kWh*	Yes
Plant investment fee per kWh	Yes
Demand charge per kW*	Yes
Power factor charge	Yes
<i>*Note: There are different summer rates (July –Oct) versus non-summer rates (Jan-June, Nov-Dec) for these categories.</i>	

Please see the current Utility Rates, Charges and Fees for the actual rates in each of these categories.

Billing Demand

The demand shall be the highest rate of use in kilowatts during any 15-minute interval of the billing period.

Power Factor Charge

A power factor charge of one hundred percent of the power factor charge incurred by the City on account of and attributable to service to the customer may be billed to the customer.

Conditions

Transformer ownership and maintenance is the responsibility of the customer receiving service under this rate schedule. The customer requesting this rate schedule is solely responsible for all costs associated with the installation and maintenance of the primary metering equipment and facilities. See the Water and Power Department's *Contractor Construction Standards* for equipment specifications.

Schedule R • Residential Service

Availability

Residential Service is available for single-family dwelling units and individually metered multi-family dwelling units at any location within the area served by City of Loveland Utilities. Single-family dwelling units and individually metered multi-family dwelling units shall mean those buildings or units used solely as residences and not used in part for any other purpose. This rate is applicable to existing and new residential customers. Service will be delivered through a single meter per dwelling unit, at one point of delivery.

Monthly Rate:

The rate for Residential Service shall consist of the sum of the following categories:

Residential Service • Schedule R	
Monthly base charge	Yes
Monthly minimum bill	Yes
Energy charge per kWh*	Yes

**Note: There are different summer rates (July –Oct) verses non-summer rates (Jan-June, Nov-Dec) for these categories.*

Please see the current Utility Rates, Charges and Fees for the actual rates in each of these categories.

Schedule RD • Residential Demand Service

Availability

No new customers will be added to Schedule RD after December 31, 2014. Residential Demand Service is for single-family dwelling units and individually metered multi-family dwelling units at any location within the area served by City of Loveland Utilities. Single-family dwelling units and individually metered multi-family units means those buildings or dwelling units used solely as residences and not used in part for any other purpose. Service is delivered through a single meter per dwelling unit, at one point of delivery.

Monthly Rate

The rate for Residential Demand Service shall consist of the sum of the following categories:

Residential Demand Service Schedule RD	
Monthly base charge	Yes
Monthly minimum bill	Yes
Energy charge per kWh*	Yes
Demand charge per kW*	Yes
Power Factor charge	Yes

**Note: There are different summer rates (July–Oct) versus non-summer rates (Jan–June, Nov–Dec) for these categories.*

Please see the current Utility Rates, Charges and Fees for the actual rates in each of these categories.

Billing Demand

The demand shall be the highest rate of use in kilowatts during any 15-minute interval of the billing period.

Power Factor Charge

Power factor charge of one hundred percent of the power factor charge incurred by the City on account of and attributable to service to the customer may be billed to the customer.

Schedule SG • Small General Service

Availability

Small General Service is required for all nonresidential customers with a monthly average demand over a consecutive 12-month period of less than or equal to 50 kW. This also includes temporary power for non-permanent nonresidential customers (for example: firework stands and holiday lights).

Monthly Rate

The rate for Small General Services shall consist of the sum of the following categories:

Small General Service Schedule SG	
Monthly base charge	Yes
Monthly minimum bill	Yes
Energy charge per kWh*	Yes
Plant Investment Fee per kWh	Yes
<i>*Note: There are different summer rates (July-Oct) versus non-summer rates (Jan-June, Nov-Dec) for these categories.</i>	

Please see the current Utility Rates, Charges and Fees for the actual rates in each of these categories.

Conditions

- A. For new installations and service upgrades, if the customer's monthly peak demand exceeds 50 kW at any point during the first three months, the City will immediately transfer such new customer to the appropriate rate classification.
- B. Whenever metered demand exceeds a monthly average 50 kW in a consecutive 12-month period, City of Loveland Utilities will notify the customer and further service provided to such customer shall be furnished at the Large General Service Rate. The department may install such meters as it deems necessary in order to determine the metered demand.
- C. For single-phase, three-wire service, the customer's equipment shall be connected so that the current carried by the neutral conductor shall be not greater than 15 percent of the maximum current in either of the two conductors. For three-phase wye or delta service, the customer's equipment shall be connected so that the current carried by any one-phase conductor shall be no greater than 115 percent of the current in either of the two-phase conductors.

Schedule TS • Transmission Voltage Service

Eligibility Requirements

Transmission Voltage Service is available to any customer:

1. Whose load is of sufficient magnitude or of an unusual nature such that it cannot be served from the distribution system; and
2. Whose premises are adjacent to transmission lines that are, or by contract can become, lines that supply wholesale power to the City's system; and
3. Who meets the criteria for large user service as set forth in Platte River Power Authority's Tariff 9, or applicable successor tariff.

Character of Service

The power furnished under Schedule TS shall be three phase alternating current and approximately 60 hertz, and delivered at approximately 115kV, or at other voltages subject to conditions as agreed upon, metered at each delivery point.

Charges for Service

The charges for service under Schedule TS shall be determined based on the unique load characteristics and service requirements of the customer. The rate for service delivered under Schedule TS shall at a minimum be sufficient to recover the City's cost of service, including, without limitation, wholesale rates and the City's projected operating and maintenance costs. In addition, the customer shall be responsible for all wholesale charges and fees incurred by the City in providing service under Schedule TS to the customer, including, without limitation, power factor charges.

Conditions of Service

In order to receive service under Schedule TS, the customer must meet the eligibility requirements set forth above and enter into an electric service agreement with the City. All such agreements must meet the requirements of this Schedule TS, protect the integrity of the City's electric system, protect against interference with other city electric customers, and shall address, at a minimum, the following material terms:

- Term of the agreement, including initial date of service;
- Charges for service, including rate adjustments;
- Metering, including configuration, ownership, and maintenance;
- Infrastructure, including ownership and maintenance;
- Load factor, including any penalties for failure to comply;
- Nature and frequency of interruptions (if service is provided on an interruptible basis), including any penalties for failure to comply;
- Any other terms and conditions required to be addressed pursuant to Platte River Power Authority's Tariff 9, or applicable successor tariff.

In addition, the agreement must include a waiver of all liability for the City and Platte River Power Authority for actual and consequential damages resulting from interruptions in accordance with the agreement. The City Manager shall be authorized to negotiate all such agreements, in consultation with Platte River Power Authority, and to execute such agreements on behalf of the City.

Self-Generation Rate

Availability

The Self-Generation Rate is available as an option to all electric service customers who own, operate, and maintain their own generation equipment.

Residential – Monthly Rate: This rate is a composite of the following charges:

Residential Self-Generation Service	
System size range limitation	Up to 15.49 kW
Monthly base charge*	Yes
Energy charge per kWh**	Yes
Buyback credit per kWh**	Yes

*Note: The monthly residential base charge is determined by the capacity of the Self-Generating Unit in kilowatts (kW). Increments range up to 15.49 kW.

**Note: *There are different summer rates (July-Oct) verses non-summer rates (Jan-June, Nov-Dec) for these categories.*

Please see the current Utility Rates, Charges and Fees for the actual rates in each of these categories.

Nonresidential – Monthly Rate: This rate is a composite of the following charges:

	Small General Self- Generation Service	Large General Self-Generation Service
Monthly base charge	Yes	Yes
Monthly minimum bill	Yes	Yes
Energy charge per kWh*	Yes	Yes
Buyback credit per kWh*	Yes	Yes
Plant Investment Fee per kWh*	Yes	Yes
Demand charge per kW*	No	Yes

Please see the current Utility Rates, Charges and Fees for the actual rates in each of these categories.

The Self-Generating customer must be in compliance with the technical specifications and requirements contained in the Standard for Interconnecting Distributed Resources with the City of Loveland Electric Power System as found in the City's Municipal Code [13.12.180](#) and must enter into a contract with the City.



MISCELLANEOUS ACCOUNT FEES & INFO

ACCESS TO UTILITY METER AND OTHER CITY FACILITIES AND APPURTENANCES

Authorized City employees shall, at all reasonable times, have clear access to any premises within or without the City served by a City utility for the examination or survey thereof or for inspection and repair of City facilities and appurtenances, connection and disconnection of services, reading meters, or for any other purpose whatever in connection with the necessary discharge of their duties and the enforcement of the provisions of this chapter.

In the event an authorized City employee is not provided clear access to the premises, the customer will be notified in writing at the address on file with utility billing to schedule an appointment for the authorized representative to have clear access the premises. If the customer fails to schedule an appointment within 10 days after receipt of the notification, or if any scheduled appointment is not kept by the customer, a 2nd notice will be mailed to the customer address on file, advising the customer that service may be discontinued after the 10th day following the mailing of such notice if clear access to the premises is not permitted prior to such day. In the event clear access is not permitted prior to said day, the applicable utility service shall be discontinued.

Any customer who fails to provide clear access for the purposes set forth in this section is liable for all expenses related to the City's attempts to gain clear access, including costs of labor and materials and specified fees. Clear access is deemed to be denied whenever, because of locked gates, animals confined in the same space as the meter, facility or appurtenance location, or for any other reason, and after making a reasonable attempt to locate a person upon the premises to gain access, an authorized city employee is unable to perform functions the employee is lawfully authorized to perform. See Municipal Code [13.02.135.](#)

ADVANCED METERING INFRASTRUCTURE (AMI)

Loveland Utilities is currently installing advanced meters for all water services and any necessary meter exchanges/upgrades. Starting in 2026, City of Loveland Utilities will begin proactively exchanging all non-advanced water meters with advanced meters as the new standard (See www.lovgov.org/ami). Depending on eligibility, Loveland Utility customers may choose a non-communicating digital water meter readout instead of an advanced meter endpoint; however, additional fees will apply to opt out of having an advanced water meter.

Starting in January 2024, City of Loveland Utilities exchanged all non-advanced electric meters with advanced meters as the new standard (See www.lovgov.org/ami) using only solid state electric meters going forward instead of electromechanical meters. Advanced meters are installed for all new electric services and any necessary meter exchanges/upgrades. Depending on eligibility, Loveland Utilities customers may choose a non-communicating digital electric meter instead of an advanced meter; however, additional fees will apply to opt out of having an advanced electric meter.

Comparison of Meter Options		
	Advanced Meter	Non-Communicating Digital Meter
View your daily electricity and water use	Yes	No
Outage detection	Yes	No
Remotely connect your service	Yes	No
One-time service, admin and installation charge	No additional charge above normal fees	Meter exchange fee
Recurring monthly charge for manual meter reading	No additional charge above normal fees	A monthly fee will apply
Method meter is read	Water meter reads through a secure automated metering infrastructure network Electric meter reads through secure automated 900MHz radio frequency wireless communication to Loveland Utilities throughout the day for a maximum of 90 seconds per day	Manual monthly reads physically performed on the property by City staff (or licensed contractors)

Advanced Meter Opt-Out Information:

- **One-time Meter Exchange Fee** will apply to any opt-out customer:

Timing of Customer Opt-Out Request and Utility Approval	Up Front Meter Exchange Fee	Meter Exchange Fee upon Moving Out to Transition to AMI for Next Customer
After January 1, 2026 & prior to Loveland Utilities exchanging the existing meter to AMI	Yes	No
After January 1, 2024 & after Loveland Utilities exchanged existing meter to AMI	Yes	Yes

- **Monthly Fee** for each billing cycle for manual read customers will begin once opt-out status is approved by the department. This fee will cover the additional costs of maintaining, manually reading, and testing non-communicating digital meters.
- **Eligibility Criteria:** Customers must meet the following requirements to be eligible to opt-out of AMI:
 - **Single Family Residence:** Be a single-family detached residential customer. (If your property has a meter bank with two or more meters feeding the property, then your residence does not qualify.)

- **Illegal or Threatening Activities:** Must have no documented instances of known unauthorized use, theft, or fraud related to utility services – including threats of violence toward City employees or its agents. Must not have been identified as diverting service within the last 12 months. The opt-out status will be revoked for all customers caught diverting or tampering with service.
- **Unrestricted Access:** Must be responsible for providing and maintaining unrestricted access to City of Loveland staff for meter installation, maintenance, and monthly meter reading. This includes maintaining four feet of clearance in front of the electric meter base and five feet of clearance of the meter pit for all landscaping bushes and ornamental grasses, and ten feet of clearance for all trees. Failure to do so may result in termination of opt-out participation. Vehicles or permanent obstructions placed on or near the water meter will also constitute a denial for water AMI opt-out.
- **Primary Account Holder:** Must be the primary account holder on your utility account; only the account holder may apply for the opt-out program.
- **Disconnected for Non-Payment:** Must not have been disconnected for non-payment within the last 12 months. If at any time you are disconnected for non-payment, opt-out status will be revoked.

- **Opt-Out Application Process**
 1. **Application:** Submit an AMI opt-out application on the Loveland Utilities website.
 2. **Confirmation Receipt:** After Loveland Utilities receives your application, you will receive an email confirming your application has been received. If no email address is provided, a letter will be mailed.
 3. **Approval or Denial Letter:** After your application is processed, you will receive an approval or denial letter in the mail or via email. The City will process your application in a timely manner. However, when more information is needed to process the application, the approval process could be delayed.

AFTER HOURS

After hours fees apply to all requests received before 7 AM or after 3 PM Monday through Friday, anytime Saturday or Sunday, and on all holidays observed by the City of Loveland.

APPLICATION OF PAYMENT

(See Municipal Code [13.02.090](#)) Every payment made to the City for utility service will be applied in the following order:

1. **Prior Billing Period Charges:** Payment will first be applied toward all charges incurred in a prior billing period and not yet paid, except those amounts for which extended payment has been arranged and which are not yet due.
2. **Current Billing Period Charges:** Then payment will be applied to charges incurred during the current billing period
3. **Extended Payment Arrangement:** Then payment will be applied to all charges presently due pursuant to an extended payment arrangement.

CHARGES DUE – WHEN

All charges for the use of utilities are due and payable 15 days after the billing date and are considered in arrears if not paid within 15 days after the billing date. (See Municipal Code [13.02.120](#).)

COTTAGE

Cottages are detached dwelling units as defined by Unified Development Code [18.04.02.08](#). A cottage is counted as one dwelling unit for raw water impact fees, water system impact fees and wastewater system impact fees.

INTERFERING OR TAMPERING WITH A UTILITY METER

Inspection, Repair, and/or Safety Fee - Interfering or Tampering with Utility Meter (Electric or Water) – Upon discovery by the City of unauthorized access or interference with a utility meter, the City must inspect, repair and re-secure the utility meter to ensure public safety and meter accuracy. The person responsible for the utility meter will be assessed a fee to compensate the City for its labor and, if necessary, the cost of any materials required to reactivate the meter in a safe working condition. See Municipal Code section [13.02.130.B](#).

Municipal Code Section [13.02.130](#): Interfering or tampering with a utility meter

A. It is unlawful for any person to:

1. Interfere with or remove, alter, or tamper with any meter provided for measuring or registering the quantity of water, or electricity passing through said meter without the knowledge and consent of the utility supplying such water or electricity; or
2. Connect any pipe, tube, stopcock, wire, cord, socket, motor, or other instrument or contrivance with any main, service pipe, or other medium conduction or supplying water or electricity to any building, lot or parcel without the knowledge and consent of the utility supplying such water or electricity.

B. If any evidence of interfering with or removal of, altering, or tampering with a meter or unlawful startup of service is found, the utility may terminate service immediately. All costs for water or electricity received, and expenses related to terminating service pursuant to this section, including costs of labor and materials and specified fees, shall be paid by the person responsible for such interference, removal, alteration, tampering or unlawful startup.

C. Presumption:

1. There is rebuttable presumption that the customer or occupant of any premises where interference, removal, altering, tampering, or unlawful startup is proven to exist caused or permitted such interference, removal, altering, tampering, or unlawful startup if the tenant or occupant had access to the part of the utility supply system on the premises where the interference, removal, altering, tampering, or unlawful startup is proven to exist and if said customer or occupant was responsible or partially responsible for payment, either directly or indirectly, to the utility or to any other person for utility services provided for the premises.
2. The presumption provided in this section shall only shift the burden of going forth with evidence and shall in no event shift the burden of proof to the defendant in any action brought pursuant to this section.

3. Any person convicted of violating this section shall be subject to the penalties set forth in Municipal Code [1.12.010](#), except that a minimum mandatory fine specified in Municipal Code [13.02.130.D](#) shall be imposed for each such violation.

LATE PAYMENT PENALTY

A late payment penalty is imposed upon each delinquent bill. (See Municipal Code [13.02.060](#).)

NEW ACCOUNT OR REACTIVATION FEE AND NEW ACCOUNT METER READING FEE

Connection fees are imposed and collected with the first utility bill rendered after utility service has been established or a customer account or utility service is reactivated following voluntary or involuntary termination for the following reasons:

- Activation or establishment of a customer account for a service address
- Meter reading charge for service address if read by Utility Billing Division
- Reactivation of a customer account for a service address
- Interfering or Tampering with a Meter

Please see Section [13.02.130](#) of the Loveland Municipal Code for more information on additional fines regarding interfering or tampering with utility meters.

RETURNED CHECK FEE

Whenever a check accepted by the City is returned unpaid for any reason not the fault of the City, a returned check fee will be imposed. See the actual amount in the Miscellaneous Account Fees & Charges Section of this document. (See Municipal Code [13.02.100](#).)

SERVICE REINSTATED

Utility service terminated will not be restored until all delinquent fees and charges, together with the expenses of terminating and restoring service, including costs of labor and materials and specified fees, and payment of a deposit in the amount set forth in Municipal Code [13.02.020](#) are paid in full. The utility service may be restored upon such other arrangement for extended payment of the amounts due as may be approved by the utility billing manager. (See Municipal Code [13.02.080](#).)

SUSPENSION OF SERVICE TERMINATION

Termination of utility service may be suspended by the field service representative at the service address upon immediate payment of all amounts then due, plus a collection fee in an amount as established by resolution of the City Council. (See Municipal Code [13.02.071](#).)

TERMINATING UTILITY SERVICES

When a customer fails to pay the amount due on their utility bill by 5 pm on the 32nd day after the billing date, the account becomes delinquent and the following steps will occur in the service termination process. (See Municipal Code [13.02.010](#) and [13.02.070](#).)

1. **Written Notice of Intent to Disconnect** utility service will be mailed to the customer address on file.
2. **Written Notice of Termination of Service:** If the bill is still not paid, a written notice of termination of services will either be posted on the premise or mailed to the customer

billing address on file and to the service address, if different from the billing address, at least 8 days after the written notice of intent to disconnect was sent.

3. **Service Terminations** will be made as soon as practicable after 8 AM on the 8th day after written notice of termination of service was posted or mailed.

UTILITY SERVICE DEPOSIT

A refundable deposit is required upon application for utility service as a condition of providing any utility service for a new customer or a customer who changes the address to which utility service is furnished, unless the customer has been a nondelinquent customer. (See Municipal Code [13.02.020](#) for the deposit amount and additional details.)

WARRANTY REPAIRS BY UTILITY

The following applies for new water and wastewater appurtenances during the warranty period. At any time during the Warranty Period the Water and Power Department may notify the Developer of needed repairs. If the repair areas are considered to be an imminent danger to public health, safety, and welfare, the Developer shall act within twenty-four (24) hours to complete the repair. If the work is not considered a safety issue, the Developer has 10 working days to schedule the work, and sixty (60) calendar days to complete the work. Time extensions may be granted due to weather constraints. If the Developer does not complete the warranty repairs in the time frame specified, the Department may choose to make the repairs. If so, the Department will invoice the Developer for all costs for the related work. A new warranty period shall not be applied to any repair work performed during the warranty period.



RESOURCE LINKS

ADVANCED METERING INFRASTRUCTURE (AMI)

www.lovgov.org/ami

BROADBAND WEBSITE

www.LovelandPulse.com

HELPING A NEIGHBOR IN DISTRESS (HAND) PROGRAM

www.lovgov.org/HAND

HYDROZONE

www.lovgov.org/hydrozone

MUNICIPAL CODE

<http://online.encodeplus.com/regs/loveland-co/doc-viewer.aspx#secid--1>

- Code of Ordinances & Adopted Ordinances Not Yet Codified
https://library.municode.com/co/loveland/codes/code_of_ordinances

REQUIREMENTS FOR ELECTRIC SERVICE WEBPAGE

www.lovgov.org/res

- Current Requirements for Electric Service
- Index and Revision Log
- Electric Service Worksheet (Commercial)
- Electric Service Worksheet (Residential)
- Pulse Meter Request Form
- Grant of Easement

SELF-GENERATION WEBSITE

www.lovgov.org/solar

UTILITY BILLING WEBSITE

www.lovgov.org/utilitybilling

UTILITY BILLING PAYMENT OPTIONS

www.lovgov.org/paymentoptions

WATER AND WASTEWATER DEVELOPMENT STANDARDS WEBPAGE

www.lovgov.org/wwwds

- Current Development Standards
- Water & Wastewater Wet Tap Fee Form
- Hydrant Flow Test Form
- Hydrant Meter Rentals
- Grant of Easement
- Joint Sewer Service Agreement
- Fire Hydrant/Fire Service Form
- Water Service Installation Form
- Residential Water Service Summary Report
- Sewage Lift Station Standard



Cover photo was taken by Dick Knapp from Dick's Photography.