What we heard and how we're responding

Early in 2023, Loveland Water and Power (LWP) sent a comprehensive survey to a selection of our customers to collect detailed feedback about our performance as your publiclyowned water, electric and wastewater utility. We're grateful for the time each survey respondent spent to give us valuable feedback.

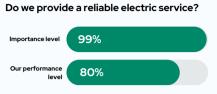
Here's a summary of what we heard from you, and how we're responding:

75%

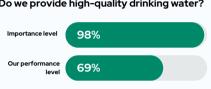
75% of survey respondents reported being satisfied or very satisfied with our customer service and service quality.

Overall feedback

What you care about most



Do we provide high-quality drinking water?



Biggest areas of satisfaction



Our respondents rank our utility as average/high on our fundamental services: providing reliable power, highquality water and excellent customer service. We will continue to build on our success in these areas.

Biggest areas for improvement



Our respondents believe these areas need the most improvement from us as a The survey's Programs and Communications sections (highlighted below) revealed details about what we need to improve.

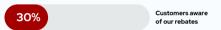
Feedback about our money-saving programs and rebates

Program awareness



A majority of our respondents are unaware of our most important programs. We need to communicate better.

Rebates awareness



A majority of respondents are unaware of our rebates. We need to communicate more effectively on this topic.



A majority of respondents aren't satisfied with our rebate amounts. In addition to making finding/applying for our rebates easier, we need to strengthen our rebate amounts and incentives.

Engagement with us



About half our respondents don't engage with us beyond viewing and paying their utility bills. This is a priority for us; we to help our customers understand their utility usage and save money where they can.

We're already making progress! Check out our brand-new Programs and Rebates webpages, which help you more easily find ways to save money on your utility bills:

lovewp.org/programs lovewp.org/rebates

Feedback about our communications

For general information



A vast majority of our respondents prefer email communications from us, about once a month, with general information like news, events and programs. We need email communication launch programs for our customers.

For emergency information



A majority of our respondents prefer text message communications from us for emergency information like power outages. We need to launch text message communication programs to use during emergencies.

Extra feedback

A desire for thought leadership



Much of our work is dedicated to helping our utility tackle some of Loveland's biggest challenges in coming decades but our respondents told us we need to do much more to make our customers aware of that work. The challenges our respondents were most concerned with (in order of importance): Wildfires, climate change, water scarcity, water quality and energy insecurity.

Share your feedback, too

If you didn't receive our survey, we'd still love to hear your feedback about any of these topics! Send your thoughts to efficiency@cityofloveland.org.

Performance level: 0-33%: Low 33-66%: Average

