

Open-ended responses from the 2023 Loveland Water and Power Business Customer Survey conducted by E Source

Notes:

Responses have not been edited for grammar, language, content, etc.

This includes all open-ended responses from the **business** survey. The responses from residential customers are contained in a separate Excel file.

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Open-ends: What type of water quality issues have you experienced at your business in the past 12 months?

Brown water

Brown water on average of once a month or once every other month that needs to be flushed for a few minutes or about two to four toilet flushes.

Brown, bad-smelling water occasionally.

discoloration

frozen external faucet/valve

Just nasty. My dog won't drink it; so, we won't either.

Sewer backed up on 2 diferent occasions in 2 different condos

Taste and odor problems due to source water and treatment technique

The buildings sprinkler system is tied to the main water and when the outdoor pipe froze and burst we had no water for the entire building

Water discolored slight smell

Open-ends: Before we move into the next section, are there any additional comments or feedback you'd like to share about the service you receive at your business from Loveland

Affordable and reliable utilities are of the utmost importance. The "green" energy fraud is infuriating and utility providers should abandon the "climate change" narrative immediately. Cost, quality and reliability are the only important factors for customers and tax payers.

all of my requests for help were addressed by knowledgeable and friendly staff

Always easy to deal with. Hate having to have the backflow preventer inspected every year...

as far as business thinking....we would rather see quality and efficiency that leads to reasonable rates than programs and products that the private sector can provide.....

Billing is crazy.

Can you fix the bad drinking water issue in south east Loveland? My daughter lives near 402 and 287. She won't drink the water. My business is on 8th St. SE; I won't drink the water. Help?

Customer service is consistently good and friendly.

Every year (beginning ad few years ago) I receive a requirement to pay for a backflow assembly test. It is required by May 1. This is too early. I do not want to water or turn on sprinklers before May. Pipes could freeze etc. I called and left messages but no one returns calls. This requirement deadline (tax) needs to be moved to June 1 to allow for sufficient time to turn sprinklers on without risk of freeze. I am a lifelong northern co resident. Pipes can certainly freeze in April and undoing winterization that early is I am a new customer. So far I am pleased

I find it frustrating that, even though we have no faucets that could potentially Backfliw into the city's water supply, we are required to have a back glow preventor and to have it inspected annually. I understand the concern over keeping the water supply free from harmful chemicals which used to be used in my profession, but which no longer are (we all used to use x-ray development chemicals, but now it is all digital). But no one seems willing to understand that this is no longer a thing in veterinary I had a broken pipe and lost hundreds of dollars in wasted water. Apparently other communities offer relief when these disasters happen.

I really have very little to complain, Loveland Power and Water does a good job, however not exceptional to where I notice anything aside from "hey, this month's utility bill, wish it was less expensive". I suspect though that's probably normal and a good thing, if I notice my utility company it's most likely going to be because something is wrong, vs something is right sadly.

LWP is breaking state law with their discriminatory electric rates for customers with solar PV. They don't care at all for customers concerns as both the City Council and the LUC are hostile toward customer-owned solar. They also purposefully control who is allowed onto the LUC by having the current CEO of LWP lead "interviews" along with a single member of City Council and the "leader" of the LUC. There is no diversity of opinion on the LUC and they do not listen to community input.

N/A

na

Never had any issues and customer service was very friendly when we set up our new Loveland office last year- super helpful.

No

no

No complaints!

No, not at this time, thank you.

nope

Recent power outage due to blown transformer at our business and Loveland Power responded very quickly to restore power to us! very impressed

They are proactive when I fall behind on my bill. They call to let me know in case I didn't know.

Too expensive and no effort to find the source of high water usage.

Very disappointed with the increase in rates. This is creating a hardship.

Water bills are paid by the owner so we don't see what the charges are or get notified if there is going to be a problem

Water services is high. we had and additional usage of 60000 gallons of water on our billing. don't know why. found no problems. cost \$600 additional on our bill. There should be some forgiveness on this. not happy.

We had a water leak and the utility reader did not report it until the next month and we had water running under our building as well as a \$1600 water bill. As soon as I was notified we got the water shut off and called a plumber. That phone call should have been made to us immediately. Waste of water..... Waste of our money.

Would love to figure out a way to not use so much water on landscaping for the HOA

Open-ends: What suggestions do you have for ways that Loveland Water and Power can help address these issues in the community?

Better reimburse solar customers for their power.

Care about something other than how the City Council can get more campaign money from large developers and oil and gas companies.

Change requirements for neighborhoods existing to have so much green to water

Charge incrementally more per gallon as customers use more water. Discourage, or better yet prohibit, the watering of lawns.

Communicate more about these issues.

Community outreach and education on the issues. Rebates and discounts on energy and water savings opportunities. etc.

conservation outdoor watering waste odd/even address watering days graywater usage/implementation teaching and future planning update old water mains and leakage prevention

Encourage xeriscape yards

Enforce lawn watering restrictions

Helping to shift and establish new norms around lawn maintenance. There still feels like a lot of pressure for residential lawns to look a certain way and completely overhauling a yard to have rick or turf beds is expensive so not necessarily viable either. It would be great if there were another pathway-it feels unacceptable to water your yard much AND unacceptable to have a brown yard!

Hold more community forums and address in newsletter

I really don't

Improve drinking water quality/taste.

Limit number of new taps

Maintain awareness and plan accordingly

More community education and transparency.

N/A

N/a

n/a

NA

No

No opinion

none

none

Not sure the extent to which Loveland Water and Power is currently addressing these issues but they could definitely play a big role

Provide more outreach to businesses regarding renewable power and water conservation rebates and incentives. Provide information on how Loveland Power has stress-tested their power reliability to safeguard against potential future challenges and scenarios.

Support small businesses with rebates/programs that help curb the high cost of power. Small businesses provide jobs in the area and should have some way to offset the high cost of energy.

The misguided attempt to solve "climate change" is nothing more than a divisive political scam. Our residents care about cost quality and reliability, not a globalist fraud designed to extract money and further regulate citizens.

Water is a big issue. building is continuous for multifamily. How can the city sustain the amount of water that is required with the facility it has for treatment. Where can the next treatment facility be located. This is a very big question that needs to be addressed.

We should address the needs of our specific community wisely and not allow ourselves to be made insecure in either water or power due to any sort of political agenda. We need people who can wisely read and understand scientific literature and make decisions based on real, as opposed to politically motivated, data.

Work to increase efficiency of the water supply system by reducing waste (leaks, excess flushing, etc.), work with federal state and local programs that help convert turf to xeriscape/drought tolerant/arid compatible plants

Open-ends: What are the top three reasons you chose to enroll your business in a Loveland Water and Power program? Please select up to three options. - Other, please specify: - Text
it is our only option

Open-ends: Which of the following might motivate you to enroll your business in a program or service with Loveland Water and Power? Please select up to three options. - Other, please specify: - Text

Improve water quality

Open-ends: What are the top three reasons that might prevent you from enrolling your business or continuing to participate in a program with Loveland Water and Power? Please select up to three options. - Other, please specify: - Text
timing can be challenging with the restrictions of the school year.

Open-ends: What are the top three reasons you haven't enrolled your business in a program with Loveland Water and Power? Please select up to three options. - Other, please specify: -

Also now renting somewhere I do not control these decisions

Don't know the details of the programs

Have not moved my business into my property yet

Uncertain if building and ground committee has enrolled in programs offered.

Very small business. Rent, not building owner.

We are moving in the next 3 months, so this won't pertain.

Open-ends: Which of the following topics are you interested in hearing more about from Loveland Water and Power in the coming year? Please select all that apply. - Other, please specify: - Text

[no comments on this one]

When looking for information about energy efficiency and water conservation, what sources do you trust most for information? Please select all that apply. - Other, please specify: - Text

All the above give information based on their own view of how these things should be addressed. by doing online searches and sifting through information

Department of Energy, some regional energy conservation programs

Extension Agency

Northern Colorado Water Conservancy

The information about “environmentally friendly” policy is contaminated by the “green” narrative and is often no more than propaganda for the “climate change” organizations and their affiliated businesses and interested parties.

Vetted online resources and familiar established experts

Web search

Open-ends: Do you have any suggestions for how Loveland Water and Power can better communicate with you or other business customers?

Clean and concise communication through the mailed bills is the most effective means of communication

Communicating less frequently with targeted information increases the likelihood that I'll read the email

Continue with e-mail and post mail. Have people stop by business's - but I know not very realistic. email

I wish that there were two newsletters so that one, pertaining to residential would go out to home addresses and a newsletter pertaining to business would be sent out to business addresses. As a business in Loveland, I would like the newsletter to address issues that affect my business with information about business specific programs.

Let users know when a surge in usage occurs.

Listen to customer concerns and actually act on them instead of ignoring them and greenwashing.

N/A

n/a

na

News letter and email

No

No

No

no

no

No, sorry.

none

None other

nope

Not at this time, thank you for your monthly newsletter received with the utility bill.

Not sure at this time

Provide better real-time alerts when water use is high. Typically, water leaks aren't discovered until a lot of waste has occurred.

Would love some help with my HOA. Start with phone call

Open-ends: Which of the following energy-related goals, if any, does your business currently have in place? Please select all that apply. - Other, please specify: - Text

Use common sense

budget savings goals

lowering costs

My businesses will oppose "green" policy and "DEI" initiatives ferociously