Loveland Water and Power

Loveland Water and Power

2022

Drinking Water Quality Report

What is a

Drinking Water Quality Report?

The State of Colorado requires every drinking water supplier to publish an annual document known as a Consumer Confidence Report (CCR). CCRs provide detailed information about drinking water quality, results of laboratory testing and other items of interest.

At Loveland Water and Power (LWP), our top priority is ensuring the water you use to wash your hands, bathe your children and prepare healthy meals meets all state and federal drinking water standards. The trusted experts at Loveland Water and Power deliver high quality, clean drinking water 24 hours a day, 365 days a year.

Loveland's

Water System

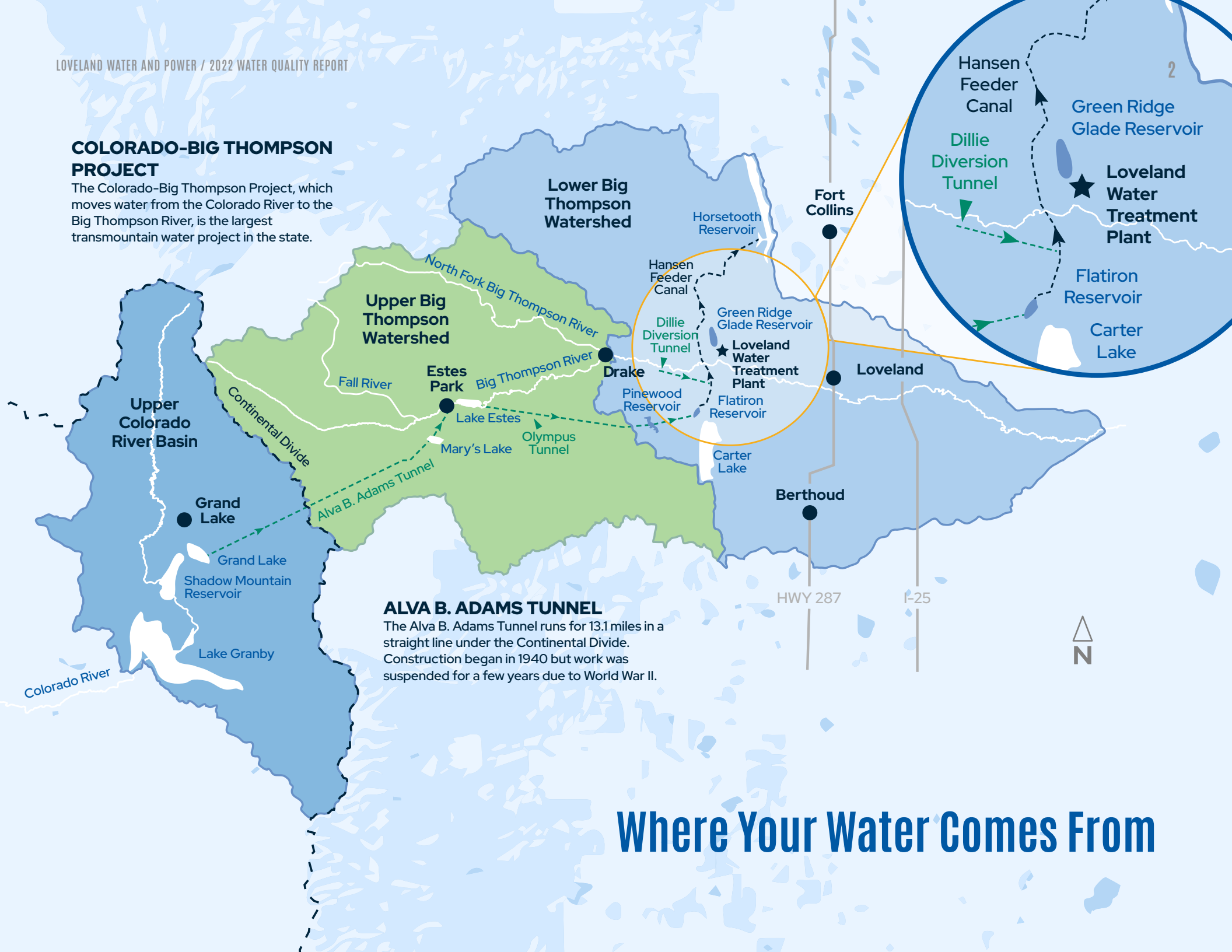
Water collected and stored in reservoirs before treatment is known as source water. LWP's source water supply comes from the Big Thompson River Basin and the Colorado River Basin via the Colorado-Big Thompson Project (CBT) and the Windy Gap Project.

Big Thompson Watershed

A watershed is an area of land containing streams and rivers that drain into a single body of water such as a larger river or lake. Natural or human impacts on the water and surrounding land affect water quality within a watershed. LWP supports the protection and improvement of Big Thompson Watershed water quality through collaborative monitoring, assessment, education and outreach. This work enables LWP to identify water quality trends and provide valuable information about protecting LWP's water sources.

COLORADO-BIG THOMPSON PROJECT

The Colorado-Big Thompson Project, which moves water from the Colorado River to the Big Thompson River, is the largest transmountain water project in the state.



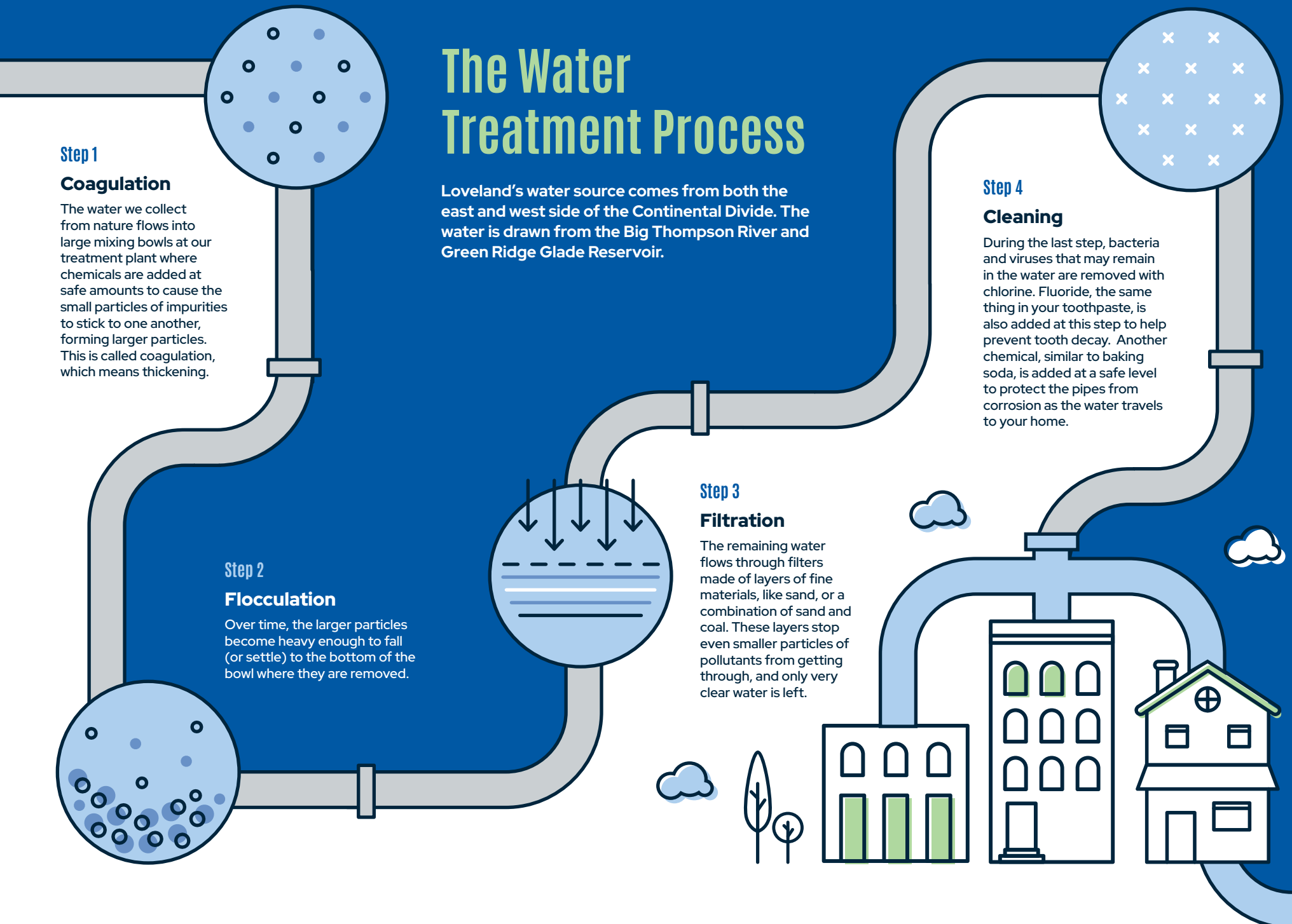
ALVA B. ADAMS TUNNEL

The Alva B. Adams Tunnel runs for 13.1 miles in a straight line under the Continental Divide. Construction began in 1940 but work was suspended for a few years due to World War II.

Where Your Water Comes From

The Water Treatment Process

Loveland's water source comes from both the east and west side of the Continental Divide. The water is drawn from the Big Thompson River and Green Ridge Glade Reservoir.



Step 1

Coagulation

The water we collect from nature flows into large mixing bowls at our treatment plant where chemicals are added at safe amounts to cause the small particles of impurities to stick to one another, forming larger particles. This is called coagulation, which means thickening.

Step 2

Flocculation

Over time, the larger particles become heavy enough to fall (or settle) to the bottom of the bowl where they are removed.

Step 3

Filtration

The remaining water flows through filters made of layers of fine materials, like sand, or a combination of sand and coal. These layers stop even smaller particles of pollutants from getting through, and only very clear water is left.

Step 4

Cleaning

During the last step, bacteria and viruses that may remain in the water are removed with chlorine. Fluoride, the same thing in your toothpaste, is also added at this step to help prevent tooth decay. Another chemical, similar to baking soda, is added at a safe level to protect the pipes from corrosion as the water travels to your home.

Photo top left ©JW Associates

Water Quality Impacts of the Cameron Peak Fire

In 2020, the Cameron Peak and East Troublesome Fires impacted multiple watersheds in Northern Colorado, including approximately 12% (65,275 acres) of the Big Thompson Watershed, the primary source of Loveland's drinking water. Wildfires have the potential to negatively impact water quality for years after a fire.

Fortunately, each year since the fires, LWP experienced minimal impacts on Loveland's water supply. Even though LWP water quality experts detected higher levels of metals and other compounds typically associated with burned vegetation in the untreated water, LWP continues to remove those impurities during the water treatment process.

To help mitigate the impacts from the fire runoff, LWP partnered with the City of Greeley and the Big Thompson Watershed Coalition in 2021 and 2022 to cover a strategic portion of the burned watershed with mulch. Mulch is a ground cover that stabilizes soil, preventing it from eroding into rivers and lakes while reducing the risk of flooding. By the end of 2022, 1,920 acres in critical areas were successfully treated .

As a proactive measure, LWP collaborated with local and regional partners in 2022 to evaluate forest management projects within the watershed, reducing the amount of burnable material available in order to slow a fire down or even prevent it from spreading. Fire is a natural part of the Big Thompson River ecosystem and cannot be eliminated completely, but these, along with future efforts, will reduce overall fire risk and the effects on drinking water.

Although the Cameron Peak Fire impacted our watershed, it did not effect the quality of our drinking water.

What is in My

Drinking Water?

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants.

The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency's Safe Drinking Water Hotline 1 (800) 426-4791.

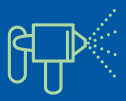
Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, people who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline 1 (800) 426-4791.

The sources of drinking water for both tap water and bottled water include rivers, lakes, streams, ponds, reservoirs, springs and groundwater. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material. Water can also pick up substances from animals or from human activity.

Contaminants that may be present in source water include:

Microbial contaminants such as viruses and bacteria that may come from sewage treatment plants, septic systems, agricultural livestock operations and wildlife.

Inorganic contaminants such as salts and metals, which can be naturally occurring or result from urban storm water runoff, industrial or domestic wastewater discharges, oil and gas production, mining or farming.



Pesticides and herbicides that may come from a variety of sources, such as agriculture, urban storm water runoff and residential uses.

Organic chemical contaminants, including synthetic and volatile organic compounds, are by-products of industrial processes and petroleum production. These contaminants may also come from gas stations, urban storm water runoff and septic systems.

Radioactive contaminants that can be naturally occurring or be the result of oil and gas production and mining activities.

Bottled Water

In order to ensure tap water meets water quality standards, the EPA prescribes regulations that limit the amount of certain contaminants in water provided by public water systems. The U.S. Food and Drug Administration (FDA) regulations establish limits for contaminants in bottled water that must provide the same protection for public health. Water from your tap in Loveland meets or exceeds all state and federal water quality standards. Bottled water sometimes comes from public water systems similar to ours. In some cases, the water comes from sources that are not as high quality as LWP's tap water. Additionally, LWP water is much less expensive. You can fill your water bottle with high quality water from your tap for less than one cent per bottle.

COVID-19

LWP is dedicated to protecting public health and safety. The City of Loveland meets or exceeds federal and state regulations and guidelines by treating drinking water with chlorine to remove pathogens, including viruses such as COVID-19, before providing water to the community. For more information, visit www.epa.gov/coronavirus/frequent-questions-related-coronavirus-covid-19#drinking-water.

Did You Know?

Loveland water ***meets or exceeds*** all state and federal water quality standards. In some cases, Loveland water is even ***higher quality*** than bottled water sources.

Monthly Water Analysis

Each month, the Water Quality Laboratory tests the drinking water for non-regulated water quality parameters that provide additional information for brewing, aquariums, hobbies and home plumbing. This table provides the annual results and information for many of these tests. For a complete list, visit www.lovelandwaterandpower.org/waterquality.

CSU Water Quality Interpretation Tool:
www.erams.com/wqtool

EPA-Drinking Water Criteria:
www.epa.gov/dwstandardsregulations

Colorado Department of
Public Health & Environment:
www.colorado.gov/pacific/cdphe/drinking-water

MCL: Maximum Contaminant Level (mandated by the USEPA)

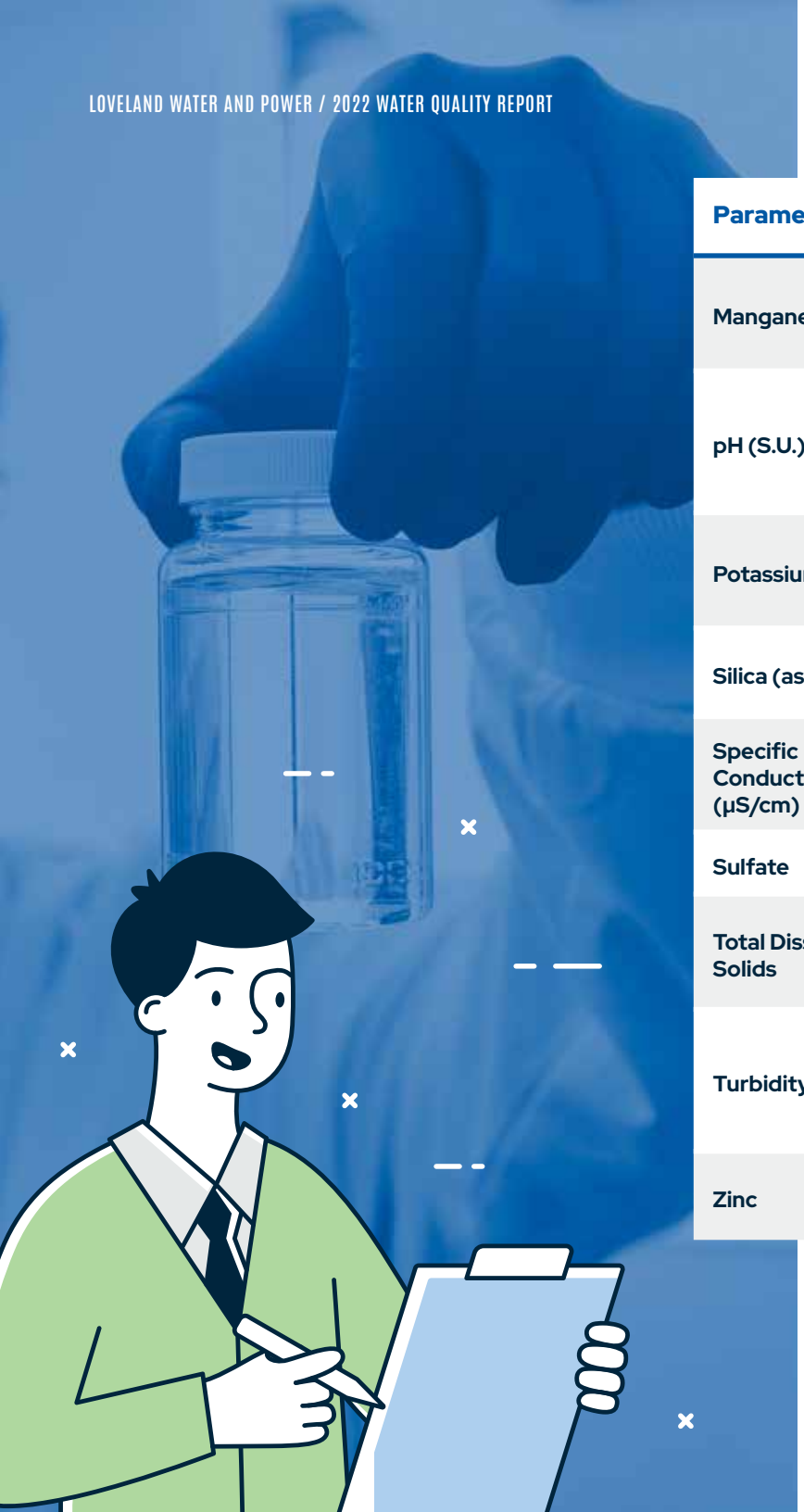
MCLG: Maximum Contaminant Level Goal

SMCL: Secondary Maximum Contaminant Level (mandated by the USEPA)

MDRL: Maximum Disinfectant Residual Level

Parameter	Yearly Average	Description
Alkalinity	36	The CDPHE determined facility specific levels are 20 to 60 mg/L. There is no direct health concern associated with increased alkalinity.
Aluminum	0.03	The SMCL is 0.05 to 0.2 mg/L. Levels above this can cause colored water, scaling and sedimentation.
Ammonia (as N)	Not Detected	There is no direct health concern associated with increased levels of ammonia. Concentrations greater than 1.5 mg/L can cause water odor.
Calcium	8.9	There is no direct health concern associated with increased levels of calcium. Calcium is a primary constituent of hardness.
Chloride	5.6	The SMCL is 250 mg/L. Higher levels may cause water to have a salty taste.
Chlorine, Free	1.4	The CDPHE determined facility-specific levels are 0.2 to 4.0 mg/L. Chlorine is added to the water to disinfect and prevent bacteria growth.
Chromium, Total	Not Detected	The MCL is 0.1 mg/L. Higher levels of chromium are often caused by natural deposits.
Fluoride	0.7	The SMCL is 2.0 mg/L. The MCL is 4.0 mg/L. The CDPHE Oral Health Department recommends an optimal level of 0.7 mg/L. Fluoride is added to reduce dental decay and improve public health.
Hardness	26	Calcium and magnesium are the primary components of water hardness. High water hardness may cause scaling in bathtubs, water heaters and plumbing fixtures. To convert to grains per gallon, divide the hardness value by the correction factor 17.1.
Iron, Total	0.01	The SMCL is 0.3 mg/L. Higher levels of iron may cause rusty-colored water, sedimentation, a metallic taste and/or reddish or orange staining.
Magnesium	1.8	There is no direct health concern associated with increased levels of magnesium. Magnesium is a primary constituent of hardness.

All results are in ppm (mg/L) unless otherwise noted.

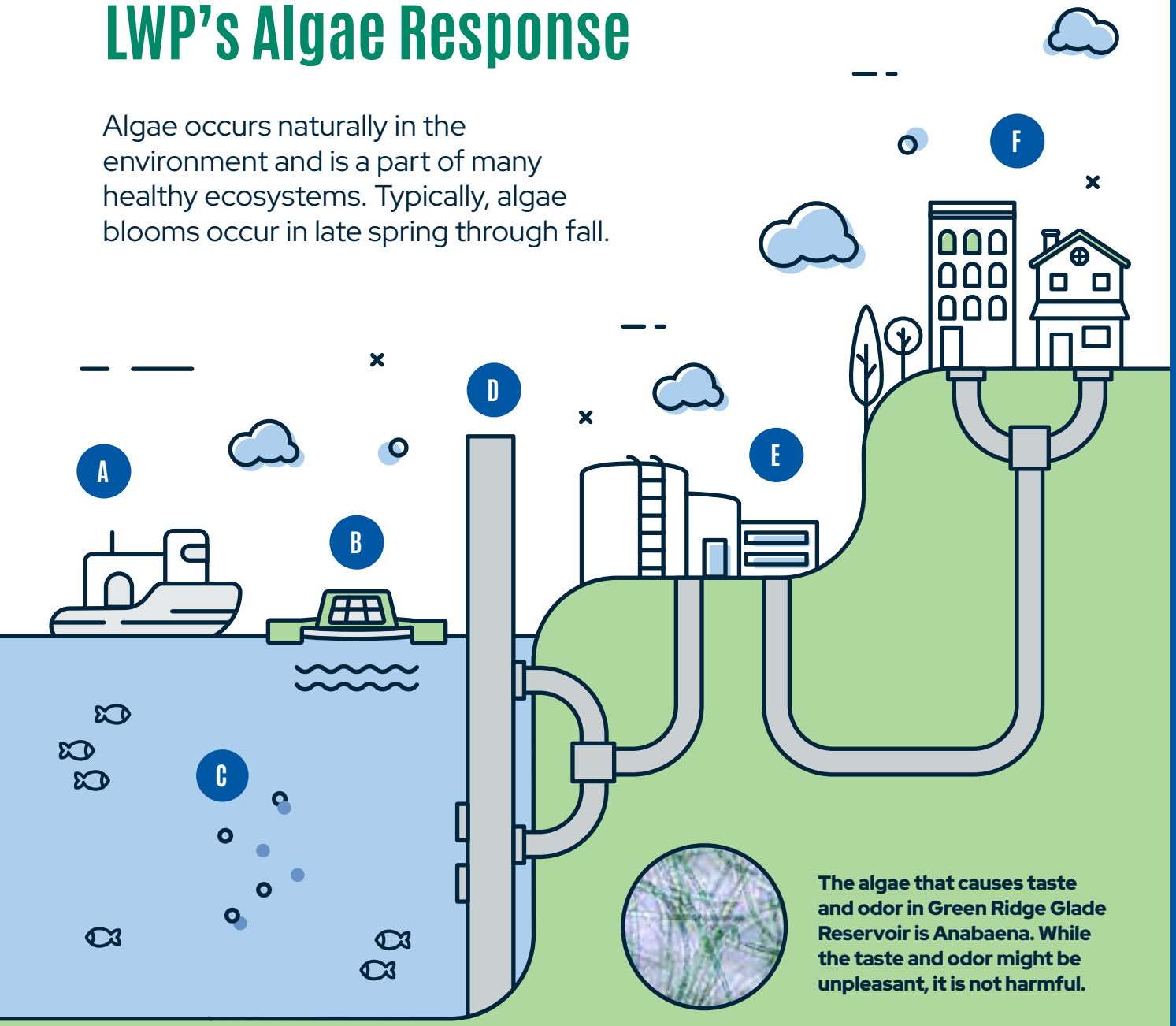


Parameter	Yearly Average	Description
Manganese	0.01	The SMCL is 0.05 mg/L. Higher levels of manganese may cause black to brown-colored water, black staining and may have a bitter, metallic taste.
pH (S.U.)	7.7	The CDPHE recommended facility levels are 7.3 to 8.6. The SMCL is 6.5 to 8.5. Lower levels may be corrosive to the water system and have a bitter, metallic taste. Higher levels may give water a slippery feel and a soda-like taste.
Potassium	0.8	There is no direct health concern associated with increased levels of potassium. Potassium is an important parameter for homebrewing enthusiasts.
Silica (as SiO2)	3.6	There is no direct health concern associated with increased levels of silica. Typically, natural sources of water contain 1 to 100 mg/L of silica.
Specific Conductance (µS/cm)	128	There is no direct health concern associated with increased specific conductance.
Sulfate	15	The SMCL is 250 mg/L. Higher levels may give the water a salty taste.
Total Dissolved Solids	117	The SMCL is 500 mg/L. High dissolved solids may leave deposits on glass and fixtures, can cause staining or give water an undesirable salty taste.
Turbidity (NTU)	0.05	The CDPHE recommended facility limits are 0.3 to 1 NTU. The MCL is 1 NTU. Turbidity is the measure of the cloudiness of water. Higher levels may occur during hydrant flushing, pipeline replacement or valves opening and closing in specific areas of the water system.
Zinc	0.01	The SMCL is 5.0 mg/L. Higher levels of zinc may give the water a metallic taste.

All results are in ppm (mg/L) unless otherwise noted.

LWP's Algae Response

Algae occurs naturally in the environment and is a part of many healthy ecosystems. Typically, algae blooms occur in late spring through fall.



The algae that causes taste and odor in Green Ridge Glade Reservoir is Anabaena. While the taste and odor might be unpleasant, it is not harmful.

A Staff regularly monitors reservoir water quality.

B Mixers installed in the reservoir agitate surface water to reduce algae growth.

C Environmentally friendly algaecide is applied in the event of an algal bloom.

D Water sent to the treatment plant can be drawn from different reservoir depths to maximize water quality.

E Water quality experts follow procedures to reduce taste and odor issues created by algae.

F Treated water delivered to LWP customers is free from algae and meets or exceeds all drinking water standards.

Water Quality Laboratory

LWP opened a new water quality lab in 2021 to meet the increasing needs of a growing community. LWP is dedicated to serving public health, regulatory compliance and environmental stewardship. This new lab ensures continued compliance with the state and federal regulations and is eight times larger than the previous lab.

Fighting Taste and Odor Issues

On occasion, LWP customers inquire about water taste and odor issues. Most often, these issues stem from microscopic organisms known as algae that occur naturally in healthy aquatic ecosystems like the one found in Green Ridge Glade Reservoir. Although taste and odor may be unpleasant, it is harmless and there is no algae in the drinking water itself.

Staying on top of the algae issue requires diligence by LWP reservoir caretakers and water quality treatment professionals. Staff is increasingly more successful in reducing taste and odor concerns using a combination of physical and chemical processes. In addition, powder activated carbon is used to further remove taste and odor from the water at the treatment plant.

During treatment, all algal matter is removed and no algae remains in the drinking water.

The lab features:

Modern safety systems for staff, chemical storage and more effective, energy efficient ventilation

State of the art equipment and instrumentation

Rooms dedicated to specific water testing requirements

Additional space for future staff to serve our growing community

Source Water Assessment and Protection

The Colorado Department of Public Health and Environment (CDPHE) has provided a Source Water Assessment Report (SWAP) to LWP outlining our water supply. The report gives a screening-level evaluation of potential sources of contamination. However, it does not mean that contamination occurred or will occur, as some or all of these features can be common in many different watersheds. The potential sources of contamination could include: hazardous waste generators, chemical inventory/storage sites, toxic release inventory sites, permitted wastewater discharge sites, above ground, underground and leaking storage tank sites, solid waste sites, existing/abandoned mine sites, commercial and industrial transportation, low intensity residential and urban recreational grasses, assorted crops and forests, septic systems, oil/gas wells and road miles.

In 2022, LWP expanded upon this report to create a Source Water Protection Plan (SWPP), that identifies and contains a more detailed summary on potential threats that are specific to Loveland's drinking water, such as fires, floods, and algal blooms. It also includes best management practices to help reduce the risk of those threats to continue to protect the source of Loveland's high quality drinking water. Several of these have already been implemented and efforts will continue into the foreseeable future. The SWPP was developed in a large coordination effort with CDPHE and several stakeholders consisting of representatives from federal, state, county, and local governments, as well as non-profit organizations and neighboring municipal water providers.

If you have any questions pertaining to the SWAP program, contact the CDPHE at (303) 692-3592 or www.colorado.gov/pacific/cdphe/swap-assessment-phase.

Interconnects

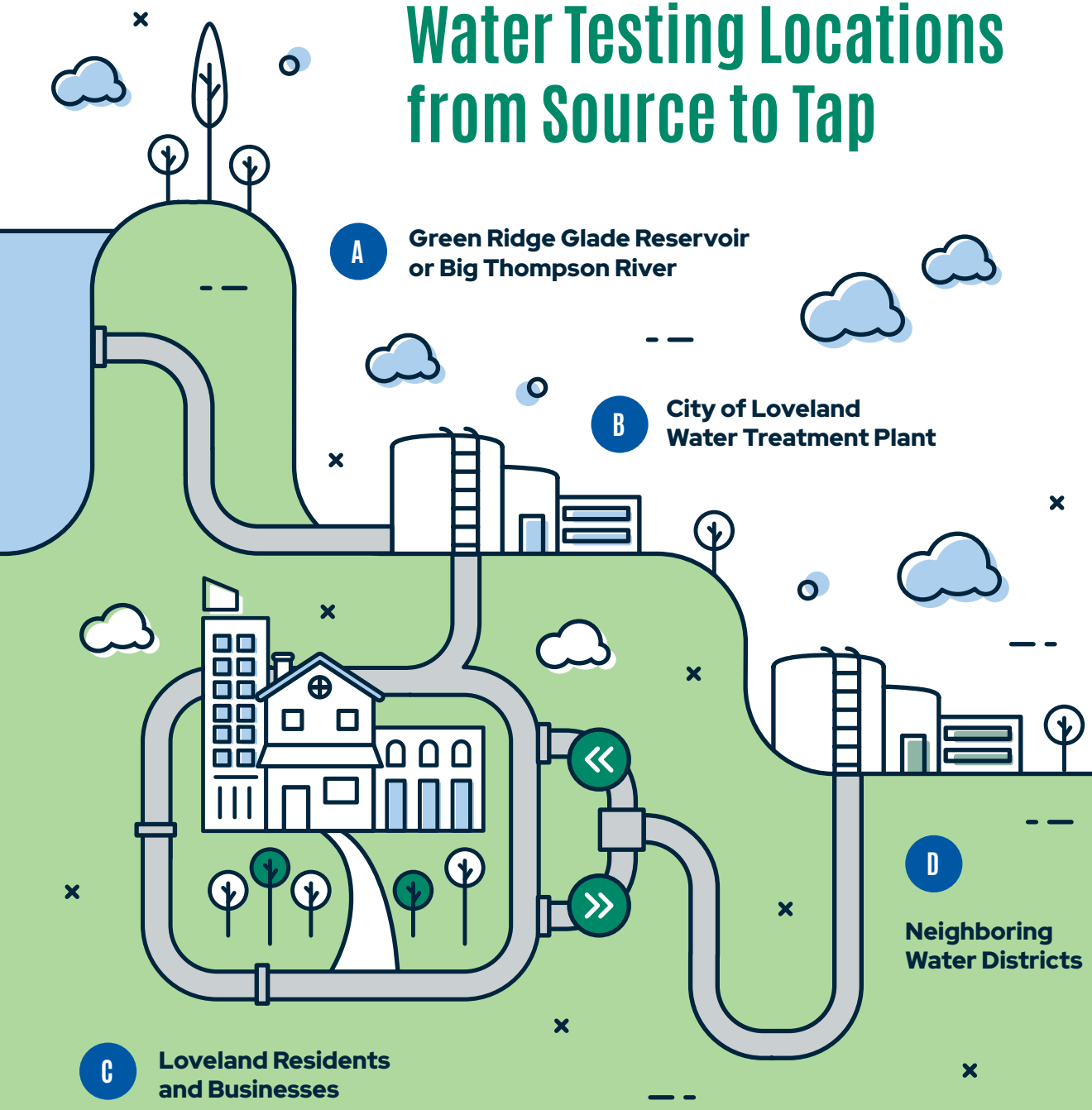
LWP's water system interconnects with two neighboring water systems – Little Thompson Water District and Fort Collins-Loveland Water District. These interconnections provide a redundant or alternate water supply in case of an emergency or during maintenance shutdowns. In 2022, LWP purchased less than 1% of its total water use from Little Thompson Water District and Fort Collins-Loveland Water District. Information on source water and the Source Water Assessment Program (SWAP) can be found in each utility's Drinking Water Quality Reports or www.colorado.gov/cdphe/swap-assessment-phase. If you have questions about water quality data from either district, please contact those entities directly.

- Little Thompson Water District - CO0135477, purchases water from Carter Lake Filter Plant - CO0135476. Carter Lake Filter Plant uses water from Carter Lake Reservoir. Please visit www.ltwd.org or call (970) 532-2096 for more information.
- Fort Collins-Loveland Water District – CO013529, purchases water from Tri Districts/Soldier Canyon Filter Plant - CO135291 and the City of Fort Collins - CO0135291. Soldier Canyon Filter Plant and the City of Fort Collins use water from the Poudre River and Horsetooth Reservoir. Please visit www.fclwd.com or call (970) 226-3104 for more information.

Additionally, water quality data from communities throughout the United States are available here:

- EPA's Drinking Water Data and Reports – please visit bit.ly/3up8Efz
- CDPHE Primary Drinking Water Regulations – please visit bit.ly/3wxYTyk

Water Testing Locations from Source to Tap



A Source Water
Water is tested prior to entering the water treatment plant to ensure the treatment plant will provide fresh, high quality drinking water.

B Before Leaving the Plant
Prior to sending the water to your home or business, we test to confirm that our treatment process was effective.

C Sampling Ensures High Water Quality
Water is tested frequently at various points in the distribution system to ensure water is free from lead and copper, as well as many other contaminants that could make people sick.

D Water Purchases and Sales
LWP works closely with neighboring water districts to meet local demand. Whether entering or leaving our system, our water quality experts test frequently to ensure all state and federal water quality standards are met.

Parameters

Monitored in 2022

Lead and Copper

In 1991, the EPA issued the Lead and Copper Rule (LCR) which limits the amount of lead and copper allowed in drinking water. Corrosion of home and building plumbing is typically the source of lead and copper in drinking water. It is rarely detected in the water being delivered to residential homes. LWP samples annually for lead and copper in homes that have the highest potential for lead and copper utilizing guidance criteria from the EPA. The results of this testing are used for regulatory compliance and to maintain proper corrosion control within the distribution system. Please contact LWP if your home is known to contain lead or copper pipes and you are interested in having your water tested.

The EPA recently adopted an update to the LCR, known as the Lead and Copper Rule Revision (LCRR), which will take effect in 2024. Along with continuing to require lead and copper monitoring in residential homes, the revised rule better protects children and communities from the risk of lead exposure by increased monitoring at schools and childcare facilities. Loveland's Water Quality Laboratory houses state of the art equipment dedicated to this sampling and analytical requirement.

This revision also requires water systems to determine lead levels present in the distribution system. Loveland has more than 470 miles of water lines and over 28,000 service connections. Starting in 2020, in preparation for the revision, LWP began visually inspecting these lines and reviewing records so if lead is found, those lines are removed and replaced with non-lead containing materials. These inspections will continue into 2024. No lead lines were found in 2022. Information from these inspections will be available to our customers online. LWP is dedicated to ensuring that water consumed at the tap continues to meet or exceed all state and federal monitoring requirements.

In 2022, the Lead and Copper Rule Action Levels were 15 parts per billion (ppb) for lead and 1300 ppb (or 1.3 parts per million) for copper. These are the highest levels allowed before any treatment changes are required at the water plant. During the 2022 Lead and Copper sampling event, none of the 41 regulatory sample sites exceeded the Action Levels for lead.

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. LWP is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your drinking water, you may wish to have your water tested.

Information on lead in drinking water, testing methods and how you can minimize exposure is available from the EPA's Safe Drinking Water Hotline 1 (800) 426-4791 or at www.epa.gov/safewater/lead.

Per- and Polyfluoroalkyl Substances (PFAS)

Per- and polyfluoroalkyl substances (PFAS) are groups of man-made chemicals manufactured and used in numerous industries since the 1940s for products such as non-stick cookware, water-resistant clothing and firefighting foams. These chemicals may persist in the environment and the human body for a long period of time with potential negative health outcomes if continuously exposed to high concentrations. LWP began testing for these compounds in 2020. None were detected in Loveland's source water or treated drinking water.

The EPA is creating regulatory requirements related to PFAS to protect the health of humans and the environment. LWP is independently and proactively increasing PFAS monitoring to determine if or when it may exist in Loveland's source water and drinking water.

In 2022, LWP partnered with USGS to test for 34 different PFAS compounds in Loveland's source water. None were detected. LWP will continue to test for PFAS in source water and drinking water in 2023, with results posted when they are available. The most recent results can be found at www.lovelandwaterandpower.org/waterquality. These actions will enable LWP to effectively mitigate potential PFAS issues and ensure Loveland residents continue to enjoy excellent water quality.

Volatile and Synthetic Organic Compounds (VOCs and SOCs)

Water quality regulators at the state require providers like LWP to test for VOCs every year and SOCs every three years. No contaminants were detected at or above reporting limits in the current testing cycle.

Unregulated Contaminants

The EPA uses the Unregulated Contaminant Monitoring Rule (UCMR) to collect data for contaminants that are suspected to be present in drinking water and do not have health-based standards set under the Safe Drinking Water Act.

For more information on the Unregulated Contaminant Monitoring Rule, visit www.epa.gov/dwucmr.

2022 Water Quality Tables

The CDPHE and EPA require LWP to monitor for certain contaminants less than one time per year because the concentrations of these contaminants are not expected to vary significantly from year to year or the system is not considered vulnerable to this type of contamination. Some Loveland data, though representative, may be more than one year old. This report presents the results of our monitoring for the period January 1 to December 31, 2022 unless otherwise noted.

Raw and Finished Water Ratio

Parameter	Year	Average	Range Low–High	Sample Size	Unit of Measure	TT Minimum Ratio	TT Violation	Typical Sources
Total Organic Carbon Ratio	2022	1.43	1.22–1.64	12	Ratio	1.00	No	Naturally present in the environment

Entry Point of the Distribution System

Parameter	Month	Level Found	TT Requirement	TT Violation	Typical Sources
Turbidity	February	Highest single measurement: 0.173 NTU [3]	Maximum 1 NTU for any single measurement	No	Soil Runoff
Turbidity	December	Lowest monthly percentage of samples meeting TT requirement for our technology: 100%	In any month, at least 95% of samples must be less than 0.3 NTU	No	Soil Runoff

Parameter	Year	Average	Range Low–High	Sample Size	Unit of Measure	MCL	MCLG	MCL Violation	Typical Sources
Barium	2022	0.01	0.01 - 0.01	1	ppm	2	2	No	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
Fluoride	2022	0.73	0.73–0.73	1	ppm	4	4	No	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories
Nitrate	2022	0.3	0.3 - 0.3	1	ppm	10	10	No	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Radium, Combined	2020	1.4	1.4 - 1.4	1	pCi/L	5	0	No	Erosion of natural deposits

Distribution System

Parameter	Month	Results	Number of Samples Below Level	Sample Size	TT Violation	MRDL
Chlorine Residual	December 2022	Lowest period percentage of samples meeting TT requirement: 100%	0	80	No	4.0 ppm

Parameter	Year	Average	Range Low–High	Sample Size	Unit of Measure	Secondary Standard
Sodium [1]	2022	17	17–17	1	ppm	N/A

Parameter	Detected	MCL	MCLG	Sample Size
E. coli	0%	Sample based	0% Present	969

Parameter	Year	Average	Range Low–High	Sample Size	Unit of Measure	MCL	MCLG	MCL Violation	Typical Sources
Total Haloacetic Acids (HAA5)	2022	23.65 [2]	13.8–32.2	32	ppb	60	N/A	No	Byproduct of drinking water disinfection
Total Trihalomethanes (TTHM)	2022	32.91 [2]	21.8–48.4	32	ppb	80	N/A	No	Byproduct of drinking water disinfection
Chlorite	2022	0.04	0–0.11	3	ppb	1	0.8	No	Byproduct of drinking water disinfection

Regulated at the Consumer's Tap

Parameter	Monitoring Period	90th Percentile	Sample Size	Unit of Measure	Action Level	Sample Sites Above Action Level	Violation	Typical Sources
Copper	6/7/2022–9/14/2022	0.14	41	ppm	1.3	0	No	Corrosion of household plumbing systems; Erosion of natural deposits
Lead	6/7/2022–9/14/2022	1.6	41	ppb	15	0	No	Corrosion of household plumbing systems; Erosion of natural deposits

Acronym Definitions

MCL: Maximum Contaminant Level - Sets the highest level of a contaminant allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.

MCLG: Maximum Contaminant Level Goal - Establishes the level of a contaminant in drinking water, below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

MRDL: Maximum Residual Disinfection Level - The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

N/A: Not Applicable

ND: Non Detect - Occurs when a laboratory analysis indicates that the constituent is not present.

NTU: Nephelometric Turbidity Unit - A measure of particles in the water. At 5 NTU, particles are barely visible in a glass of water.

ppb: Parts of contaminant per billion parts of water.

ug/L: Micrograms per liter, equal to ppb

ppm: Parts of contaminant per million parts of water

mg/L: Milligrams per liter, equal to ppm

pCi/L: Picocurries per liter

TT: Treatment Technique means a required process intended to reduce the level of a contaminant in drinking water.

Table Footnotes

[1] Secondary Contaminants - Secondary standards are non-enforceable guidelines for contaminants that may cause cosmetic effects (such as skin, or tooth discoloration) or aesthetic effects (such as taste, odor or color) in drinking water.

[2] Running Annual Average of the removal ratio between raw water Total Organic Carbon (TOC) and the finished water TOC.

[3] None of the turbidity readings for 2020 were over the 0.3 NTU reporting limit for continuous turbidity measurements. The highest turbidity reading of 0.318 NTU did not exceed the reporting limit of 1.0 NTU for any single measurement.

Frequently Asked Questions

Do I need a water filtration system?

No. LWP treated water is lead-free and meets or exceeds all state and federal standards. However, if your home has lead pipes or solder, you may wish to install a filtration system to remove lead that meets NSF/ANSI-53 standards. Decisions regarding installing a filtration system, and through which company, are the responsibility of the customer. Filters should be maintained as specified by the manufacturer.

Do I need a water softener?

LWP's water is considered soft in comparison to other water systems. All tap water will have some hardness. Hardness is measured monthly and may be reviewed in the Monthly Drinking Water Analysis on LWP's website, www.lovelandwaterandpower.org/waterquality. Decisions regarding the installation of a water softener, and through which company, are the responsibility of the customer.

Water has a chlorine smell and/or taste?

Consistent with state and federal regulations, LWP adds chlorine during the water treatment process to disinfect and prevent bacterial growth. To reduce the chlorine taste and/or smell, use a simple point-of-use carbon filter, chill the water or allow the water to sit for a few hours while the chlorine dissipates.

Why is my water discolored?

Water discoloration or turbid water is caused by the stirring of sediment in the water line. Common causes include fire hydrant flushing, firefighting activities, water line breaks or operational maintenance. If you experience staining of laundry due to discolored water, do not let the laundry dry. Wash the laundry using a rust removal product or contact LWP to receive a cleaning product that will remove the stains. Do not use chlorine bleach.

Is there fluoride in my water?

Yes, fluoride exists naturally in virtually all water supplies and even in various brands of bottled water. As directed by City Council and according to public health guidelines, LWP actively manages fluoride levels in the water. Visit www.cdc.gov/fluoridation/index.html for more information.

Can I get my water tested?

For additional testing, please contact an independent drinking water laboratory. Decisions regarding whether to perform additional testing, and through which company, are the responsibility of the customer. A list of certified testers is available at cdphe.colorado.gov/laboratory-services/water-testing/homeowner-water-testing. For a list of private labs certified to test drinking water for lead, please visit www.colorado.gov/pacific/cdphe/lead-labs-certified-analyze-drinking-water or contact LWP. Visit www.lovelandwaterandpower.org/waterquality for results of the monthly Drinking Water Analysis.

Questions about this report or our water?

Contact Tim Bohling, Water Quality Manager, at (970) 962-3479 or by email at Tim.Bohling@cityofloveland.org.

This report and other important information about Loveland Water and Power can be found on online at www.lovelandwaterandpower.org/waterquality.

Para recibir una copia gratuita en español, llame al (970) 962-3000 o envíe un correo electrónico a LWPinfo@cityofloveland.org.

If you know customers that do not have a copy of this report or do not have access to the internet, please share this report with them.

Violations

For the collection period of April 1st, 2022 to April 30th, 2022, the report for one entry point chlorine disinfection residual was incorrectly submitted and the report for the second entry point was overlooked. We were required to report this information to the State drinking water program by May 10, 2022, but failed to do so. LWP was notified of this issue on May 12, 2022 and the correct report was submitted on May 13, 2022. Disinfectant residual serves as one of the final barriers to protect public health. Lack of an adequate disinfectant residual may increase the likelihood that disease causing organisms are present. At no point did the City of Loveland Water Treatment Plant lose chlorine disinfection residual and all required monitoring data was collected. As such, there was no increased risk to public health and safety and customers do not need to take additional actions because of this event. Although all data was collected and has since been reported this is still considered a violation from the CDPHE and public notice is required.

Loveland Utilities Commission

If you are interested in monthly public meetings, the Loveland Utilities Commission meets monthly at the City of Loveland Service Center. Visit www.lovelandwaterandpower.org/LUC for schedules and agendas.

Loveland Water and Power

Office
Loveland Service Center
200 North Wilson Avenue
Loveland, CO 80537
Public Water System Identification Number: CO0135485
Office Hours: 8 a.m. to 5 p.m.
Monday - Friday

Contact Us
(970) 962-3000
LWPInfo@cityofloveland.org
www.lovelandwaterandpower.org