

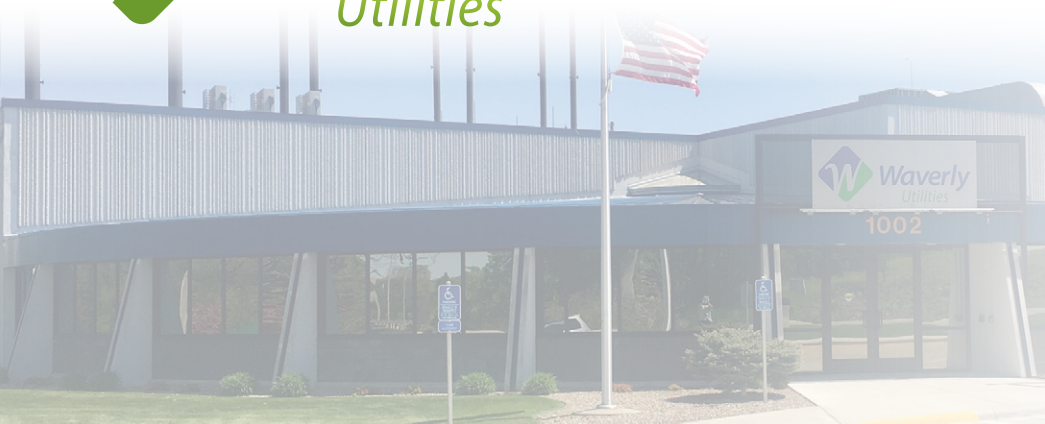


Waverly
Utilities

theConnection

Powering the color of life

2019 | Q3



At a Glance

- Back to School
- Scholarship Opportunity!
- Telecom Expansion Priorities
- Attention Cubs Fans!
- October is Public Power Month
- The Power of 11¢ during Football Season
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Back to School

As kids return to school and the familiar yellow buses are seen around town, a new service has been added to the Waverly Bus Barn. Thanks to a grant from the Universal Service Administration, the Waverly Bus Barn now has fiber optics.

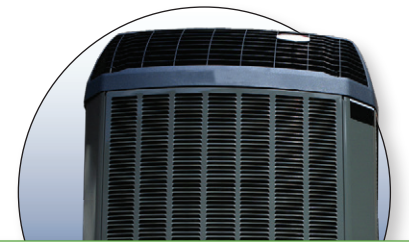


Making the most of the opportunity, the city of Waverly decided to coordinate efforts and pay for expanding the service on past the bus barn to the airport. Beginning in September, the Waverly Airport will enjoy improved telecom services as well.

“We were able to reach beyond our territory and offer service to the Bus Barn, thanks to a partnership with the W-SR Community Schools and the city of Waverly,” said Jeff Magsamen, telecom director at WU. “Now the bus drivers are synced in with the W-SR network.”



Air Source HEAT PUMP REBATE



A heating system that uses the outside air to heat your home in the winter and can be reversed to cool your home in the summer!

Visit waverlyutilities.com for more information about Air Source Heat Pump and other Waverly Utilities rebates.



\$1,000 Scholarship!

Are you a high school senior and interested in a career with electricity? Then apply for the Waverly Utilities \$1,000 scholarship.

Primary Focus: Electric Industry or related fields.

Highest consideration will be given to students attending electric line school. Other considered fields: studying electrical engineering, electrical utility disciplines, or an environmental field. Other eligible fields of study may include business, marketing, accounting/finance/math, or computer sciences.

Requirements

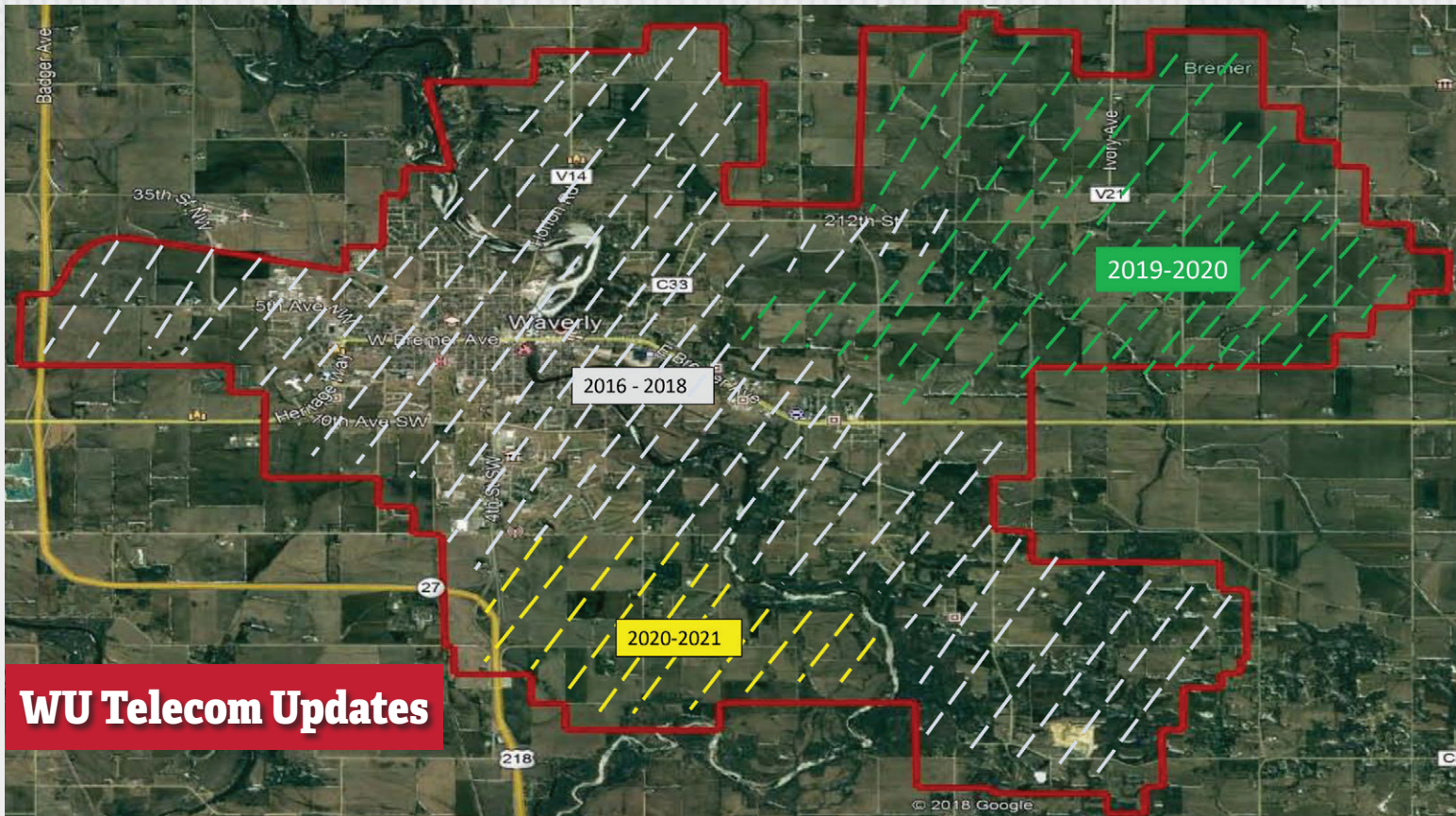
- Open to students pursuing a career in the electric industry (Parents/guardians/student must be a Waverly Utilities customer in good standing)
- Must show past or present involvement in community service and/or extracurricular activities
- Funds must be applied to the year the scholarship was awarded

Students should submit resume with a one page cover letter stating your intended field of study, how it relates to the electric industry, why you would be a

good candidate, and your education plans. The scholarship will be paid to the school directly upon confirmation of completion of first semester. Proof of transcript must be provided.

For more details, visit www.WaverlyUtilities.com/about/careers/scholarships/





WU Telecom Updates

Expansion priorities:

- Activations continue to be strong and are booked out 2+ weeks currently
- On track for end of the year goal of 2400 households
- Making progress in far eastern portion of the territory

Refinancing efforts:

- Worked with Board and bank to renegotiate loans dating to 2015
- New loan is 1 full percentage point below original level
- Cost-savings over the life of the loan is estimated at \$600,000

High School Demands HIGH SPEED



If you have kids in high school, you know the whole family stays in high gear — from cheering for high scores at games to enjoying high notes at concerts to supporting high goals in classes.

When you're at home, your internet connection needs to meet the high demands of smart TVs, laptops, tablets, and smartphones in virtually constant use. Sign up for our high speed Internet starting at 100mbps or upgrade now to the 250mbps plan for just \$18 more a month!

CALL 319-559-2000 TO ORDER

Attention Cubs Fans!

The Chicago Cubs are launching the Marquee Sports Network, a regional sports network, in 2020 to carry all the Cubs games with unprecedented access and exclusive content. WU is currently in negotiations to add Marquee Sports Network to our line-up. With the change, CSN and CSN+ (Channels 42/43) will be dropped from the channel lineup.



"We don't like to drop channels but when it comes to cost savings for our customers, sometimes it's inevitable. We know we have a huge Chicago Cubs fan base in Waverly and are excited to add Marquee Sports Network," stated Jeff Magsamen, WU director of telecom.

Waverly Utilities Celebrates Public Power in October!

At Waverly Utilities, we look forward to October each year as a time to recognize public power and its role in the community we serve.

What's the big deal about public power and how is it different from private power? Read on to learn a few of the advantages you have as a public power customer:

Focus on community: We are your neighbors, living and working next door. We are invested in bringing you the best service possible.

High Reliability/Efficient Service: Did you know throughout 2018, Waverly Utilities customers experienced 99.99% electric system reliability! Local crews provide quick response times during outages and emergencies.

Customer Responsiveness: Fewer customers per local employee equals more focus on customer care.

We give back: We volunteer hundreds of hours to help support local activities and agencies.

Employment & Control: Waverly Utilities is controlled locally by a Board of Trustees. This means you share local control on all our programs and services. We employ 32 people from local communities.

Not-for-profit: Waverly Utilities is owned by YOU! When you pay your bill, you're building equity as an owner of the company as opposed to private power customers whose money goes to distant shareholders.

Safe Operations: Local control and management gives us more command over day to day operations and increases our level of safety in the field.



Restart TV

Watch a show already in progress from the beginning.



Waverly Utilities offers ReStart TV through our cable service. Available on almost all channels, ReStart TV allows customers to restart a TV program that is currently in progress, as well as go back 3 days to watch a program.

Running a little late getting home to watch the news? Not a problem - restart the program from the beginning when you get home. Want to get more popcorn during a TV movie? Just hit pause. Or, if you are browsing channels and see a show you wanted to watch two days ago, just restart it!

ReStart TV benefits:

- Restart a TV program that is already in progress
- Rewind as far back as 3 days
- Enjoy flexibility with TV programs and schedule
- Restart an already-airing TV program with the press of a button
- Pause, rewind and fast-forward any TV program
- Save room on the DVR

Only \$3.95 per month – call today and add it to your cable package! 319-559-2000

What Can You Do With 11¢ (1 kWh) During Football Season?

- Cook your famous chili: The average slow cooker can work its magic on your chili for up to 5 hours with just 1 kWh worth of energy.
- Catch the early AND late game: You can run a 70" LED television for almost 7 hours.
- Chow down on 40 chicken wings: You like 'em spicy? Or are you more of a BBQ fan? You can get about 50 minutes of deep-frying done for just 1 kWh.
- Properly inflate 14,360 footballs: A properly inflated football should be about 13 PSI. One kWh will keep you pumping air from your electric pump for nearly 6 hours.
- Bake 4 dozen chocolate chip cookies: Since you can bake at 350F for 30 minutes in an electric oven, you can get a couple double batches for just 1 kWh.
- Clean a load of dishes: With all that food and all those guests, use only 1 kWh to run an ENERGY STAR dishwasher.

NOTICE OF PROCEDURE FOR REQUESTING INFORMATION FROM OR REGISTERING COMPLAINTS WITH WAVERLY UTILITIES

Persons desiring to request information from or register complaints with Waverly Utilities may do so by contacting:

Waverly Utilities
1002 Adams Parkway
Waverly, IA 50677
319.559.2000

If the utility has not been able to help you with your problem, you may contact the Iowa Utilities Board toll free at 1.877.565.4450. You may also write the Iowa Utilities Board at 1375 E. Court Ave., Room 69, Des Moines, IA 50319-0069, or by e-mail at customer@iub.iowa.gov.

Behind the Scenes

Meet Curt Atkins, Operations Director

What's your hometown?

Waterloo

Where did you attend school?

Hawkeye Community College

How long have you worked at WU?

16 years

What did you do previously?

I worked in HVAC for about 10 years after school, doing everything from wholesale to sales to design and layout of commercial projects. When Waverly Utilities (then Waverly Light and Power) began to focus more on energy services, they offered me a position.

Tell us about your job here. What do you like most?

I'm in charge of the daily operations of the electric utility, which encompasses the linemen, meter department and generations. I'm a project-oriented guy, so I like the large projects with tangible results that we've



worked on over the years - things like the House of Green, which modeled proper construction methods for energy savings; the wind turbine; the community solar garden concept and the switchgear project. Those are the most appealing to me.

Share a little about yourself outside of work.

My wife, Leann, and I have been married 25 years. She was my high school sweetheart. This will be a big year for us, as our son, Jacob, is a senior at ISU and our daughter, Paige, is a senior at WSR. We're almost empty nesters! If I'm not with my family, I like to spend my time biking and working out.

What's an unexpected fact about you?

I've been a volunteer reserve police officer with the Waverly Police Department for almost 10 years now.

1002 Adams Parkway
Waverly, Iowa 50677



On The Lines

Safety training is a #1 priority for Waverly Utilities! Here is our crew practicing a confined space rescue. Thank you Iowa Association of Municipal Utilities for leading the training.

You asked; we listened

For all those who miss the electric and water usage graphs that were previously displayed on your bills – we hear you! After receiving requests from our customers to add usage graphs back into the bill, WU is currently in the design process to do so with our software company. Stay tuned!



Board of Trustees

Chairman, Bob Buckingham
Vice Chair, Emily Neuendorf
Trustee, Bob Brunkhorst
Trustee, Gaylan Brunssen
Trustee, Ann Seggerman

Board meetings are held the second Tuesday of each month at 1:00 p.m. at Waverly Utilities, but may be subject to change. Please call ahead to verify schedules. They are open to the public and all are welcome.

