



# FREQUENTLY ASKED QUESTIONS



## WHY WILL YOU NO LONGER OFFER TV SERVICES?

The cable television landscape has changed dramatically in recent years. With the rise in streaming services and on-demand platforms, many of the most popular shows and games are not available on cable TV. Waverly Utilities is unable to provide the same quality of TV programming you previously enjoyed.

More customers have chosen flexible, internet-based entertainment options over traditional cable TV. Large, national streaming services have technological and cost advantages that Waverly Utilities is not able to match. For example, streaming services like YouTube TV let you watch shows outside of your home, a feature that Waverly Utilities and other traditional cable providers are restricted from offering.

At the same time, the cost for Waverly Utilities cable TV has continued to increase, driven by rising content fees and complex agreements with network owners. We can no longer provide a TV service at a price that is reasonable or provides value for our customers.



## WHEN WILL WAVERLY UTILITIES TV SERVICES END?

Cable TV service will end October 1, 2026. We want to give you plenty of time to switch to a new TV provider. You can choose to discontinue Waverly Utilities TV service at any time. Please call (319) 559-2000 when you are ready to cancel your TV service. If you have set-top boxes, they can be returned for recycling at our office at 1002 Adams Parkway.



## WHAT DOES THIS MEAN FOR WAVERLY UTILITIES INTERNET SERVICE?

**Your internet and phone service will not change.**

In fact, we are continuing our investments to upgrade our all-fiber network to deliver world-class internet to our community. We will continue to provide you with exceptionally reliable and affordable internet service to support your streaming TV choice.

With fiber-to-the-home, we offer internet speeds up to 10 Gig.



## WHAT SHOULD I DO WITH MY WAVERLY UTILITIES EQUIPMENT?

If you have set-top boxes, they can be returned for recycling at our office at 1002 Adams Parkway.



## HOW CAN I STILL WATCH MY LOCAL NEWS CHANNELS?

Waverly Utilities recommends YouTube TV as the best all-in-one streaming TV solution. YouTube TV offers a wide range of channels including local networks.

Some TV viewers only interested in local channels are choosing digital antennas as an inexpensive option. Or a subscription to the Peacock streaming service with local KWWL news and NBC shows may meet your viewing needs.



## HOW DO I CANCEL MY WAVERLY UTILITIES SERVICE?

Contact Waverly Utilities at (319) 559-2000. We have no contracts or cancellation fees, so you'll stop paying for TV the day you cancel. We look forward to continuing to deliver reliable, high-quality internet and utility services to you.



## WHAT'S THE BEST STREAMING SERVICE?

**All-In-One Solution:** Waverly Utilities recommends YouTube TV, which offers a wide range of channels, a user-friendly interface and features like unlimited cloud DVR storage. You will need a Google account to sign up. Get started at [tv.youtube.com](https://tv.youtube.com). Other all-in-one streaming solutions include HULU Live and Direct TV.

**Sports Fans:** Sports fans interested in regional sports networks like Marquee Network and Fan Duel Midwest should consider Fubo. Visit [fubo.com](https://fubo.com) to learn more.

**Local Channel Options:** Some TV viewers only interested in local channels are choosing digital antennas as an inexpensive option. Or a subscription to the Peacock streaming service with local KWWL news and NBC shows may meet your viewing needs.