



Waverly
Utilities

theConnection

Powering the color of life

2020 | Q4



At a Glance

- Work From Home
- Zoom Meeting Tips
- No 2021 Rate Increase
- Auto Pay Rewards Winners
- Charging Forward
- Staying Safe During COVID-19
- Board Member Spotlight
- Behind the Scenes
- Billing & Payment Options

Now available: Work From Home Package

In response to the increased demand, Waverly Utilities is pleased to announce the launch of a new Work From Home package. Designed to meet high-speed business needs, the package includes:

- 1 Gig Internet service
- WIFI router supporting WIFI-6
- WIFI mesh extender if needed
- Static IPv4 address
- Network-based security software
- Network management software via app
- Installation of 1 hard-wired Ethernet device
- All for \$113.24 per month

WU is currently creating a new Whole Home Package as well, designed to meet the needs of those working and learning from home. It will include a router with WIFI 6, an extender and network management software via an app so you can see who's online, run speed tests, set up guest networks and more. Coming soon!



zoom meetings lagging?

Try these tips!

1) Is it a critical meeting? Don't rely solely on WIFI. Plug it with an Ethernet cord!

Remember, the Internet connects to you the world. It is NOT the same as WIFI, which simply connects you to your router (which connects to the Internet).

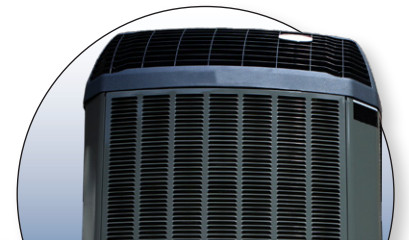
2) If you do connect via WIFI, try the 5GHz connection instead of 2.4GHz. The 2.4GHz is shared by many devices and may be busier.

3) Manage the number of connections currently live. Don't have someone watching Netflix while you're trying to connect.

4) Still having trouble? You may need a mesh extender. It's a device that is hardwired to your router, then divides and extends WIFI access throughout the house.

Remember, home construction methods affect WIFI too. Walls made of drywall are fairly easy for WIFI to pass through, but brick and concrete can be serious barriers.

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.



No Rate Increase for 2021

Waverly Utilities is pleased to share that electric utility rates will remain revenue neutral for 2021.

At the November 10, 2020 Board of Trustees meeting, Waverly Utilities' Board unanimously approved a reduction in the residential kWh charge and a small increase in the monthly customer charge. The standard winter and first 600 kWh summer rate decrease from 11.32 to 11.16 cents. The monthly customer charge will increase from \$19 to \$20 for non-rural residential customers. The modification will go into effect January 1, 2021.

The rate modification will adjust the current customer charge based on rate class. The customer charge is a fixed monthly charge that does not fluctuate with usage or consumption. This fee is intended to recover the fixed costs of the utility (such as maintaining the distribution lines, transformers, meters and bill coordination) that is not included in the usage charge.

Waverly Utilities expects the rate modification to be revenue neutral, meaning some customers may see a slight reduction while some customers may realize a slight increase. The impact on your bill will vary depending on the month, the weather, and the extent of your usage.

"We set a goal to be revenue-neutral for five years," said Darrel Wenzel, CEO of Waverly Utilities. "This will be year four of that plan. I'm proud of our staff, who have

been diligent about reducing expenses where possible and holding other expenses steady and keeping us on track."

Staying safe during COVID-19

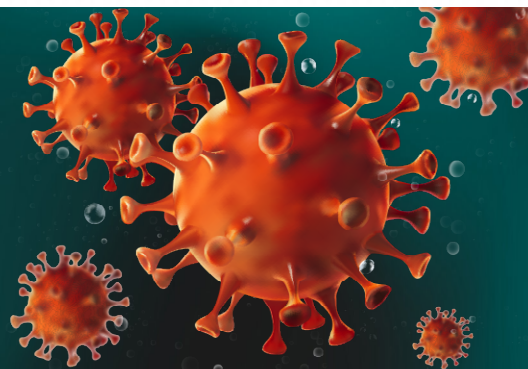
2020 may go down in history as one of the most challenging years that we've faced in recent times. At Waverly Utilities, as around the world, the arrival of COVID-19 brought challenges and changes to the workflow.

"We're following the CDC guidelines for critical infrastructure, similar to hospitals," said Angie Schroeder, director of human resources and administrative services. "Initially, anyone who was able to work from home was requested to do so. We also staggered our customer service representatives. We would have two people in at a time, then clean, then bring in the next crew."

WU implemented a system of cleaning twice a day, wiping down high-touch areas, that continues into this winter. Face masks were provided to all employees.

"Eventually, we did close to customers completely for a time," said Schroeder.

Prior to reopening, plexiglass dividers were added to the front desk area.



Masks are required in the building. Staff temperatures are checked daily, as per CDC guidelines.

All board meetings are held via Zoom. No more than three people are allowed in the lobby at a time.

"Our main goal is to take care of our employees and customers," Schroeder shared. "We're doing our best to monitor the situation and adjust as things change."

WU created COVID pay days to assist staff, allowing them to take up to two weeks with pay as needed to deal with closures of daycare, school, etc.

"We wanted to keep up morale and mentally support our staff as well," said Schroeder.

Board Member Spotlight

Gaylan Brunssen

My career experience: I've worked in agriculture-related businesses throughout my career. I retired 10 years ago as General Manager of AgVantage FS. The businesses within AgVantage included the Energy Division (refined fuels & LP gas, bulk lubes and retail filling stations), Grain Division (elevators, rail and marketing), Agronomy Division (seed, fertilizer



and chemicals), Structures Division, and Finance (insurance and risk management).

Community involvement: We have lived in Waverly since 1996 and have been involved in community activities within the range of AgVantage's territories, including Farm Bureau and various other local activities.

Family & hobbies: I have been married to my wife Karen for 56 years.

We have three children - Angie (daughter Jillian), Kirk (Catherine & daughter Ingrid), and Ryan (Leanne & daughter Kaitlyn & son Jayden). We enjoy traveling and spending time with family and friends. I own a set of golf clubs (used on occasion) and also enjoy playing cards and spending the winters in our Florida home.

My goals as a Waverly Utilities Trustee: My goals as a trustee are to utilize my years of business experience to give input and support to the board and management to continue to offer premier city electric and telecom services.

Waverly Utilities Offers Efficiency Incentive for Attic Insulation

Waverly Utilities, in partnership with its wholesale electric power supplier, the Municipal Energy Agency of Nebraska, provides a financial incentive for upgrading attic insulation to residential homes.

The Attic Insulation Program provides cash incentives of \$0.15/per square foot with a maximum incentive of \$300 per existing residential dwelling for attic insulation. Information regarding upgrading insulation in a residential home can be found at the U.S. Department of Energy’s website: www.energy.gov.

The program is one of four energy efficiency programs offered through Waverly Utilities in partnership with the Municipal Energy Agency of Nebraska. Each program provides cash incentives for homeowners to make energy efficient upgrades.

The other three programs include:

- **Smart Thermostat Program**
Provides a cash incentive of up to \$100 paid directly to residential customers to help cover the cost of installing a qualifying smart thermostat.
- **Cooling System Tune-Up Program**
Provides a \$30 cash incentive to residential homeowners who have their cooling system tuned up by a HVAC contractor, regardless of what type or

age of cooling system (air conditioner/air or water source heat pump).

- **Commercial LED Lighting Program**
Provides cash incentives paid directly to commercial customers to help cover the cost of lighting upgrades and replacements.

Visit www.nmppenergy.org/mean to apply.

Auto Pay Rewards

Congrats to Allison Rasmussen, who won a \$25 bill credit for signing up for our **Electronic Billing** program! Congrats also to Kim and Ross, who won a \$50 bill credit for signing up for both **Electronic Billing AND Auto Pay!**

Charging Forward

New EV charging station installed in Waverly

Waverly’s first electric vehicle (EV) charging station is up and running, thanks to an Iowa DOT grant. Located in the city parking lot behind Cobblestone Hotel, the station services two vehicles at a time and is part of a campaign to encourage visitors from out of town to stop and shop Waverly.



Iowa created a grant program that combines distributing the funds with a tourism focus for smaller towns. Charging station funds were granted to communities near major highways that selected a location within easy walking distance of local shops and restaurants. The ultimate goal is that visitors will dine and shop downtown while their vehicle charges.

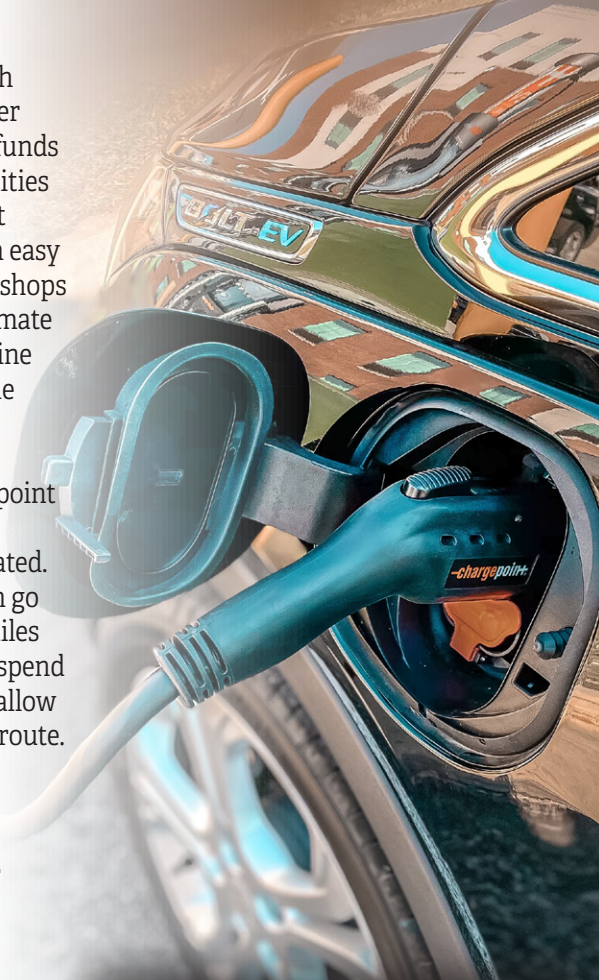
Visitors use their Chargepoint app to discover where charging stations are located. Most electric vehicles can go approximately 300-400 miles

on a full charge, so EV owners often spend extra time planning out routes that allow them to access charging stations en route. Waverly installed a Level 2 charging station, which can charge between 20-70 miles per hour, depending on the vehicle battery. The cost is \$1 per session, plus \$0.11 per kilowatt hour.

The station is open to the public. “We applied for the grant 3 times before we got it,” shared Atkins. “But we knew it would be a great way to attract visitors to our community. The fact that it didn’t use rate-payer dollars is icing on the cake.”

“This was a win-win situation,” said Curt Atkins, Director, Operations. “This is technology that not every community has yet, plus it’s also a nice amenity for Waverly that didn’t cost rate-payers anything.”

The EV station is part of a unique lawsuit resulting from the 2016 Volkswagen emission settlement. After admitting to cheating on emissions controls, VW was required to pay \$2 billion towards creating a national infrastructure to support electric vehicles throughout the U.S.



Third-Party Collection Notice

Waverly Utilities will turn over customer accounts which are proven to be delinquent to a third party collection agency. Currently, Waverly Utilities utilizes Credit Bureau Services of Iowa.

Behind the Scenes

Darwin Uhlenhopp, Inventory and Planning Specialist



Where is your hometown? I am originally from Parkersburg.

What does your position entail? As the Inventory and Planning Specialist, I order materials and keep track of inventory.

When did you start at Waverly Utilities and were you always in this position?

I started in 1989 as a ground man on the line crew. I worked in that position for 8 months. The next 19 years I worked as a lineman on the line crew. In 2009, I started my current position.

What is your favorite part of the job? I like working with everyone and helping out each department by making sure materials are there for them to perform their jobs.

Tell us a little about yourself. I am married to my wife Becky. We have 2 children and 3 grandchildren. I enjoy spending time with them.

What is one unexpected fact about you? I am a Minnesota Twins baseball fan.

On The Lines

Shawn Miller recently passed his Line Journeyman certification and has now advanced to a journey lineman for Waverly Utilities. Congrats Shawn!



1002 Adams Parkway
Waverly, Iowa 50677



Billing and payment options to make your life...

easy: Traditional Mail

Receive a bill in the mail and pay with a check. There is a \$1 fee for this service.

easier: E-billing

We'll email you each month with your invoice. You can pay in person, via the mail or make life simple and pay online.

easiest: E-billing and Auto Pay

Set it and forget it! You fill out the paperwork one time to set up an auto-withdrawal. From then on, the bills will be emailed to you and automatically withdrawn from your account without any additional action needed on your end.



Board of Trustees

Chairman, Bob Buckingham
Vice Chair, Emily Neuendorf
Trustee, Bob Brunkhorst
Trustee, Gaylan Brunssen
Trustee, Jes Kettleon

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.

