



Waverly
Utilities

theConnection

Powering the color of life

2021 | Q1



At a Glance

- Strategic Plan Includes Public Input
- Water Flowing into Electricity
- Celebrating Retirements!
- Telecom Trends & Updates
- On The Lines
- Behind the Scenes
- Auto Pay Rewards Winners

New strategic plan includes public input

The Waverly Board of Trustees will be working with the Institute of Decision Making (UNI) to develop a strategic plan 2022 – 27 and beyond.

While strategic plans have always been essential for Waverly Utilities, this version of the process adds an important new element. The Board will be seeking public feedback from customers on the future path of the utility.

“We’re working to make our process more open and transparent to the public,” said Darrel Wenzel, CEO of Waverly Utilities.

“Utility companies often wrestle with complex topics that, frankly, aren’t of much interest to the general public, but given the potential for extreme policy changes on the horizon, we feel it is especially important to hear from our customers.”

“The Board has to balance reliability, environmental concerns and stewardship, new technologies, embedded fixed costs, and overall costs to our consumers when making decisions that will have an impact for thirty or more years,” shared Wenzel. “Our goal is to create a strategy that



balances the energy portfolio with economic realities that shields our customers from market volatility and delivers exceptional reliability.”

W-SR Robotics

Waverly Utilities is honored to support the W-SR Robotics Club with a \$1,000 sponsorship.

Pictured in the photo are club members Mason Ellerbroek, Caleb Hein and Rebecca Zheng receiving the check from Curt Atkins, Director of Business Operations.



ALWAYS CALL BEFORE YOU DIG

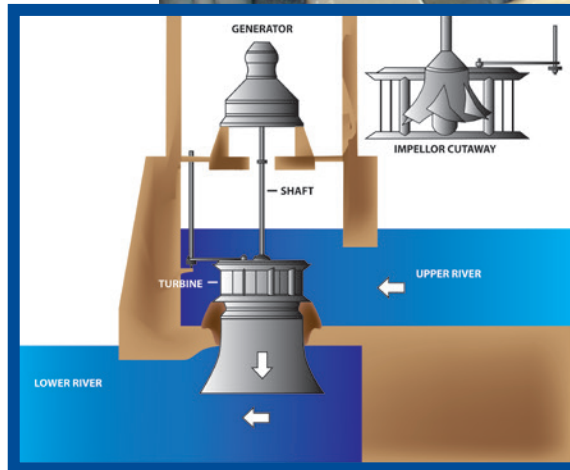
Water Flowing into Electricity

Waverly was built on water, or at least on the promise of its power.

In 1852, Waverly's founder William P. Harmon noticed the Cedar River flowing over a natural rock fall. Within two years, Harmon and others built a board dam and steam electric plant where the current dam and hydro plant resides.

The dam and steam electric plant provided power to Waverly for nearly three decades enabling Waverly to grow into a progressive community. In the years 1921, 1923 and 1927, three hydro turbines were installed to replace the outdated steam engines. Those hydro turbines are still in production today!

In 2020, WU's hydro units produced a total of 798,109 kWh – equivalent to powering approximately 150 Waverly homes per year. Kilowatt production can vary per year due to lower river water levels. Waverly Utilities continues to maintain the hydro plants, which generates almost 1% of Waverly's energy each year.



Celebrating Retirements!

Jeff Strickler, Meter Department Foreman



Our sincere congratulations to Jeff Strickler on his 31 years of service to Waverly Utilities! Jeff started as a lineman and ended his career as a meter department foreman.

Barb Schmidt, Billing Specialist

Barb Schmidt worked for the City of Waverly 26 years in the accounting department before

transferring to Waverly Utilities in July of 2018. The past 2 ½ years, Barb has worked in the customer service department as the Billing Specialist for Waverly Utilities. Congrats to Barb on a total of 28 1/2 years of service!



Jeff Snively, Line Foreman

A big congrats to Jeff Snively on 30 ½ years of service as a lineman with Waverly Utilities. He's been powering homes in Iowa for a total of 38 ½ years!



Telecom trends and updates

2020 was a volatile year for sure. For Waverly Communications Utility, 2020 brought an increase of Wi-Fi and Internet service calls – no surprise, given the pandemic had many working and learning from home.

“We’re very proud of our telecom team,” said Jeff Magsamen, Director of Telecommunications. “2020 was challenging for everyone and we saw that reflected in the types and number of calls received by customer connecting more devices to the network.” In the next several years, there are predictions that an average home could have 50 devices connected to the network.

To meet the growing number of connected devices, Waverly Communications is looking to the future at plans to increase Internet capacity and improve Wi-Fi by supporting the latest protocols, WiFi-6. Our “Work from Home” product is the best example: we can now offer 1Gb Internet capacity, WiFi -6, and an app to monitor and control your network.

TELECOM: 2020 BY THE NUMBERS



Internet & Phone service availability: **99.99%**



Wildlife chewing on fibers caused the most outages in 2020

2,127 incidents resolved



99.95% TV service availability

70% Market penetration



Add a “PS” TO HELP A NEIGHBOR



“PS” is Project Share – a program that assists needy households in paying their winter energy bills. You can help this effort by adding a regular Project Share contribution to your utility payment, or by making a direct donation to Project Share. These funds are distributed to your neighbors in need.

Northeast Iowa Community Action carefully identifies those residents who qualify, and a local committee oversees Project Share to guarantee that all contributions are handled equitably and efficiently.

Adding a “PS” – a Project Share contribution to your utility payment each month is a simple way to share some warmth with those who need it.



Mail this form to:
Project Share
P.O. Box 616
Waverly, IA 50677

Yes, I'd like to help a neighbor with a tax-deductible contribution to Project Share.

Name _____

Address _____

City _____ Phone _____

I will contribute \$ _____ per month to Project Share. I understand this amount will be billed to my monthly.

I have enclosed \$ _____ donation to Project Share.

319-559-2000
waverlyutilities.com



Wind Turbine Facts

Waverly Utilities’ wind turbines have cold-weather packages already installed when the wind turbines were constructed. This includes heating elements, for example, inside the gearbox which keeps certain components warm and enables the turbines to operate throughout the year, summer and winter alike. Generally, cold weather packages are required on equipment that is operated in northern climates.

On The Lines

Waverly Utilities was honored to assist the Boy Scouts of America Winnebago Council on their newest project. The STEM lab at Ingawanis Adventure Base east of Waverly plans to open this June for summer camp. STEM stands for science, technology, engineering and math. Waverly Utilities was able to connect to a nearby pedestal and run fiber to the new STEM lab, providing

labor, as well as offer advice on equipment needs. The broadband connection will allow campers hands-on experience in all areas of STEM.

Pictured are Jim Madison, CEO of Winnebago Council; Chadd Blanchard, Winnebago board member; and Marty Diesburg, Waverly Utilities senior network engineer.



Behind the Scenes

Kayla Hinders, Customer Service Specialist



Where is your hometown? Clarksville

What did you do previously? I was the deputy city clerk for the City of Clarksville.

What does your position at WU entail? I just started my new position as a customer service specialist in February! I answer phone and in-person inquiries, take payments, as well as set-up and close-out accounts.

What is your favorite part of the job? I really enjoy interacting with the customers!

What made you want to become a customer service specialist? I enjoy working with customers and assisting them with any questions they may have.

Tell us a little about yourself. I enjoy hanging out with my friends, going out to eat, reading, going to movies, and watching sports – especially the Chicago Cubs and Iowa Hawkeyes!

What is one unexpected fact about you? I am a huge Chicago Cubs fan and go to as many games whenever I can.

1002 Adams Parkway
Waverly, Iowa 50677



Auto Pay Rewards



Congrats to **Brian & Mariah Birgen**, who won a \$25 bill credit for signing up for our Electronic Billing program!

Congrats also to **Scott & Wendy Hintz**, who won a \$50 bill credit for signing up for both Electronic Billing AND Auto Pay!

Congratulations!

Congratulations to Luke Ragsdale on being awarded the Waverly Utilities \$1,000 STEM Scholarship! Luke will be attending Iowa State University this fall.



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.

