



**Waverly**  
Utilities

# the Connection

Powering the color of life

2022 | Q1



## At a Glance

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- Whole Home WiFi Launches
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## Possible End of an Era

For more than 100 years, Waverly's three hydro turbines have been quietly generating electricity. In the beginning, they powered the whole city – which at that point mostly included streetlights.

It didn't take long before refrigeration became affordable and the power needs grew. Nowadays, the majority of Waverly's power comes from other sources, yet the turbines continue to spin. They've seen fires, floods and radical changes to power needs as the community grew over the years.

"There aren't many companies out there still running equipment from the 1920's," Curt Atkins, Waverly Utilities' Director, Operations, said. "While the historical element is fascinating, we're facing a decision on the hydro plant. Should we replace, rebuild or decommission?"

While the turbines do still function, their equipment is aging out. Getting parts



to repair them is an ongoing issue as they are no longer produced. The plant can only be operated manually, and

requires oversight when running. For the last two years, it has been off more than on. At its peak, the plant produced 2.5 million kWh (kilowatt hours) annually. Between the installation of the bladder dam and the ongoing low river levels, production has dropped to 500,000 kWh.

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## Announcing Whole Home WiFi

Whether you've got kids gaming, videos streaming or smart home devices all fighting for WiFi, chances are your coverage and speeds could be improved. Waverly Communications Utility customers will now have the chance to move to Whole Home WiFi, supporting WiFi 6.

"WiFi 6 is the next generation of WiFi, so it's faster and manages more devices more efficiently" said Jeff Magsamen, Waverly Utilities Telecom Director. "Our goal with Whole Home WiFi is to support the latest tech and provide improved coverage in your home."

The new Whole Home WiFi service includes:

- WiFi 6 compatible router
- App-based network management (CommandIQ)
  - Allows control over your home's WiFi; the power to turn off or schedule when devices can go online; and provide guest access to

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# ALWAYS CALL BEFORE YOU DIG

## End of an Era - Continued -

"Before we make any decisions, we need factual data," said Atkins. "We're currently working on arranging an engineering study to give us the overall perspective of the plant. Unfortunately, it's a challenge to even find a firm that works on plants like this. Our goal is to have data by the end of the year and present the options to the Board of Trustees."

## WiFi - Continued -

your network without giving up your password

- WiFi mesh extender (if needed)
  - Most routers cover a 2,000 square foot home. Extenders are recommended for larger homes.

Whole Home WiFi is available for \$10.40 per month. All current customers will remain on the existing WiFi 5 service at no extra charge, while new customers have the option to utilize the Whole

Home service or provide their own equipment for WiFi at no fee. Current customers can upgrade to Whole Home WiFi for the monthly fee.

"We're launching this program with new customers to allow us time to master the learning curve on the new tech, as well as manage demand," said Magsamen. "We continue to face supply chain issues for some equipment. We're doing our best to be measured and cautious while still remaining progressive for our customers."

## Did You Know? 10G coming by 2026

Waverly Utilities is pleased to announce they will be ramping up internet speeds from 1G to 10G by 2026.

"Since the beginning of our telecommunications utility, the guiding principle has been to remain progressive," shared Jeff Magsamen, Telecom Director. "As technology evolves, it's our mission to stay ahead of the curve and provide the best possible service to our customers."

By 2026, Waverly Utilities' top internet speed will be 10G rather than the current 1G.

This is in direct response to the continued increase of internet devices per household. The current industry average is 15 devices per home and that number is projected to grow. As households continue to increase their internet-

connected devices, more bandwidth is needed.

"We're phasing into the 10G, which allows us to spread the costs out and manage it reasonably," said Magsamen. "It also allows us to continue to support the current tech without overwhelming our staff and customers."



## STRATEGIC PLAN

The Waverly Utilities Board of Trustees and staff, along with customer input, have completed the 2022-2026 Strategic Plan.

You can view the plan here:  
[www.waverlyutilities.com/about/strategic-plans/](http://www.waverlyutilities.com/about/strategic-plans/)

2022  
2026

## Auto Pay Rewards



Congrats to **Carlos Mejia**, who won a \$25 bill credit for signing up for our Electronic Billing program! Congrats also to **James Infelt**, who won a \$50 bill credit for signing up for both Electronic Billing AND Auto Pay!

**Want to win too? It's easy!** Give us a call and we can help you get signed up. No stress, no deadlines – just set it and forget it. And each quarter in 2022, we'll be drawing lucky winners for \$25 or \$50 bill credits!

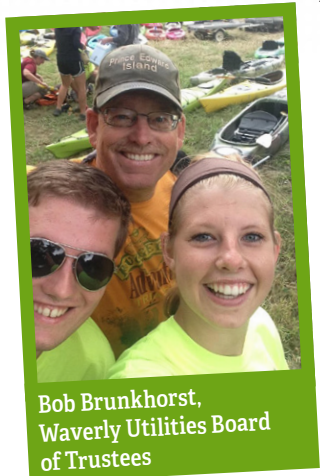
# Board Member Spotlight **Bob Brunkhorst**

My career experience: I've spent 32 years in Information Technology in the life insurance industry.

Community involvement: I've served 14 years in the Iowa Legislature and spent four years as Mayor of Waverly. I am currently the Finance Chair for the Bartels Lutheran Retirement Board, and have been on the Board for eight years. I've served on the Waverly Utilities Board for five years. I was Chair of the SPRC at Trinity United Methodist Church for three years.

Family & hobbies: My wife, Kris, is an instructor at Hawkeye Community College at the Adult Learning Center. We have two

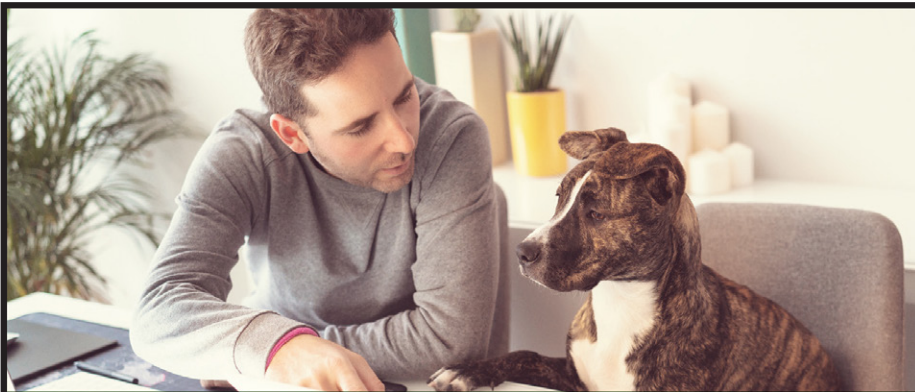
kids – Karalynn who is a nurse, and Zach, who recently graduated from Wartburg. I love to be outdoors and spend time kayaking, biking and hiking. My hobbies include Scouting, serving as a Friendship Family for three international Wartburg students and I am a member of Waverly's Sister City.



**Bob Brunkhorst,**  
Waverly Utilities Board  
of Trustees

My goals as a Waverly Utilities Trustee: My goals as a trustee are to improve our long-term capital planning; provide a voice of the customer; encourage

good governance policies in our operations and strengthen communication lines between governmental entities.



**DO YOU WORK FROM HOME?**  
YOUR DOG ASSISTING YOU IS FINE.  
DOGGONE SLOW INTERNET IS NOT.

**With Waverly Utilities' "Work From Home" package, you'll receive:**

- 1Gig Internet service
- WIFI router supporting WIFI-6
- WIFI mesh extender (if needed)
- Static IPv4 address
- Network-based security software
- Network management software
- Installation of 1 hard-wired Ethernet device
- **ONLY \$113.24 PER MONTH!**

**STEP UP TO HIGH SPEEDS FOR HIGHER PRODUCTIVITY WITH WAVERLY UTILITIES' NEW "WORK FROM HOME" PACKAGE!**  
**Call 319-559-2000 for an Internet upgrade today!**

## 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.

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**Mail this form to:**  
Waverly Utilities  
1002 Adams Parkway  
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

## Why do we perform system updates?

You may have noticed on Facebook we frequently share about upcoming system updates. To not disturb the majority of our customers, we perform the updates from 2AM-5AM. The periodic maintenance may cause a brief period of downtime to telecom services (phone, video and internet).

It is imperative we keep our system up-to-date in order to stay on the most stable version of software which provides feature enhancements, addresses software bugs and resolves security vulnerabilities.

## Behind the Scenes

Derek Leyen, Telecom Technician

**Where is your hometown?** Waterloo

**What was your job previously?** I worked at Maximum Sight & Sound as the Installation Manager for 20 years.

**What does your position entail?** I install Waverly Utilities communication services to customer's homes. I also splice fiber.

**When did you start at Waverly Utilities?** I started December 20th 2021.

**Tell us a little about yourself.** I am 44 years old, married for 22 years and have two children. I like working on old cars, riding my Harley, hunting and fishing.

**What is one unexpected fact about you?** I would love to take my son on a bear hunting trip with my bow and arrow someday.



## 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.

1002 Adams Parkway  
Waverly, Iowa 50677



## On The Lines



Marty Diesburg



Matt Dittmer

We acknowledged our two amazing engineers at Waverly Utilities during Engineers Week, February 21-25. Marty Diesburg, Senior Network Engineer, and Matt Dittmer, Network Engineer, make the telecom side of Waverly Utilities click. Thank you, Marty and Matt, for all you do!

## Board of Trustees

Chairman, Bob Buckingham  
Vice Chair, Jes Kettleson  
Trustee, John Baber  
Trustee, Bob Brunkhorst  
Trustee, Emily Neuendorf

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.

