



**Waverly**  
Utilities

# the Connection

Powering the color of life

2022 | Q3

## At a Glance

- \$1,000 Scholarship
- Celebrating Public Power Month!
- A Letter from the Trustees Chair
- Auto Pay Award Winners
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## Celebrating Public Power Month!

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 Waverly Utilities experiences 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.

- Continued on next page -

## \$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 by **December 31, 2022**. 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/](http://www.WaverlyUtilities.com/about/careers/scholarships/) or scan the code:



**ALWAYS CALL  
BEFORE YOU DIG**

**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 31 professionals 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.

*Read the above article for clues!  
Answers on the back.*



## ACROSS

2. Waverly Utilities celebrates \_\_\_\_\_ Power month every October.
7. Fewer customers per Waverly Utilities employee equals more \_\_\_\_\_ on customer care.
8. Waverly Utilities customers experienced 99.99% electric system \_\_\_\_\_.
9. Waverly Utilities \_\_\_\_\_ hundreds of hours to local activities and agencies.

## DOWN

1. Waverly Utilities is owned by \_\_\_\_\_!
3. Waverly Utilities employs 31 people from local \_\_\_\_\_.
4. Local \_\_\_\_\_ and management increase our level of safety in the field.
5. Waverly Utilities employees are your neighbors, \_\_\_\_\_ and working next door.
6. Local crews provide quick \_\_\_\_\_ times during emergencies.

## 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.

**PS Project Share**

**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

## 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](mailto:customer@iub.iowa.gov).



# A Letter from Bob Buckingham

## WU Board of Trustees Chair

We all have been frustrated with the price at the pump these days. Energy prices are way up! High prices apply not only to petroleum but also natural gas and coal. Those commodities impact the price of electricity. You can be confident that Waverly Utilities is doing everything it can to keep your electric rates as low as possible.

When you pay your Waverly Utilities electric bill, 80% of your payment covers the raw cost of the electricity. Waverly Utilities uses that money to purchase electricity from a Midwest wholesaler via a long-term contract. That long-term contract insulates Waverly Utilities from the short-term electricity rate market

fluctuations. That is especially good in times like this when market rates have doubled in the past year.



In the past ten years, Waverly Utilities' rates have been driven up because our wholesale contract prices have risen. No one has liked those rate increases. However, that same contract now provides some stability while the market is skyrocketing. If coal prices drop back down from their current highs over the next year, then Waverly

Utilities' wholesale rates should stay fairly consistent with overall inflation. There is a risk of longer-term high commodity prices however, that will have an impact throughout our economy.

The remaining 20% of your bill is spent here in Waverly making sure that

electricity flows to your house reliably. Twenty years ago, this local portion was 60% of your bill. Waverly Utilities staff has reduced this part of your bill to keep your rates as low as possible. Without those efforts, your electric rates would be almost 20% higher.

In my four years on the Waverly Utilities Board of Trustees, I have learned Waverly is very fortunate to have a local electric utility. Waverly Utilities contributes both financially and with volunteer hours to our local community. Waverly Utilities has consistently won awards for electric reliability ranking in the top 25% nationwide. Without Waverly Utilities, we would not have a state-of-the-art fiber optic network providing high-speed internet. We are currently working on ways to increase our use of sustainably sourced electricity.

**Thanks to our excellent staff for all they do to make Waverly a great place to live!**

## 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 Combined

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.

rewards



### Auto Pay Rewards Program

As a bonus for signing up with our automated system, we're giving away bill credits! Each quarter, we'll draw a name from our customers enrolled in e-billing. One lucky winner will enjoy a \$25 credit! Plus, we'll also draw from those customers in e-billing and auto pay combined, and that winner will enjoy a \$50 credit! Let us reward you for helping us be more efficient and environmentally-friendly!

## Auto Pay Rewards

Congrats to **Ellen Wedeking**, who won a \$25 bill credit for signing up for our Electronic Billing program!

Congrats also to **Katelyn Sherpe**, who won a \$50 bill credit for signing up for both Electronic Billing AND Auto Pay!

## We're Here to Assist!

**Did you know?** Customers with health issues requiring electrically-powered medical equipment should contact Waverly Utilities. We will give life support customers special consideration when planned outages occur in your neighborhood and alert our employees to your needs.

If customers have critical medical or communications equipment, it is important to be prepared with a battery backup or an alternative location to power it up.

**Please call (319) 559-2000 to let us know how we can assist you.**

**LIFE SUPPORT  
DO NOT UNPLUG**





## Behind the Scenes

Jarred Juhl, Journey Lineman

### Where is your hometown?

I'm a Waverly native.

### Where did you attend college?

I attended Northwest Iowa Community College in Sheldon, Iowa for powerline school.

### What does your position entail?

I construct and maintain the electric transmission and distribution system. I also repair electrical lines that are

damaged from storms, wildlife, human error, and equipment failure.

### When did you start at Waverly Utilities?

I started on July 29, 2003. This is my 19th year with Waverly Utilities.

### Tell us a little about yourself.

I was born and raised in Waverly and for the past 13 years I have lived on an acreage north of Waverly. I am married with 3 kids ages 6, 8 and 9. I enjoy camping, water skiing and going on side-by-side rides with my family.

1002 Adams Parkway  
Waverly, Iowa 50677



## On The Lines

Journey linemen Shawn Miller and Jim Baumgartner work to secure the powerlines before changing out a new powerline pole.



Public Power  
Crossword  
Answer Key  
**ACROSS**  
2. public  
7. focus  
8. reliability  
9. volunteers  
**DOWN**  
1. you  
3. communities  
4. control  
5. living  
6. response

## 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.

