



Waverly
Utilities

the Connection

Powering the color of life

2022 | Q4



At a Glance

- WU Warns of Higher Electric Bills
- Thin Ice Ahead
- Auto Pay Award Winners
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WU Warns of Higher Electric Bills This Winter

Waverly Utilities is cautioning utility customers of the potential for higher electric bills in the future as natural gas prices continue to stay significantly higher across the U.S. than previous years. The price of natural gas typically drives the overall price of electricity.

Waverly Utilities works with its wholesale power supplier, the Municipal Energy Agency of Nebraska (MEAN), to secure electric supply through regional wholesale power markets. MEAN has seen significant increases in power prices in these markets.

The market price for natural gas in the U.S. has steadily increased since 2020. Current prices are at the highest level since 2008. In 2020, the market spot price for natural gas was in the low \$2 per MMBtu range. Since then, it has risen at times to more than \$9 per MMBtu. Currently, natural gas prices are fluctuating between \$5-7 dollars per MMBtu and remain incredibly volatile.

The market price for natural gas is primarily impacted by the interplay between supply and demand. The current high market price is the result of a low supply/high demand environment. Natural gas storage levels remain significantly less than the five-year average. Primary factors include increased natural gas demand for electric power generation and exports to Asia and Europe.



Waverly Utilities Board of Trustees, during the November 8, 2022 board meeting, approved a 3% rate increase for 2023. The average residential customer will see a \$1.72 increase to their monthly usage charge. The effect of the increase on each customer's bill will vary

- Continued on next page -



With cooler temps coming on, Waverly Utilities would like to bring caution to your attention. The pond located next to our north plant, better known as the duck pond, will freeze in the winter. However, when our generators are running, please use caution while around or on the pond.

When the generators run, water runs through them to cool the engines off. The cooling water is then discharged on top of the pond. This process could make the ice unstable.

You will know Waverly Utilities is generating two ways:

- hear the generators running
- see the water being discharged onto the ice

Please use caution this winter and don't go on the pond when we are generating.



ALWAYS CALL BEFORE YOU DIG

- Higher Electric Bills... Continued -

depending on the month, the weather, and the extent of usage.

A rate modification will also adjust the current fixed customer charge by \$1.70. 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

Lowering electric bills through energy efficiency

The easiest way to reduce your utility bill is through energy efficiency. There are some low-cost, no-cost ways to reduce your energy usage, such as:

- Adjusting thermostats down a few degrees
- Ensure adequate insulation levels in your attic, ceilings, exterior and basement walls and crawl spaces
- Check for any air leaks around walls, windows, doors, light and plumbing fixtures, switches and electrical outlets
- Turn down the temperature on your hot water heater

to 125 degrees (or warm setting) and insulate it and your pipes

- Wash only full loads of clothing and use cold water as much as possible

MEAN energy efficiency programs

Waverly Utilities, in partnership with MEAN, also provides a suite of energy efficiency programs that offer cash incentives paid directly to customers to help cover the cost of energy efficient upgrades. The five MEAN programs include:

- Smart Thermostat
- Commercial LED Lighting
- Attic Insulation
- Cooling System Tune-Up
- High Efficiency Heat Pump

Rebates through Waverly Utilities include:

- Air Conditioner/Heat Pump
- Appliance Recycling
- Heat Pump Water Heater
- Spray Foam Insulation & Air Sealing
- Solar Water Heater



For more information on these programs, go to waverlyutilities.com/electric/residential/rebates.

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:

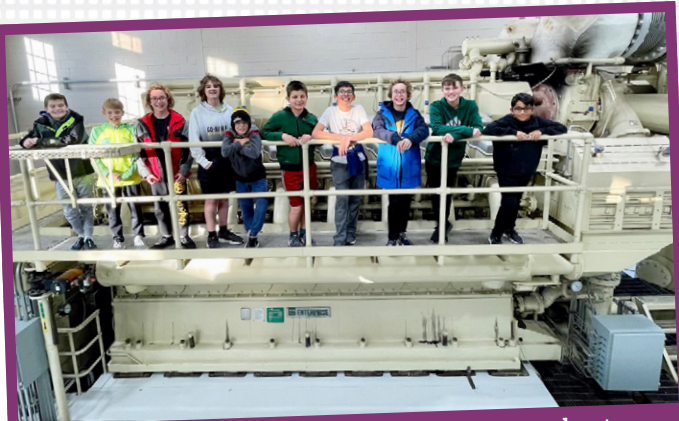
Waverly Utilities
1002 Adams Parkway
Waverly, IA 50677
319.559.2000

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.





Waverly Utilities was involved in the Waverly Winter Lights Parade.



The local LEGO League came to learn more about local public power and tour our generators.



Waverly Utilities hosted a Hotspot at the new Waverly Market during Waverly's Christmas Greetings on Main.



Waverly Utilities employees collected food for the Northeast Iowa Food Bank during the month of November. We are honored to give back to our community.



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**



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 **Josh & Heather Chesnut**, who won a \$25 bill credit for signing up for our Electronic Billing program!

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



Behind the Scenes

Chris Wedeking, Production & Substation Foreman

Where is your hometown? I'm from Clarksville.

Where did you attend college? I attended Hawkeye Community College and received my degree in Auto Mechanics.

What was your job previously? I was previously a mechanic at several dealerships in Waverly.

What does your position entail? I keep Waverly Utilities' generators maintained and ready to go in case of power outage.

When did you start at Waverly Utilities? I started in May of 2004.

Tell us a little about yourself. I enjoy hunting, fishing and going to my kids' school events. I have two children, Catilyn, age 14 and Cason, age 12, and have been married to my wife Christi for 18 years.

1002 Adams Parkway
Waverly, Iowa 50677



On The Lines

Journey linemen **Matt Kittleson** and Apprentice Lineman **Josh Hovenga** place holiday lights up and down Bremer Avenue.



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.

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.

