



Waverly
Utilities

theConnection

Powering the color of life

2023 | Q1



At a Glance

- CEO Wenzel to Retire
- Kiwanis Visit WU
- 10G Coming to Waverly
- Utility Pole Accident Safety
- Electric Vehicle Rebates
- Auto Pay Rewards Winners
- Behind the Scenes

CEO of Waverly Utilities Set to Retire

Darrel Wenzel, CEO of Waverly Utilities (WU), has announced his plan for retirement.

CEO since February 2014, Wenzel's last day at WU will be August 3, 2023.

"On behalf of the Waverly Utilities Board of Trustees, I want to thank Darrel for his great service to Waverly Utilities over the past 9 years," stated Bob Buckingham, WU Board Chair.

"Darrel has helped Waverly Utilities in many ways including establishing a highly successful communications utility. Waverly can be proud of its state-of-the-art fiber network that provides highly reliable, high-speed internet," shared Buckingham.

During his time with Waverly Utilities, Wenzel led the transition from Waverly Light and Power to Waverly Utilities when the utility added the



telecommunication services of internet, cable and phone. He also served as a board member with Municipal Energy Agency of Nebraska (MEAN), whom Waverly purchases their power from, as secretary/ treasurer.

"Darrel has also led the utility to a tremendous safety record without a single lost hour due to work-related injury over the last 1,500 workdays," said Buckingham. "He made sure the utility and its employees were one of the safest in Iowa."

The board will be determining over the next few months how to fill the utility leadership role.



Kiwanis Club Tours Waverly Utilities

In February, the Greater Waverly Kiwanis Club visited our facility, learning more about our electric and telecommunication services.



Waverly
Utilities



**ALWAYS CALL
BEFORE YOU DIG**

10 Gb Internet is Coming to Waverly

The drive to stay on top of changing technology has been a priority at Waverly Utilities for years.

“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 technology and service to our customers.”

In the telecommunications industry, that means building up infrastructure to provide the next level of internet speed – moving from 1 Gigabit to 10 Gigabits. At 10Gb, data speeds transfer at up to 10 billion bits per second.

“While the 10Gb level of speed is needed by a small segment of customers, we have pledged to stay on top of the trends,” said Magsamen. “That includes planning for future needs and offering attractive options

for residential and commercial clients who may need or desire 10Gb service.”

The average U.S. household contains 20 internet-connected devices, and that number is only expected to rise, according to a recent article in Forbes. The number of devices is one factor in providing additional bandwidth options for WU customers.

The WU Board of Trustees has approved a strategic plan to migrate the services up to 10Gb over the next 5 years. 10Gb service will be available throughout Waverly Communications territory by the end of 2024. As equipment ages out, WU crews will be updating the infrastructure in various quadrants around town.

“We’re phasing into the 10Gb platform, 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 Waverly Utilities staff and customers.”



“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

Life-Saving Information You Need to Know About Pole Accidents

Collisions with utility poles are often the result of extreme weather or unsafe driving, and can put lives at risk, cause major outages, and come with hefty price tags.



We recommend memorizing what to do in the event of a car-hit-pole accident, whether you are the driver, passenger or bystander.

- If your vehicle hits a pole or downed line, **STAY INSIDE**. The rubber tires will help insulate the vehicle from the ground

and keep an electrical current from flowing through the car or you. Even if a power line is not directly in contact with your car, the area near your car may be energized. Call 911 and shout to any bystanders to stay away from your vehicle.

- If you must leave your vehicle because of fire or other serious danger, wrap your arms around yourself and jump clear of the car, with your feet together. It's important that your body does not touch the ground **AND** the car at the same time.
- Once on the ground, shuffle away slowly, keeping your feet on the ground at all times. Electricity moves through the ground like a ripple. The voltage is highest closest to the line and decreases with distance. By keeping your feet together, you prevent one foot from landing in a higher voltage zone than

the other, making you a conductor for electricity.

- The same rules apply to those using construction or farm equipment. If your vehicle comes in contact with an overhead power line, stay in the cab and warn others to stay away until the line has been de-energized by a utility lineman.
- If you come upon an accident of this type, do not approach the vehicle. Stay in your car and call 911 for help.
- Watch this video to learn more important safety tips: <https://youtu.be/B7RVjEJQsTg>



Electric Vehicle Rebate New for 2023

- Rebate Amount: \$75 per customer address
- Both residential and commercial Waverly Utilities customers are eligible for an electric vehicle (EV) incentive
- Partially electric (Plug-in Hybrid) vehicles are eligible
- Only EV's that travel at speeds greater than 60 mph are eligible. Licensed or unlicensed vehicles such as electric golf carts and neighborhood electric vehicles (Polaris GEM, Peapod, etc.) are not eligible
- For more details visit www.waverlyutilities.com/electric/residential/electric-vehicle-information/ or scan the QR Code



Notice!



Effective 4-2-23, Waverly Utilities customers will be charged \$5.75 per transaction when paying their bill with a credit or debit card. This includes all AutoPay and recurring credit/debit card payments.

Waverly Utilities is committed to ensuring customers have a no-cost electronic payment method available. All electronic check (ACH) transactions, including automatic payments using a checking or savings account, are still FREE of charge. No action is required at this time; however, to explore your online payment options or make any changes, please visit our website at www.WaverlyUtilities.com

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 **Jim and Michelle Fischer**, who won a \$25 bill credit for signing up for our Electronic Billing program!

Congrats also to **Darlene Campanella**, 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

Eric Bearbower, Accounting Specialist

Where is your hometown? I was born and raised in Waterloo where I attended Columbus High School.

Where did you attend college? I attended Mount Mercy University in Cedar Rapids where I majored in Accounting and Finance and was a member of the baseball team.

What did you do previously? Before I came to Waverly Utilities, I worked

at VGM as a senior accountant in the Insurance Division.

What does your position entail? My position entails preparing the financial workpapers, processing semi-monthly payroll, completing weekly cash transfers, calculating monthly depreciation as well as assisting in other various projects.

When did you start here? I started at Waverly Utilities in September 2022.

Tell us a little about yourself. I am married to my wife Kara and we have 2 kids, Bailey (5) and Ben (2). I am a big baseball fan (Go Brewers!) and I enjoy playing golf in the summertime.

What is your favorite thing about working for Waverly Utilities? My favorite thing has been the people that I get to work with. Everyone is always friendly and willing to help if there is an issue.



1002 Adams Parkway
Waverly, Iowa 50677



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.

On The Lines

Communications technician/installers
Derek Leyen (L) and Greg Brase (R) prepare supplies for an afternoon of fiber installation.

