



Waverly
Utilities

the Connection

Powering the color of life

2023 | Q2



At a Glance

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Retirement Open House for Darrel Wenzel

The public is invited to join us for a retirement open house in honor of CEO Darrel Wenzel. Light refreshments will be served. Come celebrate Darrel's many accomplishments during his nine years with Waverly Utilities!

When: Monday, July 31 from 2 - 4 p.m.

Where: Waverly Utilities, 1002 Adams Parkway



Waverly Utilities Appoints Interim General Manager

Waverly Utilities (WU) has appointed an interim general manager as the current CEO, Darrel Wenzel, sets to retire.

The Board of Trustees announced June 26 that Curt Atkins accepted the position of interim general manager, effective August 4, 2023.

Atkins has been with Waverly Utilities for 19 years. He started his career with WU in February 2004 as the energy advisor and held the positions of energy service manager, director of customer service and currently is the director of operations.

"I am grateful to the Board of Trustees for the opportunity to challenge myself so I may continue to collaborate with the staff at Waverly Utilities and serve the community in my new role," said Atkins.



The position of interim general manager will primarily consist of the operations duties Atkins is currently responsible for as well as strategic responsibilities for all of WU, including strategic direction, maintaining an appropriate level of community and industry involvement, and managing the resources needed to effectively implement the Utility's plan to meet established short and long-term objectives.

"On behalf of the Board of Trustees, we are excited to name Curt to this position. He is a tremendous leader with a passion for the business and for serving Waverly," stated Bob Buckingham, WU trustees chairman. "We believe the creation of the General Manager position will drive efficient execution of our strategic plan and look forward to working with Curt and staff going forward."



**ALWAYS CALL
BEFORE YOU DIG**

Waverly Utilities Receives Three National Awards

Waverly Utilities (WU) has received national recognition for achieving exceptional electric reliability and safety in 2022. The recognition comes from the American Public Power Association (APPA), a trade group that represents more than 2,000 not-for-profit, community-owned electric utilities.

The American Public Power Association honored WU with a **Certificate of Excellence for reliable performance**, as shown by comparing WU's outage records against nationwide data gathered by the Energy Information Administration. WU is in the top 25% of utilities for System Average Interruption Duration Index, one of only five in Iowa to earn this certificate.



Apprentice Lineman **Josh Hovenga** with the 2022 Certificate of Excellence for reliable performance

“We are honored to receive this recognition and to continue the solid record of reliability our customers have come to expect from Waverly Utilities,” said Darrel Wenzel, CEO. “It is

a testament to the hard work of all our

employees to ensure that we keep Waverly powered.”

Waverly Utilities also earned the APPA's **Safety Award of Excellence** for safe operating practices in 2022. The utility earned first place in the category for utilities with 30,000-59,000 worker-hours of annual worker exposure.

“Waverly Utilities values our employee's and customer's safety,” stated Curt Atkins, Director of Operations. “WU employees maintain a top-notch utility safety program that takes a lot of hard work and commitment, and this award is a testament to our dedication.”

The third award comes from The Arbor Day Foundation naming Waverly Utilities a 2023 **Tree Line USA® City** in honor of its commitment to proper tree pruning, planting and care in the provider's service area.

Tree Line USA, a partnership between the Foundation and the National Association of State Foresters,



2022 WU Safety Committee Chair, **Chris Schaedig**

recognizes public and private utilities for pursuing practices that protect and enhance America's urban trees. Tree Line USA promotes the dual goals of delivering safe and reliable electricity while maintaining healthy community forests.

Waverly Utilities achieved the Tree Line USA recognition by meeting five program standards. Utilities must follow industry standards for quality tree care; provide annual worker training in best tree care practices; sponsor a tree planting and public education program; maintain a tree-based energy conservation program; and participate in an Arbor Day celebration.



The Tree Line USA award was presented to **Jeff Joerger**, WU Journey Lineman, by Kayla Lyon, Director of the Dept. of Natural Resources and Jeff Goerndt, State Forester

Smart TV Updates

Customers should ensure Smart TV software, apps and electronics are up to date in order to fix any problems and ensure the smooth running of your TV. You can set your TV to update automatically, saving you time on checking and updating software and apps.

Keeping your TV software up to date means you'll have the very latest features from manufacturers, that any bugs will be fixed, and to improve how the service works. Updating your device should be simple – you just need to follow the on-screen process.



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.

Auto Pay Rewards Program

rewards



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 **Wayne Albers**, who won a \$25 bill credit for signing up for our Electronic Billing program!

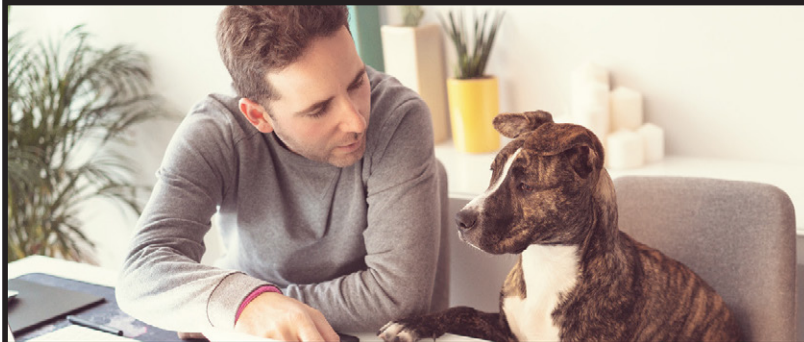
Congrats also to **Lacey Vandyke**, who won a \$50 bill credit for signing up for both Electronic Billing AND Auto Pay!

Waverly Utilities Received Highest Audit Opinion Possible

Waverly Utilities received the highest opinion possible on the annual audit report for the year ended December 31, 2022.

Waverly Utilities 2022 electric operating revenues were \$19,350,554. Electric operating expenses were \$18,027,126 (includes \$2,410,732 in depreciation expenses), and transfers to the City of Waverly of \$827,501.

A copy of the audit report is available for review at Waverly Utilities' as well at www.WaverlyUtilities.com. It will also be available at the Office of Auditor of State and on the Auditor of State's website at <https://auditor.iowa.gov/audit-reports>.



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

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!



"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

Behind the Scenes

Monica Welsh, Customer Specialist II

Where is your hometown? Waterloo

Where did you attend college? I attended Hawkeye Community College.

What did you do previously? I have been in communications for over 30 years. I started with Westmarc Cable, which was then purchased by TCI, which was then purchased by AT&T, and then Mediacom.



What does your position entail? Every day is different - from assisting customers to scheduling appointments, and taking calls when we have crazy weather that could affect our utility customers.

When did you start here? I started in February 2016.

Tell us a little about yourself. I have one beautiful daughter that is 20 years old and lives in Readlyn. My husband and I live

in Waterloo, where we built our home. We love boating and just being outside.

What is one unexpected fact about you? I am a huge animal lover. I have had pet ducks growing up, a flying squirrel, a Bambino Sphynx, and 2 rescue wiener dogs. If my husband would let me, I would have 10 more!

What is your favorite thing about working for Waverly Utilities? The employees and our customers.

1002 Adams Parkway
Waverly, Iowa 50677



Board of Trustees

Chairman, Bob Buckingham

Vice Chair, Jes Kettleson

Trustee, Bob Brunkhorst

Trustee, Jacqui Hansen

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.



Earlier this spring, **Amber Stephens**, WU Customer Service & Collections Supervisor, had the honor of assisting the **Trees for Kids** planting project in Waverly.

