



Waverly
Utilities

the Connection

Powering the color of life

2023 | Q4



At a Glance

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WU Out and About



Linemen **Josh Hovenga** and **Levi Gulick** place holiday lights up and down Bremer Avenue.



Amber Stephens, Customer Services & Collections Team Leader, and her daughter **Izzy**, ring the bell for the Salvation Army



Dave Cordes, Inventory & Maintenance Clerk, drove the truck in the Waverly Winter Lights Parade.



Lineman **Jeff Joerger** and communications tech/installer **Derek Leyen**, participated in the first annual Skilled Trades Career Expo hosted by Waverly Chamber of Commerce.

Did you Know? Power Outage vs. Power Blink



Have you ever been greeted by a blinking microwave clock upon getting home? Or have you noticed your lights blink during a thunderstorm? If you experienced these things, you probably wondered what's behind the occurrence.

Well, it's likely that there was a brief disruption to your electric service resulting from a blink or power outage. While a power blink and a power outage

both cause similar effects, they're not the same thing. Let's explore what these are and how they differ.

What is a Power Blink?

When your lights flicker briefly or power is briefly out, that's a power blink. Power blinks are brief service interruptions (less than 1 minute) caused by interferences in the electrical system. These interferences may come from damage created by small

animals on the wires, storms or tree branches rubbing against power lines.

Blinks are meant to prevent a longer power outage. The utility has protective equipment installed in both the substations and on the system to help detect these faults and attempt to give them time to clear.

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Alerts powered by



Smart911®

Alerts powered by Smart911 is the official emergency notification system used by Waverly Utilities to communicate with community residents during emergencies pertaining to your electric and telecommunication services.

Sign up now to receive alerts from Waverly Utilities via text message, email, and/or voice message.

- Add your address to receive geo-targeted alerts
- Indicate what types of alerts you want to receive including electric, telecom, emergency and more
- Indicate how you want to be notified by text, email, and/or voice message

This service is provided by Waverly Utilities at no cost to the public; however, message and data rates may apply depending on your provider and phone services. Please refer to your mobile phone's service plan for more information. Scan the QR code to create your free safety profile and sign up to receive emergency notifications.



Battery Back-up

If you have a battery back-up like the one pictured here, please call our office at 559-2000. They are now outdated and need to be recycled or replaced.

Why a Cable TV Bill Increases

It's almost exclusively due to rapidly climbing fees from TV networks.

For example, many TV Service Providers have seen over a **1,000% (!) increase in broadcast network fees** for ABC, CBS, NBC and FOX in the last 10 years.

Waverly Utilities works on your behalf, but it's not possible to completely absorb such high fees, forcing us to pass along the expense to consumers.



Cable TV is made up of several entities.

90%

of costs are controlled by seven media companies.

- Content Creators
- National Programmers
- Local Broadcasters

They create the TV shows and charge TV Service Providers for them. Networks like Disney/ESPN, Discovery, Turner, Viacom, ABC, CBS have immense negotiation

power, often requiring TV Service Providers to carry many or all of their channels. Because the Networks aren't based where we live, work and play, it's hard to realize that *they* are the ones driving much of the high cable TV costs.

Recently, some TV Service Providers have seen

demands for Fox News and Fox Sports increasing over 40% in a single negotiating period. **That's over 20 times the rate of inflation!**



TV Service Providers

Waverly Utilities uses physical fiber infrastructure to deliver a TV signal to your home or office.

TV Service Providers receive their signal from the national programmers and then send the signal to you and your neighbors' homes. TV Service Providers must count and pay for each subscriber who can access channels.

Much of the monthly costs are paid back to the national programmers, and local broadcast stations charge for access to their stations, too. What's left over doesn't even cover local operating costs such as labor, equipment, vehicles, etc.

While TV Service Providers work tirelessly to negotiate better options, the national programmers and local broadcast stations continue to force all customers to pay for as many channels as possible.

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

See what we're doing to keep TV affordable ----->

Power Outage vs. Power Blink *continued*

When a customer sees their lights blink, this is the line devices doing their job and a normal part of the system operation. **There is no need to report a blink to Waverly Utilities as it should resolve itself within a minute.**

What is a Power Outage?

A power outage is when your power is out longer than one minute and requires our lineman to be called to restore your service. This can also occur from storms, small animals, fallen trees and accidents. You can call into Waverly Utilities at 559-2000 to report an outage, however, we are most likely aware of it and are making plans to resolve the issue as quickly and safely as possible.

What We are Doing to Keep Your TV Affordable



Negotiating as a group -

Waverly Utilities is a member of the National Content & Technology Cooperative - we partner with many TV Service Providers to get better pricing.

Advocacy - Waverly Utilities continues to work with regulators to educate them on the harm these contracts do to rural America.

Education - Waverly Utilities also works to educate consumers about these issues - visit www.TVonMySide.com.

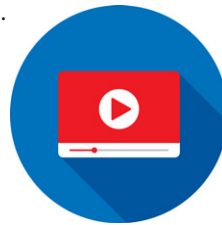


Let us help you find cost-effective alternatives.

At Waverly Utilities, we want our customers to have access to the TV programming they want - whether they receive that programming from us or from another source. Stop in and let us help you find the best solution for your needs.

Streaming - try a "streaming" TV service. Netflix, Hulu, SlingTV, DirecTV Now, and others offer great content for a low monthly fee. All you need is a High-Speed in-home Internet connection, a streaming media player like a Roku or Smart TV, and a service subscription. Ask us about our Internet speeds to maximize your streaming experience.

Good old fashioned antenna - if you're just interested in the locals, this tried and true technology can be a great fit. Plus, it's free other than the initial cost of the antenna.



What You Can Do to Help

Be Heard & Stand by Waverly Utilities

Stay informed and stand by Waverly Utilities. If we are forced to remove a network from your lineup due to rapid price increases from a broadcaster, switching to another provider only strengthens the content creators' power to negotiate. Contact your legislators and tell them you're tired of skyrocketing TV prices!

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



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

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

Prevent E-Bike Battery Fires in Your Home

As e-bikes spike in popularity, it's important to remember fire safety tips when charging the batteries.



Don't:

- Mix and match batteries or chargers
- Purchase aftermarket batteries
- Charge in extreme temperatures
- Use chargers with frayed cables
- Leave the charging e-bike unattended
- Keep the bike near flammable materials

Behind the Scenes

Mike Armstrong, Inventory and Planning Specialist

Where is your hometown? Waterloo

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

What did you do previously? I worked for Central Rivers AEA as a School Tech Specialist.



What does your position entail? Inventory (purchasing, stocking and managing) and managing security systems

When did you start here? August 21, 2023

Tell us a little about yourself. I have a wife, Holly and three kids: Ross, Blake and Rylie. We like to go camping and fishing. I like to watch the kids play sports and I play a little softball myself. I am an

avid Chicago Bears and LA Dodgers Fan.

What is one unexpected fact about you? I lived in LA half my childhood, and I love ranch-flavored Corn Nuts.

What is your favorite thing about working for Waverly Utilities? Everyone here has been awesome welcoming me.

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.

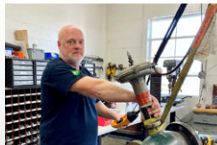
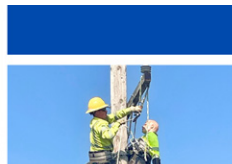
1002 Adams Parkway
Waverly, Iowa 50677



On The Lines

These are just some of the faces of **Public Power! Safe...Local...Reliable...Yours!**

- Linemen
- Engineers
- Meter Technicians
- Substation Mechanics
- Electricians
- Administration
- Finance
- Inventory & Planning



#PublicPower

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.

