

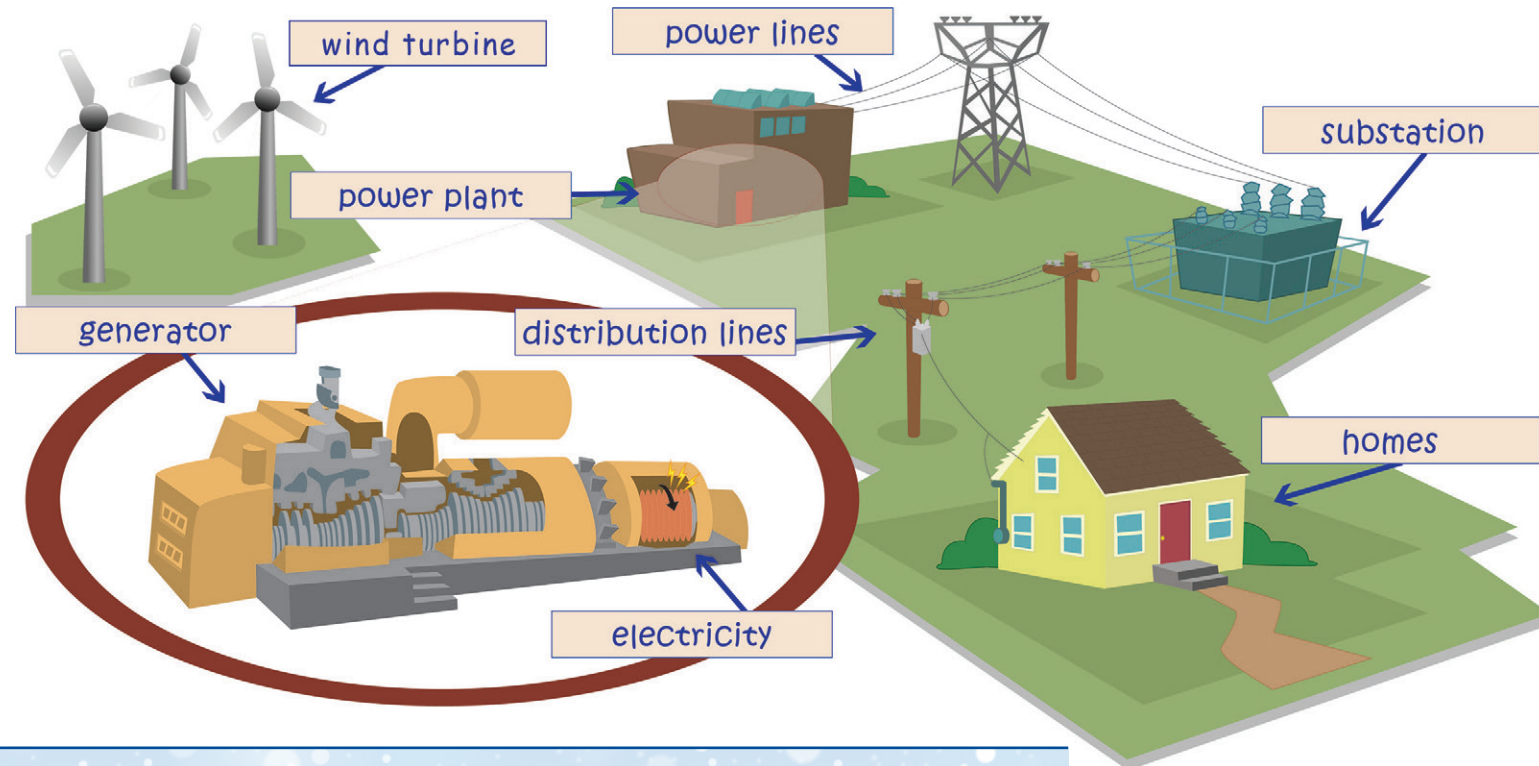
Do you know where your power comes from?

Waverly Utilities purchases the majority of your power from the Municipal Energy Agency of Nebraska (MEAN). MEAN is a wholesale electric supplier with 68 participants throughout Iowa, Nebraska, Colorado and Wyoming with Waverly being its largest utility.

By being a member of MEAN, Waverly Utilities benefits:

- Long term power supply stability
- Diversity of resources
- Rate stability
- Sharing of risks and rewards with other participants

"MEAN's ability to provide the energy and transport it to Waverly is extremely valuable in today's complex world of increasing rules and regulations," states Darrel Wenzel, CEO of Waverly Utilities. "There is an enormous amount of work involved in the process."



Winterizing Tips

Winter will be here before we know it! Here are some energy-efficient tips you can do this fall to prepare for the cold months ahead:

- Wood- and Pellet-Burning Heaters: Clean the flue vent and inside the fireplace with a wire brush to ensure your home is heated efficiently.
- Inspect your dryer's outdoor exhaust vent to be sure the hood flapper opens and closes properly. A stuck-open flapper can let cooler outside air into your home, which could become a major energy-waster when winter arrives.
- It's time to remove the window air conditioners for the winter. If they must stay in place, be sure to seal them with caulking or tape and cover them with an airtight, insulated jacket.
- At a minimum, change your air filter every 3 months. A dirty filter will slow down air flow and make your system work harder to keep your home comfortable thus wasting energy.
- Take advantage of heat from the sun! Open curtains on your south-facing windows during the day to allow sunlight to naturally heat your home, and close them at night to reduce the chill you may feel from cold windows.
- Switch your ceiling fans to spin clockwise, pushing the warm air down.
- Caulking and weather-stripping can reduce air leakage around windows. Use caulk for stationary cracks, gaps, or joints less than one-quarter-inch wide, and weather-stripping for building components that move, such as doors and operable windows.
- If your electric water heater was installed before 2004, installing an insulating jacket is one of the most effective do-it-yourself energy saving projects, especially if your water heater is in an unheated space.

What is the customer charge on your bill?

The customer charge is a fixed monthly charge that does not fluctuate with usage or consumption. This fee is intended to help cover the fixed costs of the utility (such as maintaining the distribution lines, transformers, meters, and bill coordination) that would not be included in the usage charges.



Board of Trustees

Chairman, Jere Vyverberg
Vice Chair, Emily Neuendorf
Trustee, Ann Seggerman
Trustee, Bob Buckingham
Trustee, Bob Brunkhorst

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.



1002 Adams Parkway
Waverly, Iowa 50677
319.559.2000
www.waverlyutilities.com



Waverly Utilities

theConnection

Powering the color of life

2018 | Q3

At a Glance

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- Meet Marty
- Cybersecurity Efforts
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- Where Does Your Power Come From?
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WU launches new payment options

Waverly Utilities has integrated the City of Waverly's water, sewer and garbage services into the billing process with electric and telecom services. As part of the integration, customer payment options have been expanded to provide more flexibility and convenience.

New options include:

- **Auto Pay**
 - Customers set up auto pay by filling out and returning the form (included in an August mailing to customers), which allows bills to be paid automatically on the due date. No additional fees are involved.
- **Invoice Cloud: Text, Debit, Credit**
 - Customers may set up an account online, which provides the ability to pay via debit or credit card, as well as view and receive electronic copies of invoices. Online billing may be created at: www.waverlyutilities.com/contact-us/pay-your-bill/
 - When using debit or credit cards, each transaction (up to \$500) is charged a processing fee of \$4.95 by Invoice Cloud. Debit or credit cards may be added in the online portal, as well as a request for text notifications when bills are due. Once approved by the customer, Invoice Cloud will charge the debit or credit card on file. Text messaging fees may apply from phone carriers.
- **Mail/Walk-ins: Checks, Cash, Money Orders**
 - Payments may be mailed to PO Box 806, Waverly, IA 50677.

- Checks or money orders may be dropped off (no cash please) in the drop box located just outside Waverly Utilities' main door at 1002 Adams Parkway. **Do not place payments into the mailbox by the road – that is outgoing mail to the Post Office!**
- Payments may be made in person at Waverly Utilities at 1002 Adams Parkway, with checks, cash, debit, credit or money orders from 8:00-4:30, Monday-Friday.

As part of Waverly Utilities' efforts to keep electric rates as low as possible, the Board of Trustees authorized implementing a \$1.00 charge for creating and mailing paper bills. This will go in to effect September 2018.

Customers may save the \$1.00 fee by agreeing to receive billing statements electronically. To sign up for paperless billing, register online through Invoice Cloud at: www.waverlyutilities.com/contact-us/pay-your-bill/.

As always, the customer service team is happy to assist with any questions: 319-559-2000.

Remember - payments are no longer accepted at City Hall!



Behind the Scenes

Meet Marty Diesburg, Senior Network Engineer

When did you start at Waverly Utilities? April 2016

What does your job entail?

I wear a lot of hats. I handle the planning and design of all

network components; help create the best way to offer new services to customers; and manage the complex needs of our business clients.

So are you more in the office or hands-on? It's a mixed position. I get to visit businesses and talk to the managers and IT staff about the best ways to make our services work for them. Then I plan it, set it up, install and maintain the system.

What's your favorite part? I really enjoy getting out and talking to customers. When you've got a great product to offer, you enjoy it. Fiber service is not available in every city; we're very lucky here. In fact, Iowa has more than any other state. The big communications companies didn't bring their fiber services here, so we built what was needed for our community.

Tell us a little about you. I live in Shell Rock, with my wife, Cheri. We've been married almost 30 years and have 2 daughters, Madison and Autumn.

What's one unexpected fact about you? I like woodworking. I like to build my own cabinets, and have built and donated a variety of projects to schools and fundraisers. It's relaxing to me, even when it's complicated! *And yes, like all IT professionals, his favorite phrase is: Did you try rebooting?*

Awareness and precautions key to cybersecurity



From the Russian interference in the 2016 election to potential attacks on the electric grid, we are becoming more familiar with the word

cybersecurity and all that it entails. Cybersecurity plans and programs are being implemented throughout the nation, including here in Waverly.

"At Waverly Utilities, we are concerned about cybersecurity on two levels," said Darrel Wenzel, CEO of Waverly Utilities. "Our first priority is keeping our customers' information secure. Our next priority is ensuring the proper measures are in place to protect essential systems."

Waverly Utilities utilizes SCADA (supervisory control and data acquisition) software to provide remote access throughout the distribution system. The software allows Waverly Utilities to monitor, gather, and process real-time data allowing staff to work more efficiently and respond to needs faster. However, it also means there is a chance for hackers to disrupt the energy supply.

"Waverly is a smaller utility with minimal impact on

the grid," Wenzel shared. "An attack on our system would not bring the entire electric grid down, but there is the potential for local disruption."

Through a grant from the American Public Power Association (APPA), Waverly Utilities underwent a complete cybersecurity audit in 2017. The assessment encompassed both the telecom and electric utilities.

The result was a comprehensive report with recommendations ranging from updating telephone software to adding fencing and cameras at substations. All the upgrades have been implemented including mandatory security training every 90 days for employees.

"10 years ago, this would not have been on our radar," said Wenzel. "But unfortunately cyber-attacks are becoming more common. With the recent upgrades, Waverly Utilities is considered secure and we will continue to stay vigilant in our cyber preparedness."

Mediacom Takes Another Rate Increase

According to a recent letter sent to customers, rates at our competitor will be going up yet again.



The purpose of this letter is to inform you that, on or about September 1, 2018, Mediacom will be implementing the following rate adjustments:¹⁹

Product:	Old Rate:	New Rate:	Net Change:
Xtream Bronze Package	\$159.98	\$169.98	\$10.00
Xtream Silver Package	\$179.98	\$189.98	\$10.00
Xtream Gold with HBO Package	\$199.98	\$209.98	\$10.00
Xtream Gold with Showtime/Starz Package	\$199.98	\$209.98	\$10.00
Xtream Platinum Package	\$219.98	\$229.98	\$10.00
TV Essentials 60 Triple Play Package	\$139.98	\$149.98	\$10.00
Family 60 Triple Play Package	\$159.98	\$169.98	\$10.00
Family 60 Triple Play with HBO Package	\$179.98	\$189.98	\$10.00
Family 60 Triple Play with Showtime/Starz Package	\$179.98	\$189.98	\$10.00
Family 60 Triple Plus Package	\$199.98	\$209.98	\$10.00
Additional TiVo Receiver	\$5.00	\$6.00	\$1.00
Internet 60 with 150 GB Data Allowance	\$34.99	\$39.99	\$5.00
Internet 60 with 250 GB Data Allowance	\$54.99	\$59.99	\$5.00
Late Payment Charge	\$8.50	\$10.00	\$1.50
Local Broadcast Surcharge	\$11.89	\$12.29	\$0.40

¹⁹ Depending on the terms of their offer, customers in certain promotional packages may not be impacted by the changes to the Xtream, TV Essentials or Family 60 packages until the conclusion of their respective promotional period.

Restart TV

Watch a show already in progress from the beginning.



Waverly Utilities is pleased to offer ReStart TV through their cable service. Available on almost all channels, ReStart TV allows customers to restart a TV program that is currently in progress, as well as go back 3 days to watch a program. Running a little late getting home to watch the news? Not a problem - restart the program from the beginning when you get home. Want to get more popcorn during a TV movie? Just hit pause. Or, if you are browsing channels and see a show you wanted to watch two days ago, just restart it!

ReStart TV benefits:

- Restart a TV program that is already in progress
- Rewind as far back as 3 days
- Enjoy flexibility with TV programs and schedule
- Restart an already-airing TV program with the press of a button
- Pause, rewind and fast-forward any TV program
- Save room on the DVR

Only \$3.95 per month – call today and add it to your cable package! 319-559-2000



"Restart TV is an awesome feature. I can restart any show I may have missed in the last couple days and be able to watch it." Chris Neuendorf, Waverly

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.

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.

Mail this form to:
Project Share
P.O. Box 616
Waverly, IA 50677

Yes, I'd like to help a neighbor with a tax-deductible contribution to Project Share.

Name _____

Address _____

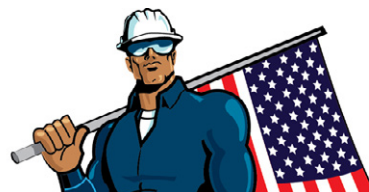
City _____ Phone _____

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

Waverly Utilities Celebrates Public Power in October!



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 throughout 2017, Waverly Utilities customers experienced 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.

We give back: We volunteer hundreds of hours to help support local activities and agencies.

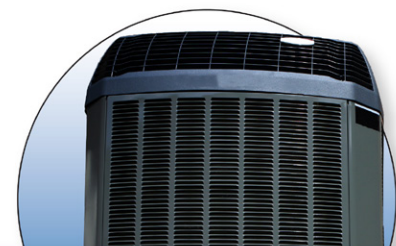
Employment & Control: Waverly Utilities in controlled locally by a Board of Trustees. This means you share local control on all our programs and services. We employ 27 people from local communities.

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.

Commitment to conservation: Public power has a strong environmental track record and robust energy conservation programs. Since 1992, Waverly Utilities has helped customers save 12,432,815 kWh – enough to power 942 homes annually.

Air Source HEAT PUMP REBATE



A heating system that uses the outside air to heat your home in the winter and can be reversed to cool your home in the summer!

Visit waverlyutilities.com for more information about Air Source Heat Pump and other Waverly Utilities rebates.



Switch to Waverly Utilities and SAVE!

- 100MB Double Play \$133.40
- 100MB Triple Play \$158.35



Sign up today at
www.WaverlyUtilities.com
and start saving!



On The Lines

Waverly Utilities staff and their families were excited to march in the Heritage Days parade.

