



Waverly
Utilities

the Connection

Powering the color of life

2019 | Q1



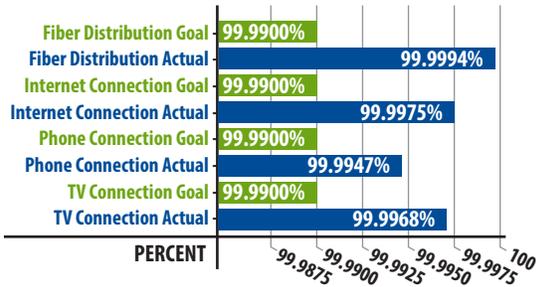
At a Glance

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Reliability: A High Priority for Waverly Utilities

When Waverly decided to expand into the telecommunications industry, reliability was identified as a critical priority.

“We knew our telecom service had to be as reliable as our electric service,” said Darrel Wenzel, CEO of Waverly Utilities. “For our customers, that translates into 1) keeping your service online and 2) having fast response times to resolve your issue. We do our very best to make sure that happens in minutes, not days.”



“Our reliability is directly related to having qualified staff on hand whenever an issue arises,” said Wenzel. “We have five field technicians available to maintain and respond to any issues, all dedicated solely to our service area. When you add that high level of service to our local support team and competitive pricing

and packaging, we feel we stand out from the competition.”

Keeping with the theme of reliability, the electric utility has seen its share of attention as well. The switchgear replacement that was recently completed comes with numerous new safety upgrades and a long lifespan.

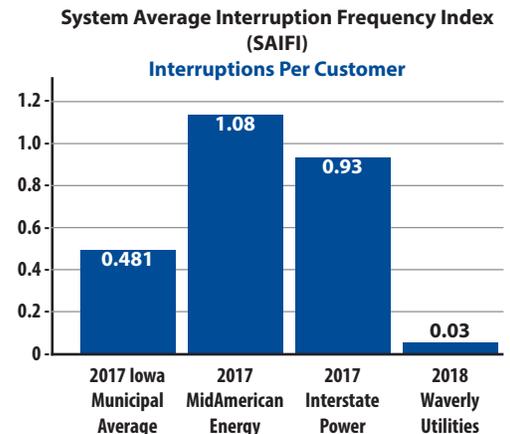
“The previous switchgear was 60 years old. Every time we replaced a breaker, employees had to wear arc flash protection gear so they would not get accidentally burned or shocked. The new system is self-contained, resulting in less risk for our linemen. That is a critical benefit for us.”

While the old switchgear was still functioning, failure could have occurred at anytime. The replacement cost of \$600,000 was budgeted and planned for several years. Wenzel considers it the type of investment that safety and reliability-conscious utilities need to make.

“When your service is consistently reliable, people do not always understand or value how important that truly is,” shared Wenzel. “Before I was in the electric industry, I lived in a community that experienced frequent electric outages typically caused by windy or rainy weather conditions. The City Council went to the area utility company and was informed the community was not scheduled

for an upgrade for seven years. Unfortunately, the community had no control over the electric utility’s decisions and had to endure the poor service. It was highly frustrating. As a municipal, community-owned utility, Waverly citizens make these decisions. Even with the snowstorms this winter, our outages have been minimal. We continue to maintain and upgrade our infrastructure, allowing us to keep reliability as a top priority for Waverly.”

Based on the latest Federal EIA-861 report, WU is doing very well compared to area competitors. Interruption indices were significantly lower than other utilities in our area, as shown below. Statistics are from the Energy Information Administration annual report.



ALWAYS CALL BEFORE YOU DIG

9 Great Reasons to Switch to WU for Internet, Phone and TV

We believe our telecommunications offerings and customer service are second to none. But don't take our word for it... Here's how our telecom team feels about working at WU:



Monica Welsh, Customer Service Specialist II

"I love it when a customer stops in to pay their bill and they say how great their service is now that we offer Communications. Other providers cannot compare to our speed, reliability and customer service."



Matt Dittmer, Network Engineer

"It feels good to provide Waverly with the next generation of internet connectivity."



Jeff Magsamen, Telecom Director

"We work hard to be the best option for Waverly residents. W-SR K-12 schools have the capacity and speed they need; Wartburg College has reliable internet capacity at a reasonable rate; small and large businesses have internet and phone capabilities to meet their growing needs; Waverly residents and under-served rural sections of our community have expanded broadband choices."



Marty Diesburg, Senior Network Engineer

"I enjoy the people I work with tremendously. It's great to work with people that are respectful of their team and their customers. It is awesome that our network is all fiber! That allows us to keep up with the speeds our customers need, now and in the future."



Jeff Kraft, Telecom Supervisor

"I really enjoy working for Waverly Communications Utility, getting to work with great people and bringing the wonderful community of Waverly, and our surrounding area, a much-needed service. Customers really appreciate the great speeds, sharp HD pictures and our prompt customer service is second-to-none."



Vince Bauer-Fisher, Communications Technician/Installer

"We are local - neighbors taking care of neighbors."



Amanda Merkes, Customer Service Specialist II

"Working in the front office allows me to build connections with our customers."



Greg Brase, Communications Technician/Installer

"I enjoy working for the people in Waverly, giving them good, reliable service. I like the fact we use fiber-to-the-home where the temperature does not cause issues and there's no copper to corrode."



Jen Weber, Customer Service Coordinator

"I am proud of our customer service department. They do an excellent job at delivering over and above expectations to help our customers."

Still not sure? Here are 9 more reasons to consider switching to WU:

1. Local customer service: See those smiles? They're here to serve you!
2. Savings: Our standard rates are lower than the competition.
3. Reliability: How does 99.99% up-time sound?
4. No data caps, contracts or installation fees: No limits here!
5. Number of jobs provided: Your choice directly supports these 9 employees and their families.
6. Benefit to local economy: Besides the jobs created, WU paid the city over \$44,000 in 2018 for franchise fees, putting money directly back into Waverly.
7. In 2018, Waverly Communications Utility paid the electric utility \$314,000 in lease and interest payments.
8. Community support: From food drives to bell ringing, WU employees are proud to volunteer in our community.
9. The power of numbers: Join your 2,400+ friends and family and switch today!

Ready to join them? Call us today and let us show you the WU service difference: 319-559-2000

The Email Question

The most frequent question about switching to WU we get from new customers concerns their email.

"I've had the same email from my current provider for many years and don't want to lose it if I switch. What do you suggest?"

We understand your concern. The best advice we can give is to plan ahead. We suggest signing up for a free gmail or a hotmail account. Once that is complete, notify your friends/family that your email address has changed, however, do not cancel your current email. You can forward emails from your current account to your new gmail/hotmail address to make sure you don't miss any messages. After a month of forwarding and notifying everyone your address has changed, you can then drop your current provider, sign up for Waverly Utilities and continue to use your new address.

HEAT PUMP WATER HEATER



REBATE
\$400
REBATE
per water heater

Visit waverlyutilities.com for more information on Energy Efficiency 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:
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

TELECOM: 2018 BY THE NUMBERS

99%

Service availability: **99.99%**



Wildlife chewing on fibers caused the longest outage in 2018



Customer breakdown



2,165 residential

250 commercial

99%

99.9% retained, satisfied customers

680

FREE

installations completed

Customer Connection

Myron & Janet Destival

We had two great guys come hook up our internet and video. They were awesome helping us understand all the bells and whistles that we can do with our TV! They were very enjoyable to have help us! We're so glad we switched because we are saving money and have a better product. It's fun doing business with people like that – Waverly Utilities is a 5 star rating!!



Scholarship Winner

Congratulations to our 2019 scholarship winner Carter Herbst! Soon to be attending Northwest Iowa Community College in Sheldon, IA, Carter will be majoring in Power Line Technology to become a lineman. Best of luck, Carter!



Community Involvement – On The Line

Waverly Utilities' employees and board members supported local events over the holidays by participating in Christmas Greetings on Main and ringing the bell for the Salvation Army. Waverly Utilities collected \$1,151 in an 8-hour time-frame, setting a local Waverly record for the Salvation Army.



Behind the Scenes

Meet Ben Hartman, Journey Lineman

Where is your hometown?

Britt, Iowa

Where did you attend college?

Northwest Iowa Community College (in Sheldon)

What made you want to become a lineman?

Growing up, I worked a lot of construction jobs during the summer and built grain bins so I knew fear of heights wasn't a problem. After hearing about the power line program in Sheldon from a family friend, it sparked my interest and I decided to make it a profession.



What is your favorite part of your job? Being outdoors and consistently doing different jobs.

Tell us a little about yourself.

I live south of Waverly. I'm married to my wife, Chaz, and we have a two-year-old son, Dane, and our dog, Duke. I like to stay busy in my free time doing anything outside. I enjoy traveling and visiting family in Colorado.

What is one unexpected fact about you?

I enjoy cooking and entertaining friends and family. A family member always said as his guest, you won't leave my house hungry or thirsty, and I like to implement that in my house as well.

1002 Adams Parkway
Waverly, Iowa 50677



A Word from our Board Chairman

When I think of Waverly Utilities telecom services, three words come to mind; fast, reliable, local.

Fast - We have had Waverly Utilities internet and video services in our home for over two years. I have become spoiled by the speed of the internet feed. I find that when I travel and must use other internet providers, I am now impatient with their speed.

Reliable - Waverly Utilities has a long track record of reliable electricity delivery. Even in the most extreme weather conditions (winter ice storm, summer floods), WU has kept the electricity flowing. Waverly Utilities takes great

pride in that reliability and it has been carried over to the telecom services.

Local - Waverly Utilities is a very valuable asset for our community. There is great value in keeping our dollars local. Waverly Utilities has invested back in Waverly in ways that major for-profit conglomerates cannot.

Waverly is the envy of many other communities who wish they had local service and local control of their utilities!

Bob Buckingham,
Board Chairman



Board of Trustees

Chairman, Bob Buckingham
Vice Chair, Emily Neuendorf
Trustee, Bob Brunkhorst
Trustee, Gaylan Brunssen
Trustee, Ann Seggerman

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.

