



Waverly
Utilities

theConnection

Powering the color of life

2019 | Q2

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Homeland Security Loses Internet Connection; Waverly Utilities to the Rescue!

On Thursday, March 21 at noon, fiber located under the Cedar River and owned by another carrier was damaged, causing connectivity to the Waverly Law Center to go down.

The Iowa Communications Network (ICN) connection to the law center is used for Homeland Security. All 911 cell phone calls to the Bremer County Law Center and access to NCIC (National Crime Information Center) were unavailable.

Waverly Utilities (WU) was notified on the afternoon of Friday, March 22 and was asked by the other carrier for assistance. While a temporary back-up plan was in place to handle calls, the other carrier was unable to resolve the issue on their own.

"It was during a high water event, so between the cold and the high water,

safety was a primary concern with repairing or replacing the existing connections," explained Jeff Magsamen, telecom director at WU. "Since the original fiber runs underwater, we were brainstorming all sorts of options to fix the problem." Waverly Utilities offered a solution to use their fiber infrastructure as WU has existing fiber in place to access the law center.

WU was able to isolate the issue and resolve the problem, with assistance from the IT departments at W-SR schools and Bremer County, on Friday night. The problem required both physical and virtual networking. All services were fully restored by 10 a.m. Saturday morning.



"These were critical communication services, and our guys worked all night to fix that issue – even though it wasn't ours! We feel no other communications company in Waverly would have had the flexibility to move as quickly and to establish connectivity," stated Jeff. "Thanks to our engineers Marty and Matt for working through the

issues on a critical service."

Waverly Utilities will be reimbursed for their time and material.



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ALWAYS CALL BEFORE YOU DIG

How Fast is Fast Enough?

Way back in 1998, the only option was dial-up Internet. The very best connection you could hope for was 56 Kbps, or kilobytes per second. Downloading one image could take a long, long time. Streaming music or videos was not even a glimmer of a possibility. If you wanted to download a two-hour movie, it would have taken 213 hours or almost 9 days (assuming you don't get kicked off and have to restart!)

Fast-forward about 20 years, and here we are. Fiber optic broadband is the next evolution of connectivity, and no one is interested in any speed measured in kilobytes. Instead, customers are looking for access to information at literally the speed of light.

"Who would have thought we'd ever be at this point?" said Jeff Magsamen, telecom director. "While dial-up doesn't seem that long ago, we continue to hit new peaks of Internet usage. Everyone is hungry for more access."

Waverly Utilities is leading the way by offering 10Gb speeds, a blazingly-fast option that allows for instantaneous connections.

"With our fiber network, we have the capability to offer 10Gb to any customer – however, it does come with some upfront costs," explained Magsamen. "And for the majority of our users, it provides much more speed than they will ever need."

Currently, Wartburg College is the first WU customer utilizing the 10Gb option. With hundreds of users online, all streaming and gaming at the same time, it was the perfect solution.

"As we all continue to add devices to our homes and lives, the demand for bandwidth just keeps growing," said Magsamen. "WU is dedicated to staying ahead of the curve and offering solutions that fit your needs, whether you're checking email once a week or spending hours a day online."

Did you know?

Internet speeds are most commonly measured in bits per second (bps). All data

(email messages, pictures, etc.) are made of small chunks of data named bits, so bits per second is a useful measure. If you put 8 bits together, you get a Byte. Bytes are the standard measurement of data nowadays. Pictures are often megabytes (MB) in size and movies are gigabytes (GB) in size.

Waverly Utilities Honored with National Awards

Waverly Utilities (WU) was recently awarded three national awards for reliability, safety, and tree care.

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 one of only three in Iowa to earn this certificate.

"We're pleased to continue the solid record of reliability customers have come to expect from Waverly Utilities. It's what sets us apart from other electric providers," said Darrel Wenzel, CEO. "When our crews are able to restore power as quickly as possible, everyone benefits. That's why we believe in Public Power."

Waverly Utilities also earned the American Public Power Association's Safety Award of Excellence for safe operating practices in 2018. The utility

earned first place in the category for utilities with 30,000-59,000 worker-hours of annual worker exposure.

"We value safety at Waverly Utilities," stated Curt Atkins, Director of Operations.

"Safety for our employees, customers and the community benefits us all. This award is a testament to the hard work that goes into ensuring that our team members go home safe to their families every day."

Waverly Utilities was also recently honored with the 2018 Tree Line USA Award at the 29th Annual Community Forestry Awards Luncheon

in Des Moines. The award was presented by the Arbor Day Foundation and the Iowa Department of Natural Resources.

"The Tree Line USA award is a symbol for utility companies who have made a commitment to the management of trees," said State Forester Jeff Goerndt. "Waverly Utilities has provided an outstanding example for other Iowa utility companies, by enhancing our forest resources and demonstrating the great value of trees."

2018 WU Safety Committee Chair, Jeff Kraft



WU received the award for meeting the five minimum requirements, including quality tree care, annual worker training, tree planting and public education, a tree-based energy conservation program, and an annual Arbor Day celebration.



Spoofing 101

What is spoofing?

- Spoofing is the act of disguising communication from an unknown source as being from a known, trusted source.

What can be spoofed?

- Emails, phone calls, and websites. Or it can be more technical details, such as a computer spoofing an IP address, Address Resolution Protocol (ARP), or Domain Name System (DNS) server.

What does spoofing target?

- Your personal information such as Social Security numbers and account numbers. It can also spread malware and viruses.

How do I protect myself from a spoofing attack?

- Examine incoming communication to determine if it's legitimate. Many times, emails will have poor spelling, incorrect grammar or unusual sentence structure.
- Website addresses may be similar. The spelling can be slightly changed to trick a visitor who is not looking closely.
- Don't click on unfamiliar links or download unfamiliar/unexpected attachments.
- Don't take phone calls at face value. Be wary of the information the caller is requesting. Google the phone number presented on the caller ID to see if it's associated with scams.


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, 2018.

Waverly Utilities' 2018 operating revenues were \$19,906,689. Operating expenses were \$19,030,201, and transfers to the City of \$864,984. Operating expenses include \$2,122,530 in depreciation expenses.

A copy of the audit report is available for review at Waverly Utilities' Department of Finance or at www.waverlyutilities.com. It is also available at the Office of Auditor of State and on the Auditor of State's website at <http://auditor.iowa.gov/reports/index.html>.


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

Your Voice Matters

How is our customer service? Are we exceeding your expectations or not quite there? We'd love to hear from you.

In mid-July, 2,500 randomly-selected customers will be sent a customer service survey about Waverly Utilities. The survey, conducted by Strategic Marketing Services at UNI, can be completed either online or by filling out and mailing in the form.



As a thank you for your time, those who fill out the survey will be entered into a drawing for an iPad.


"It's important to Waverly Utilities to hear the voice of our customers," stated Jen Bloker, Director of Marketing & Public Information. "We want to learn if we are meeting your needs with our current products and services, as well as determine our service quality and our overall perception."

The study is designed to improve and foster customer relationships, track improvements and deficiencies in offered services and products, and to facilitate improvement initiatives.

"As a public power municipal utility, your voice matters to us," said Bloker.

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Behind the Scenes

Jeff Strickler, Meter Department Foreman

Where is your hometown?

Nora Springs/Mason City

How long have you worked for Waverly Utilities? 29 years. I started January 2, 1990.

What do you do at WU? I am the meter foreman. I maintain and test all metering equipment and maintain the traffic system for the City of Waverly.

What is your favorite part of your job? I enjoy the technology and mathematics part of the job.



Tell us a little about yourself. I enjoy being outdoors with nature.



Waverly, Iowa 50677
1002 Adams Parkway



Landscaping Tips

While planning your spring landscaping and building projects, please remember these important tips:

- Keep fences, shrubs and trees away from transformers in your yard. By doing so, our crews can easily get to the transformers to efficiently restore power during an outage and to perform preventive maintenance.



- When constructing a deck, an addition to a home or other improvements, please be aware of the location of the electrical meter and meter socket. Waverly Utilities employees need to be able to read, remove and perform meter testing as well as open the meter socket and work on the incoming electrical wire feeding the meter socket.



Board of Trustees

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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.

