



Waverly
Utilities

the Connection

Powering the color of life

2019 | Q4

At a Glance

- Energy-efficient Incentives
- Christmas on Main: Dec. 12
- Easy Bill Pay Options
- Announcing Auto Rewards Program
- Warning: Thin Ice!
- Behind the Scenes
- On the Lines



Energy-efficient updates could mean money in your pocket!

With winter approaching, Waverly Utilities, in partnership with its wholesale electric power supplier, the Municipal Energy Agency of Nebraska (MEAN), provides financial incentives for a variety of upgrades.

Doing some home remodeling? Consider upgrading your attic insulation. **The Attic Insulation Program** provides cash incentives of \$0.15/per square foot with a maximum incentive of \$300 per existing residential dwelling for attic insulation. Information regarding upgrading insulation in a residential home can be found at the U.S. Department of Energy's website: www.energy.gov.

The program is one of four energy efficiency programs offered through Waverly Utilities in partnership with MEAN. Each program provides cash incentives for homeowners to make energy efficient upgrades.

Here is a rundown of the additional three programs:

- **Smart Thermostat Program**
Provides a cash incentive of up to \$100 paid directly to residential customers to help cover the cost of installing a qualifying smart thermostat.
- **Cooling System Tune-Up Program**
Provides a \$30 cash incentive to residential homeowners who have their cooling system tuned up by a HVAC contractor, regardless of what type or age of cooling system (air conditioner/air or water source heat pump).
- **Commercial LED Lighting Program**
Provides cash incentives paid directly to commercial customers to help cover the cost of lighting upgrades and replacements.

All four programs are available to customers of Waverly Utilities. For more information on each program, contact us or visit www.nmppenergy.org/mean to download program guidelines and application forms.



You can save TWICE by properly disposing of appliances.

- Your monthly energy use could decrease along with your bill
- We will PAY YOU to properly dispose of old appliances.

Visit waverlyutilities.com for more details!



◀ **Waverly's Christmas on Main is this Thursday, Dec. 12.** Come enjoy our downtown and see Santa in our truck!

Congrats to Robert Prose ▶

for winning the 2019 Customer Service iPad drawing! We greatly appreciate everyone who filled out our customer service survey and will be using the data to better serve you.



Billing and payment options to make your life...

easy



Traditional Mail

Receive a bill in the mail and pay with a check or money order. There is a \$1 fee for a paper billing statement.

easier



Electronic 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. Sign up for electronic billing at www.waverlyutilities.com/contact-us/pay-your-bill/

easiest



Electronic Billing & 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.

To sign up for Auto Pay, please fill out the form on the next page, attach a voided check and drop-off or mail to Waverly Utilities.

Then sign up for Electronic Billing at www.waverlyutilities.com/contact-us/pay-your-bill/.

It truly is the **easiest** option!

rewards



Electronic Billing & Auto Pay 2020 Rewards Program

As a bonus in 2020 for signing up for Electronic Billing and Auto Pay, we're giving away bill credits! Each quarter, we'll draw a name from our customers enrolled in electronic billing. One lucky winner will enjoy a **\$25 bill credit!**

Plus, we'll also draw a name from those customers enrolled in Electronic Billing AND Auto Pay combined, and that winner will enjoy a **\$50 bill credit!**

Let us reward you for helping us be more efficient and environmentally-friendly!

Warning: Thin Ice!

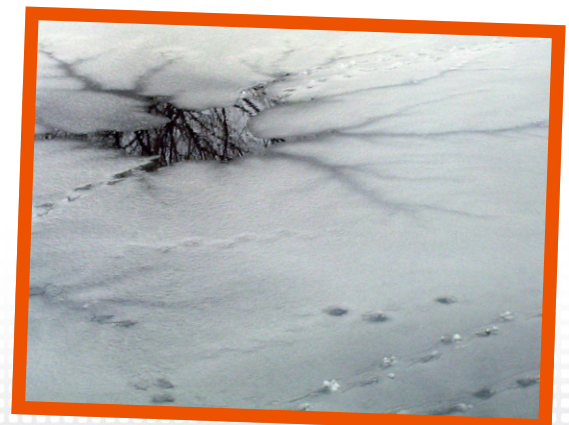
With cooler temps coming on, Waverly Utilities would like to bring caution to your attention. The pond located next to our north plant, better known as the duck pond, will freeze in the winter. However, when our generators are running, please use caution while around or on the pond.

When the generators run, water runs through them to cool the engines off. The cooling water is then discharged on top of the pond. This process could make the ice unstable.

You will know Waverly Utilities is generating two ways:

- hear the generators running
- see the water being discharged onto the ice

Please use caution this winter and don't go on the pond when we are generating.





AUTO PAY

The convenient, easy way to pay your monthly utility bill!

What is AUTO PAY?

Auto Pay is a free automatic payment service that saves you time, effort, and postage.

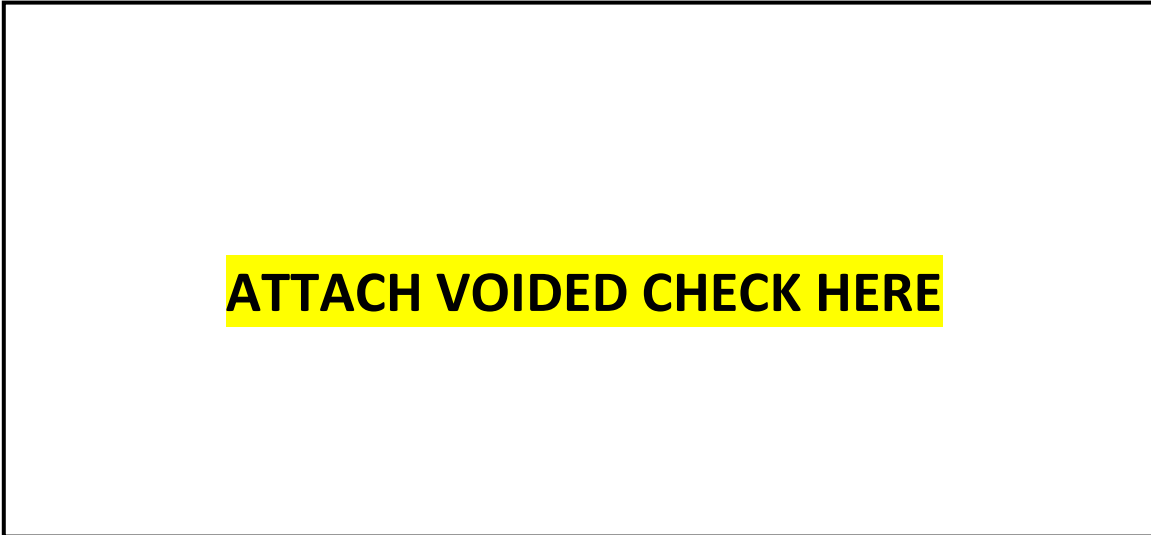
How does AUTO PAY work?

You will continue to receive a copy of your utility bill each month before your automatic payment is made so you'll know exactly how much your financial institution will be withdrawing from your bank account. The balance due on your utility bill will automatically be paid to Waverly Utilities on your payment due date.

How do I sign up for AUTO PAY?

Complete the information below then mail or bring it to the Waverly Utilities' office. Be sure to include a voided check or a letter from your financial institution referencing your account information.

Sign up today to begin enjoying the benefits and convenience of Auto Pay!



ATTACH VOIDED CHECK HERE

Name on Debit Acct _____ Telephone _____

Address _____ Customer # _____

City _____ State _____ ZIP _____

I authorize **WAVERLY UTILITIES** and the financial institution referenced on the above voided check to initiate variable entries to my checking account on the due date each month for payment of the balance due on my utility bill. This authority will remain in effect until **WAVERLY UTILITIES** has received notification from authorized parties to terminate this payment arrangement and has had a reasonable opportunity to act on it. I agree that I remain obligated to pay for utility services in the event that a charge to my account is dishonored, for whatever reason, and that **WAVERLY UTILITIES** retains its normal collection rights. Any dishonored payment, for whatever reason, will result in Auto Pay on my account being cancelled. I am aware that a copy of this arrangement is available upon request.

Signature _____ Date _____
(required)

Complete this form and return it with a voided check to:
WAVERLY UTILITIES | 1002 Adams Parkway | Waverly, Iowa 50677

Behind the Scenes

Amber Stephens, Team Lead of Customer Service & Collections

What's your hometown?

Allison, Iowa

Where did you attend school?

I received my Bachelor of Arts in communication studies at the University of Northern Iowa.

Share a little about yourself.

I've been married to Chris for five years and we have a beautiful 3-year-old daughter Izzabella. We currently live in Evansdale. As a family, we love to do anything outside, including summer bike rides as well as travel and spend time with



family. I previously worked at Waterloo Water Works in residential billing and customer service.

How long have you worked at Waverly Utilities and what does your job entail?

I've worked here for 2.5 months. In my job, I focus on customer service, billing and collections.

What is your favorite part of your job so far?

I really enjoy meeting our customers and getting to know them better.

What's an unexpected fact about you?

I enjoy holistic, all-natural health and wellness learning.

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



CHRISTMAS *entertainment* LOADING...

ENJOY FASTER, MORE FESTIVE INTERNET

Sign up for speeds up to 10Gb!
Ask us for details today.

On The Lines

Waverly Utilities employees and family volunteered at the Waverly Recycling Center this fall. Thanks Vince, Darrel, Krista, Barb and Darwin! #PublicPower #CommunityPowered



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.

