



**Waverly**  
Utilities

# the Connection

Powering the color of life

2024 | Spring/Summer



## At a Glance

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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.



## Watch TV Anywhere!

Watch your favorite programs anytime and anywhere on your mobile devices, tablet or other streaming device with **NO** additional cost. With TV Everywhere, access up to 50+ apps or online networks included with your Waverly Utilities TV package. A single TV Everywhere password unlocks all mobile apps and websites offered for channels in your WU TV plan. You won't need a separate password for every app - one password works for all. Learn more and sign up at [www.wtve.net](http://www.wtve.net).



**Waverly**  
Utilities



# ALWAYS CALL BEFORE YOU DIG

# Waverly Utilities Receives Four National Awards

Waverly Utilities (WU) has received national recognition for achieving exceptional electric reliability and safety in 2023. The recognition comes from the American Public Power Association (APPA), a trade group that represents more than 2,000 not-for-profit, community-owned electric utilities.

safe operating practices in 2023. The utility earned the top tier diamond category for utilities with 30,000-59,000 worker-hours of annual worker exposure.

Waverly Utilities is among utilities nationwide to earn the APPA's "Reliable Public Power Provider (RP3®)" designation and holds the gold level. The RP3 designation recognizes public power utilities that provide customers with the highest degree of reliable and safe electric service.



Journey Lineman Jarred Juhl with the Certificate of Excellence in Reliability award

The American Public Power Association honored WU with a Certificate of Excellence in Reliability, as shown by comparing WU's outage records against



Customer Services & Collections Supervisor, Amber Stephens, with the Tree Line USA award

The third award comes from The Arbor Day Foundation naming Waverly Utilities a 2024 Tree Line USA® city in honor of its commitment

to proper tree pruning, planting and care in the provider's service area.

The RP3 designation recognized WU for proficiency in four key disciplines: reliability, safety, workforce development and system improvement. Criteria within each category are based on sound business practices and represent a utility-wide commitment

to safe and reliable delivery of electricity.

nationwide data gathered by the Energy Information Administration. WU is in the top 25% of public power utilities for System Average Interruption Duration Index, one of only seven in Iowa to earn this certificate.

Waverly Utilities achieved the Tree Line USA recognition by meeting five program standards. Utilities must follow industry standards for quality tree care; provide annual worker training in best tree care practices; sponsor a tree planting and public education program; maintain a tree-based energy conservation program; and participate in an Arbor Day celebration.



WU Safety Committee Chair, Levi Gulick, represents the Safety Award of Excellence

Waverly Utilities also earned the APPA's Safety Award of Excellence for



Matt Kittleson, Journey Lineman, with the RP3 award

## Know What To Do

- If you are in an auto accident with a utility pole, your vehicle and the surrounding area may be energized.

1. **Do NOT leave the car** and warn others to stay away.
2. **Call 911** to have the utility notified.
3. **Wait** until a utility professional has told you it is safe. The only reason to exit the vehicle is if it's on fire. If the car is on fire, jump clear of the vehicle with your feet

together, without touching the car and ground at the same time. Continue to hop away with your feet together as far as you can.



**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](http://waverlyutilities.com) for more details!





In October 2006, Waverly Utilities (formerly Waverly Light and Power), built the “House of Green”. Located at 400 Tumbleweed Trail, the House of Green was built by the utility to set the standard in energy efficiency both locally and nationwide.

The home was designed to be a model of energy efficiency with everything from the siding and roof shingles to the light bulbs and flooring choices. The goal of the project was to promote an effective, affordable alternative to energy usage by featuring energy efficiency practices, passive solar design and green building.

The utility was able to monitor the home’s energy use for two years by separately monitoring the HVAC system, water heater and overall electrical usage. The home was an example for local energy consumers, as well as other public power systems, to study the results of this project.

Occupied by Darold and Diane Wolff since 2007, some of the home’s features have changed, however many have stayed the same and continue to offer energy efficiency.

Darold, a promoter of conservation, recently added a new feature. In December 2023, he worked with Eagle Point Solar in Dubuque, to install a 22-panel solar array on the home.

“This summer will be the first one we will really see the results,” stated Wolff. “With the sun shining today, I bet the meter is really spinning!”

To learn more about other energy efficiency tips and rebates the utility offers, visit [www.WaverlyUtilities.com](http://www.WaverlyUtilities.com).



## Board Appoints General Manager

Waverly Utilities board of trustees has appointed interim general manager, **Curt Atkins**, to general manager. Atkins has been with Waverly Utilities for 20 years holding past positions of energy service manager, director of customer service and director of operations.



“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:**  
Waverly Utilities  
1002 Adams Parkway  
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](http://waverlyutilities.com)

## 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.

rewards



### Auto Pay Rewards Program

As a bonus for signing up with our automated system, we're giving away bill credits! Each quarter, we'll draw a name from our customers enrolled in e-billing. One lucky winner will enjoy a \$25 credit! Plus, we'll also draw from those customers in e-billing and auto pay combined, and that winner will enjoy a \$50 credit! Let us reward you for helping us be more efficient and environmentally-friendly!

## Behind the Scenes

Fletcher , Apprentice Lineman

Where is your hometown? Allison

Where did you attend college? I attended Northwest Iowa Community College in Sheldon, IA for powerline school.



What did you do previously? I was an Apprentice Lineman at Traer Municipal Utilities.

What does your position entail? I install/remove powerline equipment as well as repair and maintain powerline equipment.

When did you start here? February 26, 2024

Tell us a little about yourself. I enjoy hunting, fishing and golfing.

If you could have 1 superpower, what would it be and why? Probably the ability to fly because I don't like driving.

What is your favorite thing about working for Waverly Utilities? I enjoy the people I get to work around every day.

### 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.

## On The Lines

Cheers to our amazing team on Lineworker Appreciation Day!



1002 Adams Parkway  
Waverly, Iowa 50677



### Board of Trustees

Chairman, Bob Buckingham

Vice Chair, Jes Kettleson

Trustee, Bob Brunkhorst

Trustee, Jacqui Hansen

Trustee, Andrew Kahler

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.

