



**Waverly**  
Utilities

# the Connection

Powering the color of life

2025 | Q2

## At a Glance

- Alerts by Smart911
- Steiner's Retirement
- WU Wins 3 National Awards
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## Alerts powered by

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.

# Smart911®



Scan the QR code to create your free safety profile and sign up to receive emergency notifications.



- 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.

## Steiner Celebrates Retirement

At the end of March, Waverly Utilities celebrated Brian Steiner's retirement! Brian worked with the utility just shy of 31 years and has held the positions of lineman, inventory/purchasing clerk, generation plant operator and rounded out his career as the meter technician.



**Waverly**  
Utilities



# ALWAYS CALL BEFORE YOU DIG



# Waverly Utilities Receives Three National Awards

Waverly Utilities (WU) has received national recognition for achieving exceptional electric reliability and safety in 2024. 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.



Apprentice Lineman Cody Metcalf with the Certificate of Excellence in Reliability award.

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

## WU Receives Highest Audit Opinion Possible

Waverly Utilities received the highest opinion possible on the annual audit report for the year ended December 31, 2024. Eide Bailly LLP reported no findings related to the financial statements.

Waverly Utilities 2024 electric operating revenues were \$19,596,406. Electric operating expenses were \$17,833,756 (includes \$2,400,207 in

safe operating practices in 2024. The utility earned the top tier diamond category for utilities with 60,000-109,000 worker-hours of annual worker exposure.

The third award comes from The Arbor Day Foundation naming Waverly Utilities a 2025 Tree Line USA® city in honor of its commitment to proper tree pruning, planting and care in the provider's service area.



Amber Stephens, Customer Services & Collections Supervisor, with the 2025 Tree Line USA

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.



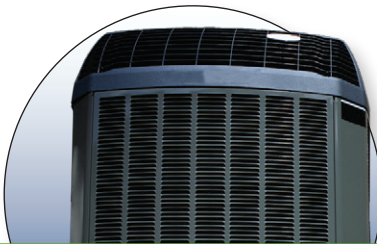
Josh Hovenga, Apprentice Lineman, represents the Safety Award of Excellence.

depreciation expenses and transfers to the City of Waverly of \$749,196). A copy of the audit report is available for review at Waverly Utilities as well as [www.WaverlyUtilities.com](http://www.WaverlyUtilities.com). It will also be available at the Office of Auditor of State and on the Auditor of State's website at <https://auditor.iowa.gov/audit-reports>.



## Audit

## 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](http://waverlyutilities.com) for more information about Air Source Heat Pump and other Waverly Utilities rebates.



## 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.



"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:  
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)

## Why do we perform system updates?

You may have noticed on Facebook we frequently share about upcoming system updates. To not disturb the majority of our customers, we perform the updates from 2AM-5AM. The periodic maintenance may cause a brief period of downtime to telecom services (phone, video and internet).

It is imperative we keep our system up-to-date in order to stay on the most stable version of software which provides feature enhancements, addresses software bugs and resolves security vulnerabilities.

## Scholarship Winner

Congrats to Caden Sundberg, our 2025 scholarship winner! Caden will attend college this fall to become a lineman.



## 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.



## 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.

## Prevent E-Bike Battery Fires in Your Home

As e-bikes spike in popularity, it's important to remember fire safety tips when charging the batteries.



### Don't:

- Mix and match batteries or chargers
- Purchase aftermarket batteries
- Charge in extreme temperatures
- Use chargers with frayed cables
- Leave the charging e-bike unattended
- Keep the bike near flammable materials

## We're Here to Assist!

**Did you know?** Customers with health issues requiring electrically-powered medical equipment should contact Waverly Utilities. We will give life support customers special consideration when planned outages occur in your neighborhood and alert our employees to your needs.

If customers have critical medical or communications equipment, it is important to be prepared with a battery backup or an alternative location to power it up. **Please call (319) 559-2000 to let us know how we can assist you.**

LIFE SUPPORT  
DO NOT UNPLUG





## Behind the Scenes

**Angie Schroeder**, Director, Human Resources & Administration Services

**Where is your hometown?** Denver

**When did you start at Waverly Utilities?** I've been with WU since April 2008.

**Tell us a little about yourself.** I have three daughters who are all adopted. Molly came from Guatemala in 2004 when she was about 6 months old; Tori and Bethany were adopted through foster care in 2014



when they were 8 and 9. I will be an empty nester this year when my youngest graduates from Denver High School. I enjoy spending time with my family, my church family from

Candeo Church, reading and traveling.

**What is one unexpected fact about you?** I am an "older" mom who didn't start adopting my girls until I was 40 years old.

My third child will be graduating this year and then I will be eligible for retirement in about 3 years!

**If you could have one superpower, what would it be and why?** To fly so I could go and visit all my extended family whenever I wanted to.

**What is your favorite thing about working for Waverly Utilities?** I love the diversity of my daily work; never a dull moment! I also enjoy the people I work with and whom I've met throughout the years.

1002 Adams Parkway  
Waverly, Iowa 50677



## On The Lines



Cheers to our amazing team on National Lineworker Appreciation Day!

## 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.

