



ANNUAL REPORT 2022

Our purpose is our community.

Cedar Falls Utilities is a public utility which means our primary purpose is to provide our community with reliable and affordable utility services. Our priority is to ensure that service is exemplary.

We accomplish this with our team of local staff that strives to do their best work for their friends and neighbors. We also do this by reinvesting revenues in local infrastructure and technology to ensure your utilities continue to be safe, reliable and innovative.

CFU is fortunate to have an involved community that believes in and supports our mission to provide high quality services for the best value.

Thank you for your continued trust in CFU and allowing us the opportunity to serve you.

Steve Bernard

Steve Bernard
General Manager



Board of Trustees



Deb Iehl



Richard McAlister



Jeff Engel



Leslie Prideaux

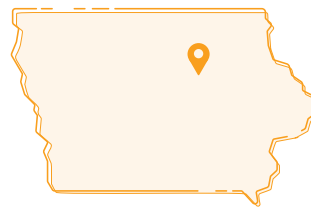


MaraBeth Soneson

Our rates and policies are set by a local Board of Trustees made up of community members. Important decisions are made locally and reflect the values and choices of the community.

Cedar Falls Utilities is owned by the community and governed by a five-member citizen Board of Trustees. Our Utility Board members live in Cedar Falls and use CFU services.

The Trustees work to keep CFU's service reliable, safe and efficient. Board members set policies and utility rates, engage in long-term resource and strategic planning and hire the CFU general manager who oversees daily utility operations.



We strive to provide the **best value.**

\$1080 saved

An average CFU customer saved \$1,080 last year when compared to utility costs in 20 peer communities.

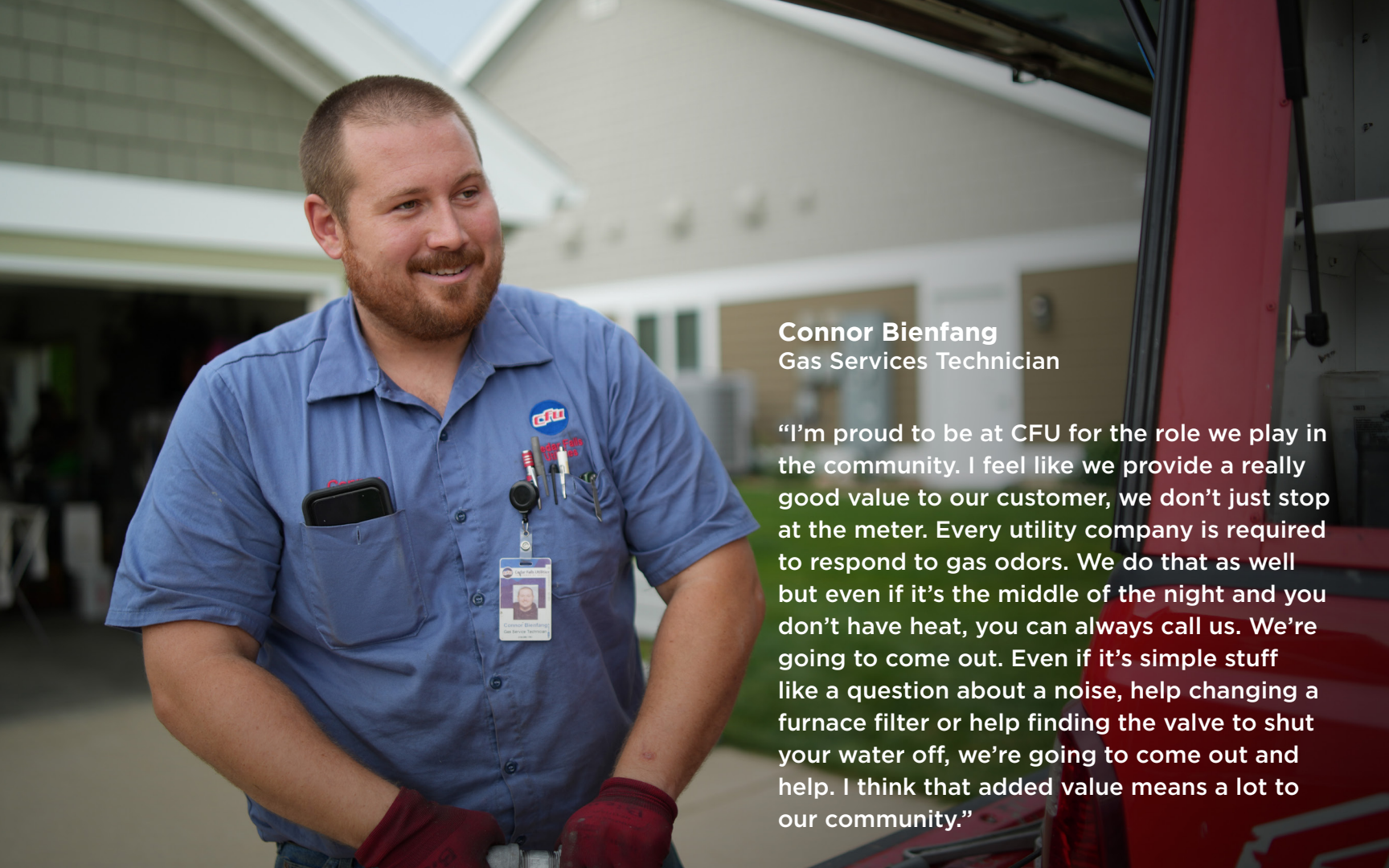
Peer Rate Comparison

CFU is committed to providing low-cost services to our customers. For many years, we have measured our cost-competitiveness through a peer community value comparison. For the 12 months that ended in November 2022, CFU residential customers paid an average of \$337 per month for electric, water, natural gas, TV and high-speed internet services. Residents in 20 peer communities paid an average of \$427 per month for these services over the same time period.



Jordan Keating-Venghaus
Customer Service Assistant

“My favorite part about my role here is being able to provide excellent service for our customers. I love getting to have conversations with customers who come into the office. I know their names, they know ours. It’s nice to have that sense of community.”



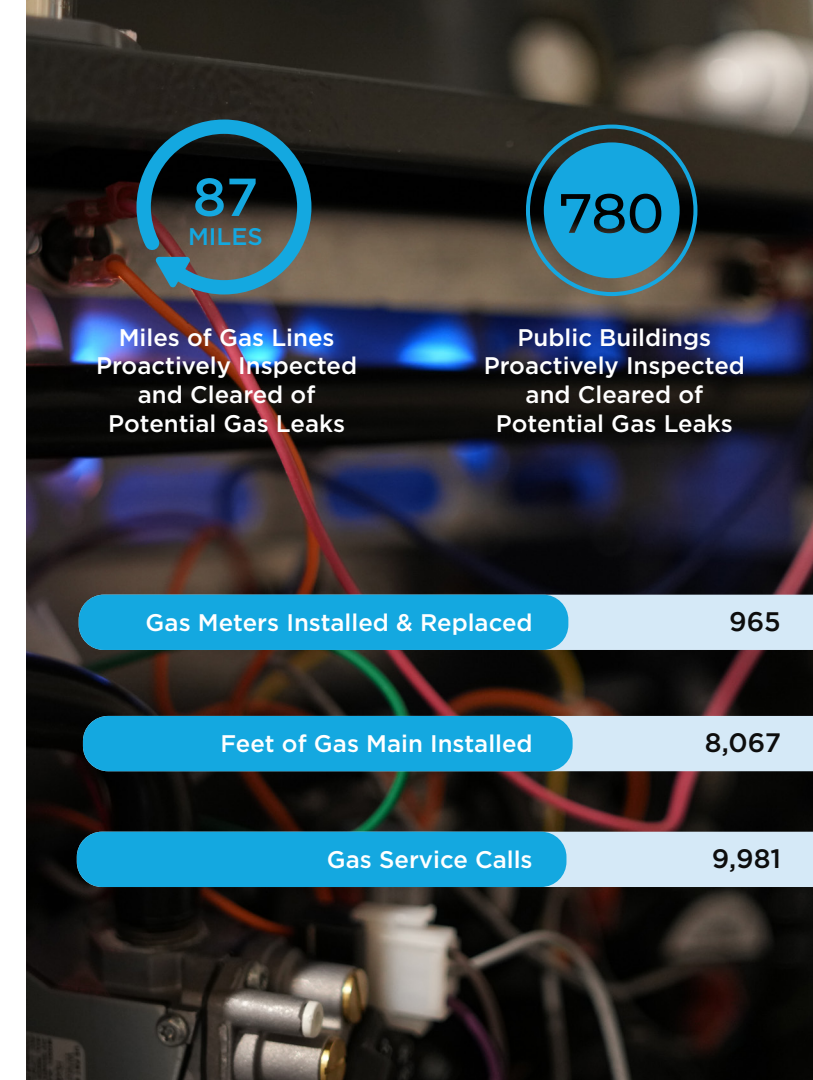
Connor Bienfang
Gas Services Technician

“I’m proud to be at CFU for the role we play in the community. I feel like we provide a really good value to our customer, we don’t just stop at the meter. Every utility company is required to respond to gas odors. We do that as well but even if it’s the middle of the night and you don’t have heat, you can always call us. We’re going to come out. Even if it’s simple stuff like a question about a noise, help changing a furnace filter or help finding the valve to shut your water off, we’re going to come out and help. I think that added value means a lot to our community.”

Natural Gas



We provide **safe** service.



Electric



We provide **reliable** service.

Carter Herbst
Electric Line Worker

“I’m proud to work at CFU because I know the work that we do matters. We provide and maintain an extremely reliable electric system and I know customers really appreciate the work we do to keep their lights on.”



Poles Replaced

62

Power Lines Replaced

9,800 feet

New Power Lines Installed

15,385 feet

99.998%

Percentage of Time Power Was Available to Customers

.137

Number of Outages Average Customer Experienced

12 minutes

Outage Duration Average Customer Experienced

66%

Percentage of Outages Due to Mother Nature (animals, wind, lightning & trees)



Water Meters Installed	85
Feet of Water Main Installed	14,313
Gallons of Water Delivered	1.136 Billion



Water Hydrants
Flushed to Maintain
Water Quality



Gallons of Water
Average Resident
Used Per Day

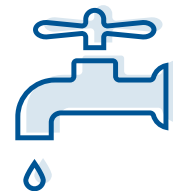


Gallons of Water
Customers
Bought for 1 Cent



How Often We
Sample Water to
Confirm Quality

Water



We
provide
quality
service.



Zach Pierce
Water Operations Supervisor

“One of my favorite parts about CFU is how engrained our mission of providing high-quality service is into the work we do. As a Water Operator, that means providing high-quality drinking water at the best value we can.”



Paul Krukow
Network Engineering Manager

“A great success story in the Communications Utility over the last few years was our ability to accommodate a sudden influx of customers working from home. I remember a large commercial customer calling us and asking if CFU networks could handle the increased internet demand. And our answer was yes because we continuously upgrade our broadband network. All four utilities proactively plan to keep our customers up and running, not only for today but for the future.”

TV, Internet & Phone



We provide **innovative** service.

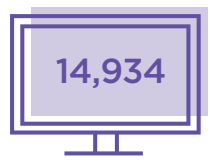
Installations of New Services	2,391
In-Home Visits for Tech Support	2,916
In-Home Fiber Equipment Upgrades	3,812



Available Internet Speed Per Second



Internet Latency in Milliseconds (Speed at Which a Packet of Data Can Be Delivered)



TV Shows & Movies Available on Demand



Customers Assisted by Local Help Desk



Jacob Boesch
Energy Services Specialist

“Energy services takes on a wide range of responsibilities and tasks but our primary focus is being a technical community resource and helping residents and businesses use energy more efficiently. Knowing what I do has a beneficial impact on customers’ health, comfort and quality of life is tremendously fulfilling.”



We provide **sustainable and reliable** service.

\$3.6 Million

Cedar Falls Utilities has invested nearly \$3.6 million in rebates and efficiency projects over the last five years to help our community use less energy and save customers money.

Reliable and Economical Power

In 2022, 65% of the energy produced in the regional power market and distributed in Cedar Falls was generated from renewable resources. CFU is supportive of the wind and solar energy available in Iowa today and welcomes future additions. While the energy market shifts to renewable technology, controllable, fuel-based generation continues to be important to ensure customers have affordable energy when they need it.

We are doing our part by preserving traditional generation and investigating new resources that can help facilitate a smart transition to renewable energy.



2022 CO₂ Emissions were 33% less than 2010



Percentage of Energy Produced in the Regional Power Market and Distributed in Cedar Falls Generated by Renewable Resources

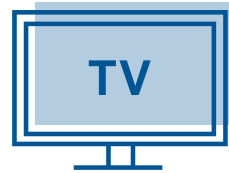
Investments made to help customers improve energy efficiency in 2022 **\$486,801**

Community greenhouse gas emissions reduced from projects in 2022 **1,737 tons CO₂e**
Equal to the carbon footprint of 201 homes

Electricity saved from projects over their lifetime **21,953,267 kWh**
Enough electricity to power 2,173 homes for one year

Natural Gas saved from projects over their lifetime **1,371,310 THERMS**
Enough natural gas to heat 1,909 homes for one year

Cumulative Demand Savings **22.47 MW**
This is like removing 5,079 Cedar Falls homes from the grid during peak demand times



Stream up to 50+ networks now included with all CFU TV plans.

Watch the content you love from your favorite networks on your phone, tablet or other streaming device. With TV Everywhere you have access to up to 50+ apps or online networks included with your CFU TV plan. Visit cfu.net/wtve to learn more.



WiFi that just works.

CFU WiFi Mesh Network \$8

Add CFU WiFi and for \$8 per month we'll handle installing, optimizing and maintaining a mesh WiFi network to provide you with reliable wireless internet service to every corner of your home.

Includes:

- Top of the line equipment (router + one mesh access point*)
- Free installation with custom home optimization
- Local tech support



*Larger homes may need additional equipment for optimal coverage. Additional mesh access points are available for \$4 each.



We reinvest revenues to **support growth** and **maintain reliable service.**



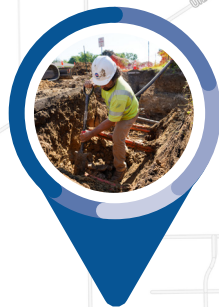
Communications began a project to bring fiber broadband service to 1,000 new rural customers. In 2022, crews ran 83 miles of conduit in the ground to prepare for fiber installation in 2023.

In 2022, CFU was awarded a \$2.3M Empower Rural Iowa Broadband Grant that will cover a portion of construction costs to extend high-speed fiber optic broadband services to 1,000 new customers in rural Cedar Falls and the surrounding areas. More than 80 miles of backbone conduit was installed in 2022 in preparation of installing fiber optic cable. Customer installations and service activations are expected to begin later this year. Projects like this extend fast and reliable internet service that is vital for families and businesses today. **Growing our customer base reduces operational costs per-customer and keep rates low for all customers.**

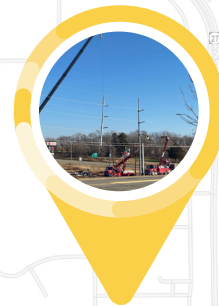
Learn more at cfu.net/ruralbb.



The Gas Utility installed 4,200 feet of gas main to bring gas utility services to the Wild Horse housing addition project.



More than 5,000 feet of water main was installed as part of the West Viking Industrial Park development in conjunction with the City.



The Electric Utility installed 90 foot poles to raise power lines on Ridgeway Avenue near Highway 58 to gain more clearance in preparation for street reconstruction planned in this area.



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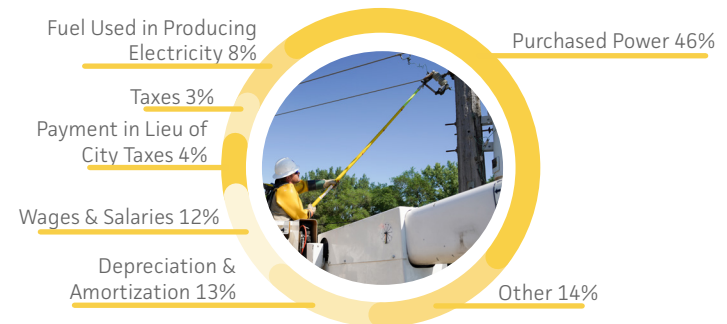
Electric

Electric Utility net income is used to make system improvements like substation upgrades.

Revenues \$77,982,520



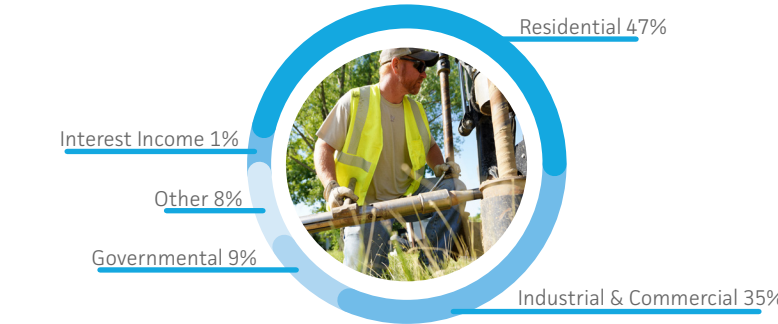
Expenses \$68,027,963



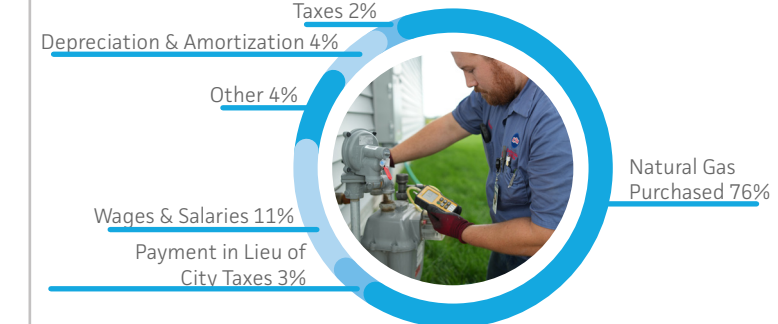
Natural Gas

Gas Utility net income pays for system improvements and gas main extensions.

Revenues \$22,943,523



Expenses \$22,495,264



Water

Water Utility net income pays for system upgrades and water main replacements.

Revenues \$6,792,716



Expenses \$4,487,593



Communications

Communications Utility net income is used to make network improvements and equipment upgrades.

Revenues \$23,389,918



Expenses \$18,220,121





Cedar Falls Utilities
THE POWER OF SERVICE

1 Utility Parkway - Cedar Falls, Iowa 50613

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 CedarFallsUtilities

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