



annual  
report  
2024



# we work for you

Cedar Falls Utilities is proud to be community owned, which means we are always working on your behalf to keep services reliable and affordable.

We're fortunate to have a deeply engaged community that believes in our mission and supports the work we do. This allows us to continue delivering essential utility services tailored to the needs of our community and customers.

This year we are moving forward with plans to build a new energy center, an important step in maintaining a local, reliable power source for our community. This investment will allow us to quickly adjust to the renewable energy in the market and keep rates low.

The new energy center will enable us to deliver the next generation of energy — sustainable, reliable, and affordable — positioning us for a strong future.

Thank you for your continued trust and the opportunity to serve you.

Susan M. Abernathy  
General Manager

# community member board

## rates and policies are set by customers

Our rates and policies are set by a local Board of Trustees who live in Cedar Falls and use CFU services. Important decisions are made locally and reflect the values and choices of the community.



Jeff Engel



Nick Evens



Deb lehl



Richard McAlister



MaraBeth Soneson

# next generation energy

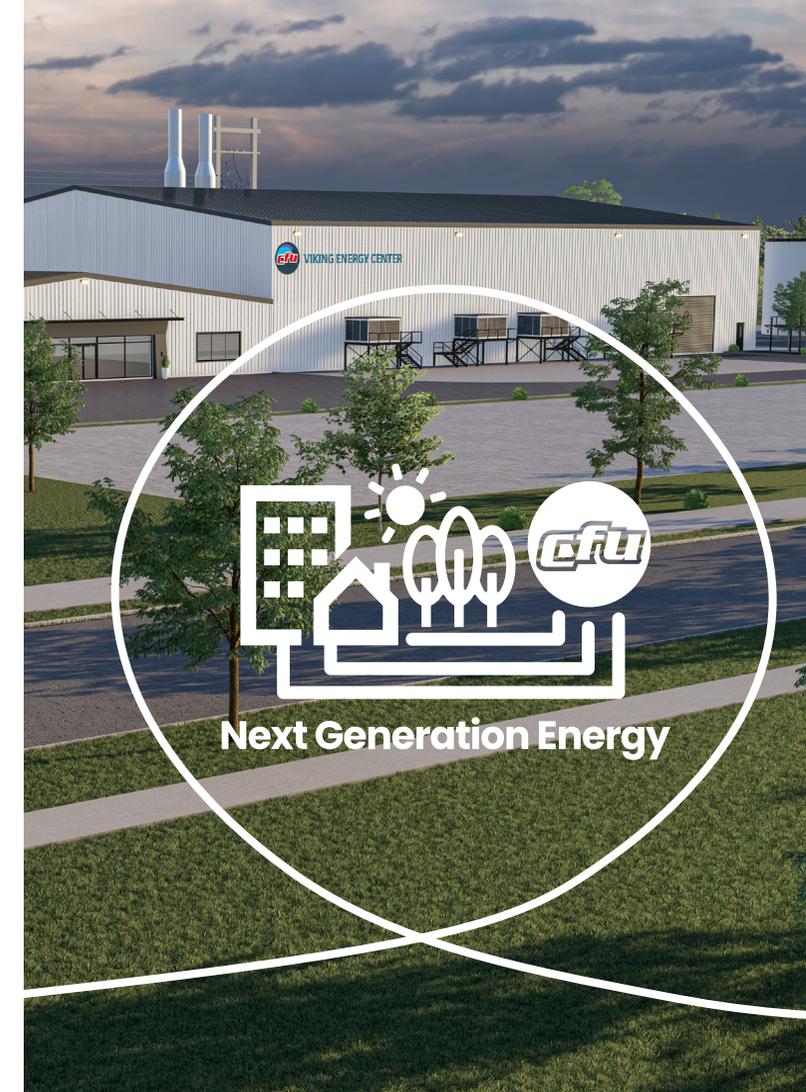
Our community is fortunate to benefit from abundant wind energy in our region which is renewable and affordable. In 2024, 65% of the energy produced in the regional power market and distributed in Cedar Falls was generated from renewable resources.

Yet, it remains important to provide reliable, affordable energy even when the sun isn't shining or the wind isn't blowing.

We maintain our traditional power plants and gas turbines to supplement the renewable energy on the market. However, these assets are aging. As we look to the future, CFU will continue to need traditional generation to provide reliable, affordable energy when renewables are not available.

In 2025, CFU is advancing plans to build a new energy center to maintain a resilient, local power source to support our community. Maintaining local generation helps keep rates low and the lights on.

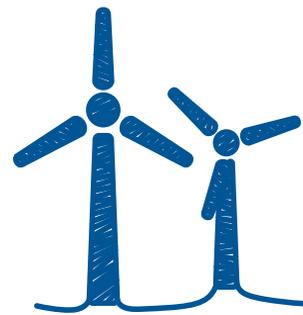
**The new Viking Energy Center will enable CFU to deliver the next generation of energy — sustainable, reliable and affordable — positioning us for a strong future.**



# viking energy center

Due to careful financial planning by the CFU Board of Trustees, we are in a strong position to build the next generation of energy in Cedar Falls.

The Viking Energy Center will be located south of Viking Road and east of Union Road in the Industrial Park and will take several years to construct.



**supports  
renewable  
energy**



**local control**



**keeps electric  
bills low**

Work has begun to procure the reciprocating engines that will generate electricity using natural gas. The engine's design also enables future modifications to accommodate other alternative fuel sources.

By utilizing this specialized technology, the energy center will be equipped to ramp up or down quickly to meet demand and adjust to the renewable energy supply.

Construction is anticipated to begin in 2026, with the facility expected to open in 2027. Look for more about the next generation of energy at CFU in the coming months.

**Learn more at [cfu.net/generation](https://cfu.net/generation).**



reliable lighting

## Electric

### <1 Outage per Customer



The average customer experienced .435 electric outages, less than 1 outage per customer. This is 57% fewer outages than the national average.

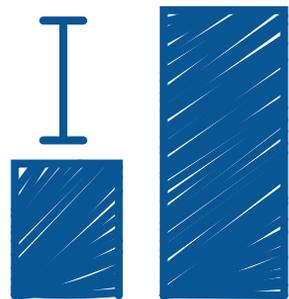
### 99.999% Reliability



Power was available to CFU customers 99.999% of the time.



stable charging



## CFU families saved \$1,200 in 2024

A CFU customer spent \$1,200 less on their utilities in 2024 when compared to peers.

# more affordable service

For the 12 months that ended in November 2024, CFU residential customers paid an average of **\$320** per month for electric, water, natural gas, TV and high-speed internet services. Residents in 20 peer communities paid an average of **\$420** per month for these services over the same time period. This means Cedar Falls residents collectively saved **\$14.9 million** in 2024 when compared to peer communities.

Page 1 of 2  
CFU Lobby Hours  
7:30 AM - 5:00 PM Monday-Friday  
1 Utility Pkwy, Cedar Falls | Phone 319-268-5280

NAME	ACCOUNT NUMBER	BILL DATE	DUE DATE	AMOUNT DUE
		01/26/24	02/16/24	\$417.50

IMPORTANT INFORMATION	BILL SUMMARY
If you have any comments regarding your bill please contact Customer Service at 319-268-5280.	Last Month's Total Bill \$307.41
	Payment Received - 01/19/24 -\$307.41
	<b>Balance \$0.00</b>
	Current Charges - Due \$417.50
	Concessions \$0.00
	Adjustments \$0.00
	Amount Due - Autopay 02/16/24 \$417.50



quality cooking

# Natural Gas



## 9,712 Gas Safety Checks

CFU gas service techs responded to more than 9,700 calls that included gas safety checks and furnace inspections.



## 83 Miles of Inspection

Gas techs conducted proactive inspections of more than 80 miles of gas lines, identifying and eliminating potential leaks.



safe heating



seamless viewing

## Communications



**Bandwidth up to 10 Gbps**  
(capacity)

CFU fiber is one of the only service providers in the country to have 10 gigabits available community-wide.



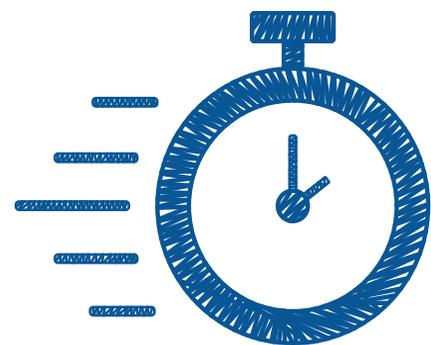
**Latency as Low as 2 Milliseconds**  
(speed)

CFU fiber service has latency scores up to 10 times faster than cellular data or satellite services.



no-lag gaming

# true high speed internet



## fiber is just better

CFU fiber internet has latency scores up to 10 times faster than cable internet, cellular data and satellite service.

**CFU's all fiber broadband network provides customers with reliably fast internet service, delivering both low latency and increased bandwidth.**

Bandwidth is the capacity of data that can be downloaded at one time. Latency is the speed at which a packet of that data can be delivered. Both can contribute to how quickly your video plays or a webpage loads.

A direct fiber connection, like CFU's, delivers a large capacity of data and allows that data to move quickly. It is also not adversely affected by weather or a large number of users like cellular or satellite service can be.

It can be helpful to think of the internet as water and your device as a faucet. When you turn on your

faucet to get a glass of water, there are many factors contributing to the time it takes to fill the glass.

Your bandwidth in this analogy is the size of the pipe bringing water to your house. The larger the pipe, the more capacity you have.

But if the water source is really far away or the infrastructure is not well maintained, this may impact the time it takes the water to get to your glass. The amount of time it takes for a drop of water to get from the source to your glass is latency.

When there are few obstacles, data can arrive more quickly resulting in lower latency. This means when you click a link or push a button in an online video game, there is a quicker reaction.

At CFU it is our job to provide top of the line equipment and limit the number of delays so our customers can enjoy the best user experience.



# Water

## 1.45 Gallons for 1¢



CFU customers enjoy high-quality water for less than 1 cent per gallon. In 2024, Cedar Falls residents used an average of 4,239 gallons of water per month at a cost of \$29.18 or 1.45 gallons for one cent.

## Water Sampled Every 2.5 Minutes



Water is automatically sampled every 2.5 minutes to ensure quality. CFU staff also collected 625 water samples across our system in 2024 for comprehensive testing to ensure quality.



# efficient service

Each year CFU helps customers add insulation, replace inefficient water heaters and upgrade heating and cooling equipment in the form of cost-share rebates. These improvements help our community use less energy and lower customer utility bills. Over the last five years, Cedar Falls Utilities has invested nearly **\$2.35 million** in rebates and efficiency projects.

For a full list of available cost-share rebates and requirements, visit [cfu.net/rebates](http://cfu.net/rebates).



**CFU invested more than \$400K in customer efficiency projects in 2024.**

These projects will save more than 63 million kWh of electricity and 2.6 million Therms of natural gas over their lifetime.



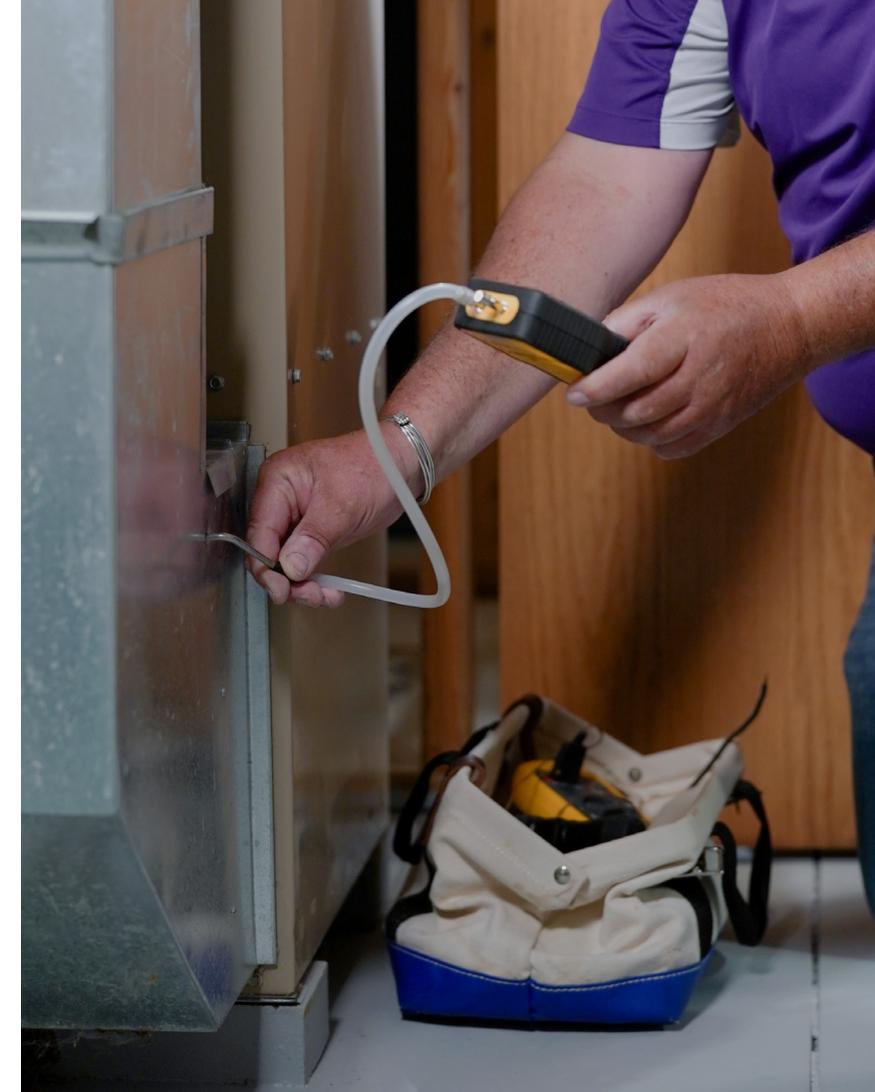
## 3 MW Saved from Projects

Efficiency projects over the last 5 years have reduced the demand for electricity by 3 MW. Reducing community energy demand helps reduce electric utility costs and keep rates low for all customers.



## Reduced Energy Use Equal to 687 Homes

Reducing electric demand by 3 MW is equivalent to removing 687 homes from the grid during peak demand.





# revenues upgrade infrastructure

CFU is a public utility which means our purpose is to provide our community with reliable and affordable utility services. We do not maximize profits for shareholders. Revenues are reinvested in local infrastructure and technology to ensure your utilities continue to be safe, reliable and innovative.



Electric Utility crews installed more than 25,000 feet of electric lines underground to reduce exposure to weather and animals and improve reliability.



The Water Utility installed 9,190 feet of new water main to extend water services and 5,969 feet of water main was replaced as part of City reconstruction projects.



More than 17,600 feet of new gas main was installed to extend natural gas services and 1,326 feet of gas main was replaced as part of City reconstruction projects.



Communications continued work on a 96 square mile broadband expansion to bring high-speed internet to the rural community. This project was completed in April 2025.

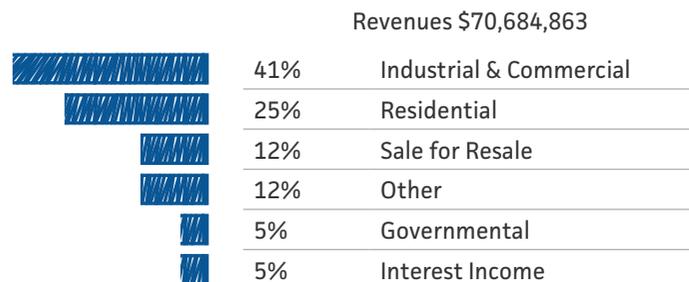
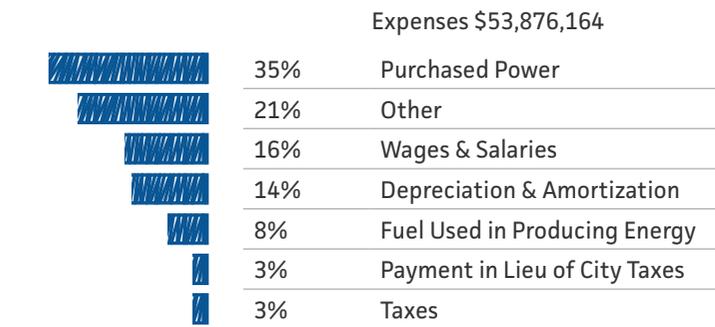




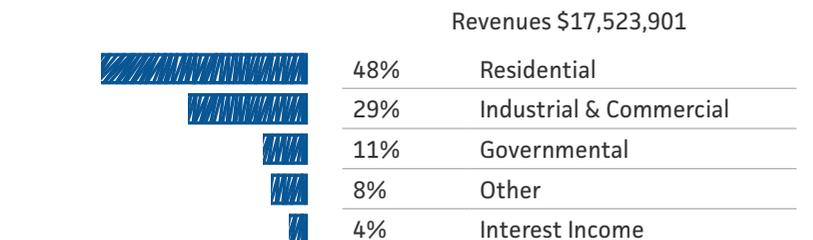
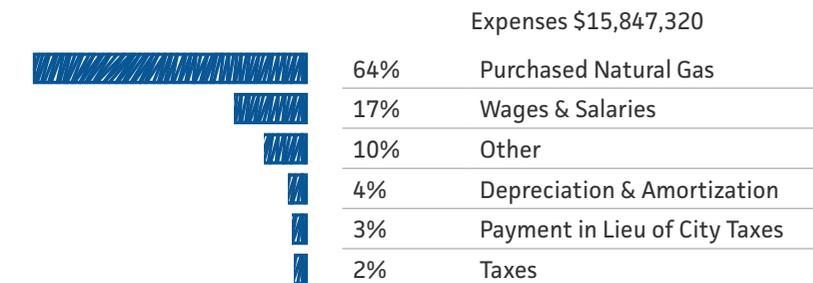
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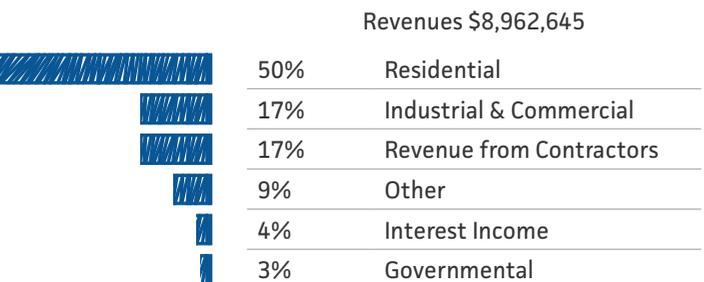
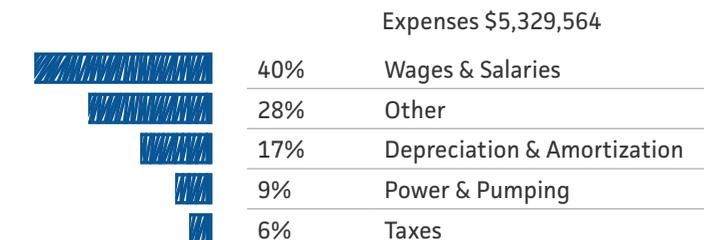
 Electric Utility net income is used to make system improvements like substation upgrades.



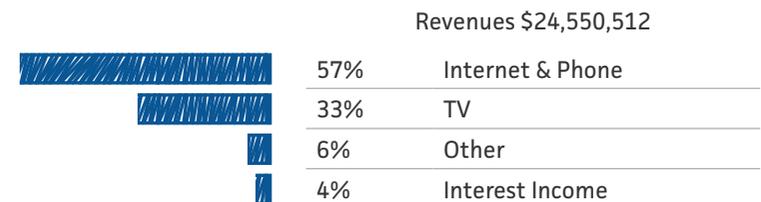
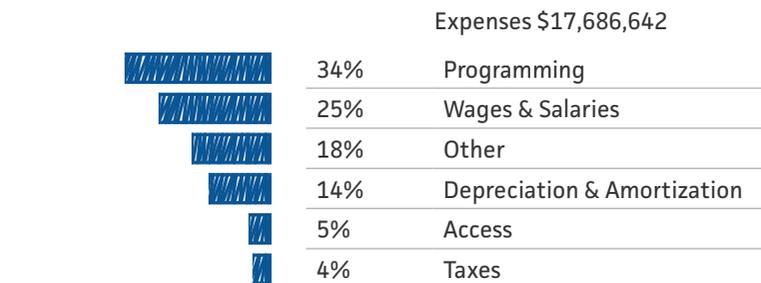
 Gas Utility net income pays for system improvements and gas main extensions.



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



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





# 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.

- **Top of the line equipment**  
(router + one indoor mesh access point)
- **Free installation with custom home optimization**
- **Unlimited access to the CFU local support team**

Visit [cfu.net/wifi](http://cfu.net/wifi) to learn more or call our Internet, TV & Phone Specialists today at 319-268-5283 to schedule your installation.

\*Larger homes may need additional equipment for optimal coverage. Additional indoor mesh access points \$4 each. Outdoor access points \$10 each.



**Cedar Falls Utilities**  
THE POWER OF SERVICE

1 Utility Parkway · Cedar Falls, Iowa 50613

PRESORTED  
STANDARD  
U.S. POSTAGE  
PAID  
WATERLOO, IA  
PERMIT NO. 134