



ANNUAL REPORT 2025



WE WORK FOR YOU!



As we reflect on the past year, I want to begin by expressing our sincere gratitude for the opportunity to serve you. As your public utility, Cedar Falls Utilities belongs to all of us. We are your neighbors, friends and family members, working side by side to support our community. That shared connection is what drives us to deliver safe, reliable and affordable services you can count on every day.

Together, we've made meaningful progress this year, strengthening the systems and services our community depends on.

Every investment and decision is made with our collective future in mind, because we all share in the benefits of a strong, resilient utility.

Thank you for your trust, your partnership and for being part of what makes this community, and your utility, strong.



SUSAN M. ABERNATHY
General Manager

Susan M. Abernathy

LOCAL DECISIONS. LOCAL IMPACT.



Our rates and policies are set by a local Board of Trustees who live in Cedar Falls and use CFU services every day. Decisions are made here and reflect the values and priorities of the community we all share.



JEFF
ENGEL



NICK
EVENS



DEB
IEHL



RICHARD
MCALISTER



MARABETH
SONESON



VIKING ENERGY CENTER. NEXT GENERATION ENERGY.



At Cedar Falls Utilities, we take a long-term approach to planning for the community we all share. That same forward-thinking mindset is guiding the development of the Viking Energy Center, a project designed to support our community's energy needs for decades to come.

Today, 61% of the energy produced in the regional power market and distributed in our community comes from renewable sources. As our local facilities age, replacing them with modern, efficient generation allows us to maximize the use of the region's renewable energy supply while continuing to deliver the reliable and affordable power our customers expect.

VIKING ENERGY CENTER

FOLLOW PROGRESS AT [CFU.NET/GENERATION](https://cfu.net/generation)

Due to many years of 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 is a long-term project that reflects years of planning and a commitment to our community's energy future. We will continue to keep customers informed throughout the project as planning, construction and other key milestones move forward.

Project Milestones

- Work to procure the natural gas-fired reciprocating engines has been completed. This technology is being adopted by utilities across the country for its efficiency, responsiveness and ability to adapt to future fuel technologies.
- Development of a site plan designed to meet today's energy needs while preserving space for future generation is currently underway.
- Site construction is slated to begin in 2027.



Supports Renewable Energy

The Viking Energy Center will ramp up quickly when renewable generation dips so we can maximize renewable energy use and provide reliable power.



Keeps Electric Bills Low

Local generation helps shield customers from market volatility and keeps electric bills as low as possible.



Efficient and Resilient

The Viking Energy Center will replace aging infrastructure with efficient generation designed to adapt to future fuel technologies.

LESS THAN 1 OUTAGE PER CUSTOMER



In 2025, power was available to CFU customers 99.999% of the time. The average customer experienced .539 electric outages, less than 1 outage per customer. When customers did experience an outage, CFU crews restored power quickly and efficiently. The average outage lasted just 69 minutes with power restored 51 minutes faster than the national average.

CFU was recently named a Diamond Reliable Public Power Provider (RP₃) by the American Public Power Association. This places CFU in the top 5% of public power utilities for reliable and safe electric service.

CEDAR FALLS UTILITIES

CUSTOMERS HAD POWER 99.999% OF THE TIME.



BUILT TO SERVE, NOT TO PROFIT

CFU is community owned. That means we're here to provide reliable and affordable service to the whole community, not to maximize profits. Rates are kept as low as possible for all customers while continuing to invest in the systems and services we all rely on.

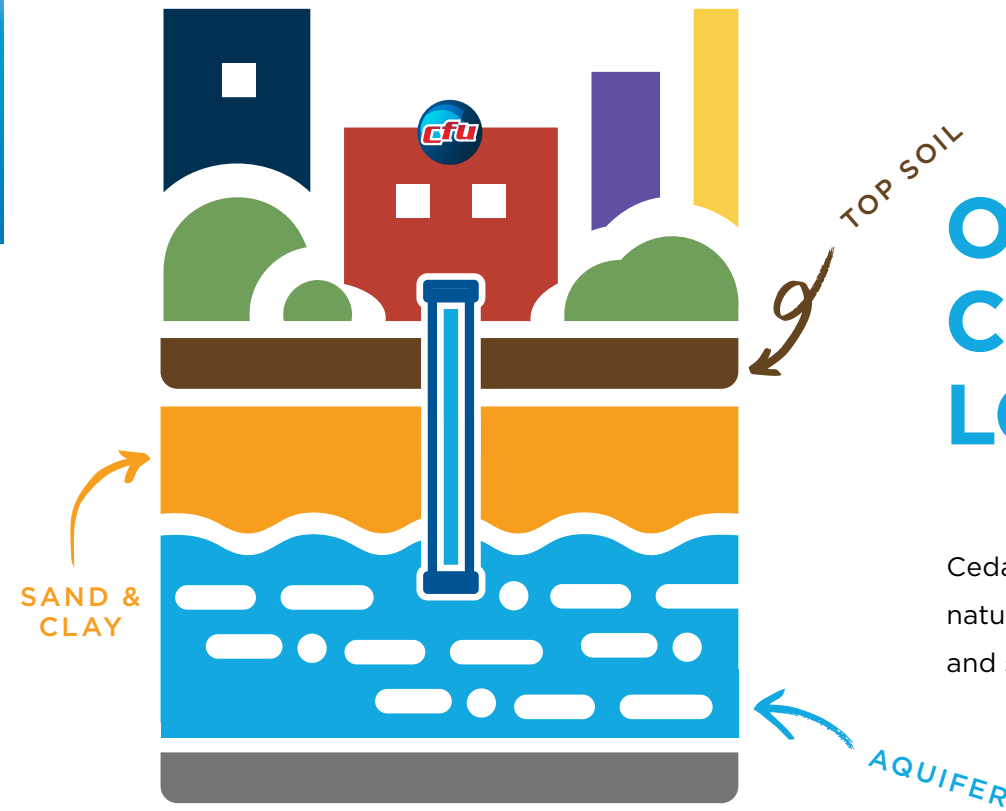




682 WATER SAMPLES TESTED BY CERTIFIED LABS

At Cedar Falls Utilities, protecting drinking water is a responsibility we take personally. It's managed every day by local professionals who are a part of this community.

Unlike some Iowa communities, Cedar Falls' drinking water comes from an underground aquifer. Water quality is confirmed through regular testing, monitoring and preventative maintenance to keep it safe, reliable and affordable for our community.



OUR WATER COMES FROM A LOCAL AQUIFER

Cedar Falls water begins deep underground in a naturally protected aquifer, where layers of rock and soil help filter and protect the water year-round.



BANDWIDTH UP TO 10 GIGS.



CFU's all-fiber broadband network delivers fast, reliable internet with both high bandwidth and low latency. Bandwidth is the amount of data that can be delivered at once, while latency is how quickly that data arrives. Both contribute to how fast videos play and webpages load.

A direct fiber connection provides the capacity to handle large amounts of data and the speed to deliver it quickly.

Unlike cellular or satellite service, our internet is not affected by weather or network congestion, helping ensure a consistent experience.

You can think of it like water flowing to your home; bandwidth is the size of the pipe, and latency is how quickly the water reaches your faucet. At CFU, we focus on maintaining a strong, efficient system so customers can enjoy a smooth, responsive online experience.



CEDAR FALLS UTILITIES

CUSTOMERS ENJOY A BETTER ONLINE EXPERIENCE.

FIBER IS JUST BETTER

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

Numbers shown here are based on what is available in Cedar Falls currently.



Download Bandwidth

(Capacity)

CFU

Up to 10 Gbps (10,000 Mbps)

CABLE

Up to 1 Gbps (1,000 Mbps)

CELLULAR

Up to 498 Mbps

SATELLITE

Up to 400 Mbps



Upload Bandwidth

(Capacity)

CFU

Up to 10 Gbps (10,000 Mbps)

CABLE

Up to 50 Mbps

CELLULAR

Up to 56 Mbps

SATELLITE

Up to 40 Mbps



Latency & Ping

(How quickly data arrives)

CFU

Less than 2 Milliseconds (ms)

CABLE

30 ms

CELLULAR

16 - 28 ms

SATELLITE

30 - 40 ms



SAFETY IS OUR TOP PRIORITY



We prioritize safety daily, ensuring natural gas remains a consistently reliable and secure energy source for our community.



9,265 Gas Safety Checks

In 2025, CFU gas service techs responded to more than 9,200 calls that included gas safety checks and furnace inspections.



89 Mile Inspection

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

EFFICIENT SERVICE



Each year CFU provides cost-share rebates which help customers add insulation, replace inefficient water heaters and upgrade heating and cooling equipment. These improvements help our community use less energy and lower customer utility bills.

Over the last five years, Cedar Falls Utilities has invested nearly \$2.3 million in rebates and efficiency projects. These efficiency projects



CFU INVESTED

\$260,000

in the community to further improve customer efficiency projects in 2025.

have reduced the demand for electricity by 2.8 MW, equivalent to removing 631 homes from the grid during peak demand.

Reducing community energy demand helps reduce electric utility costs and keep rates low for all customers.

For a full list of available cost-share rebates and requirements, visit cfu.net/rebates.

CEDAR FALLS UTILITIES

INVESTED NEARLY \$2.3M IN REBATES & EFFICIENCY PROJECTS.

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

Electric Utility crews installed more than 32,600 feet of electric lines underground to reduce exposure to weather and animals and improve reliability.



GAS UTILITY

More than 10,000 feet of new gas main was installed to extend natural gas services and 1,700 feet of gas main was replaced as part of City reconstruction projects.



COMMUNICATIONS UTILITY

Communications crews replaced more than 26,000 feet of fiber optic cable as part of City reconstruction projects and installed more than 168,000 feet to expand and upgrade fiber services for customers.



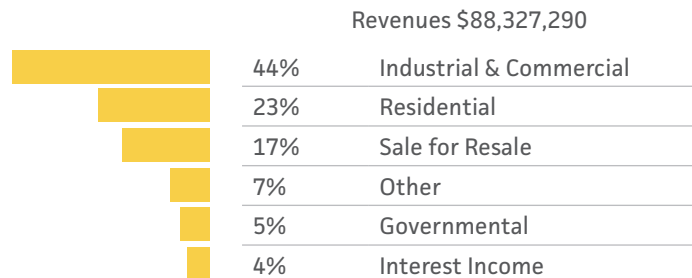
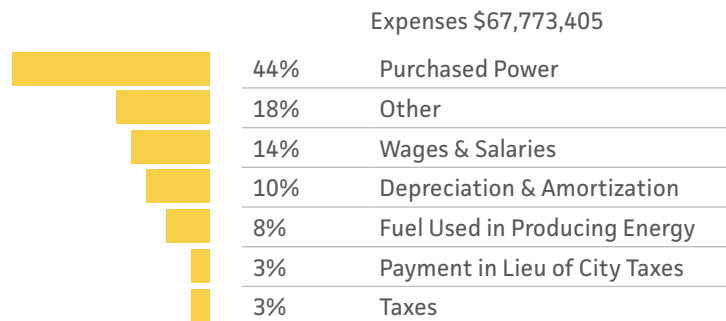
WATER UTILITY

More than 10,000 feet of new water main was installed to extend water services and 2,900 feet of water main was replaced as part of City reconstructions projects.



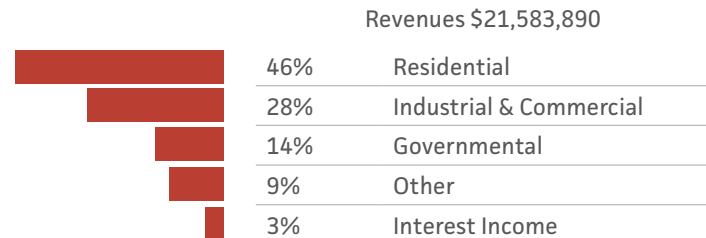
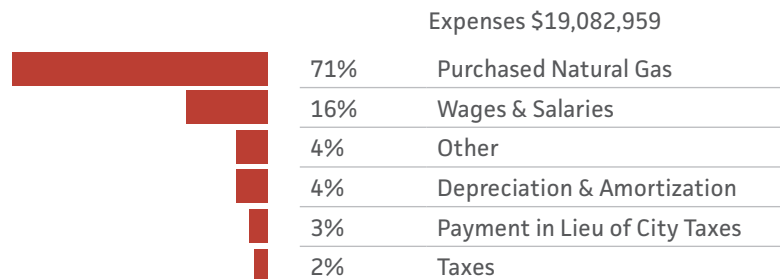
ELECTRIC UTILITY

Net income is used to make system improvements like substation upgrades & investments in future generation.



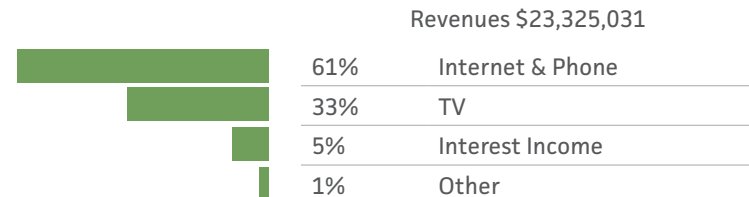
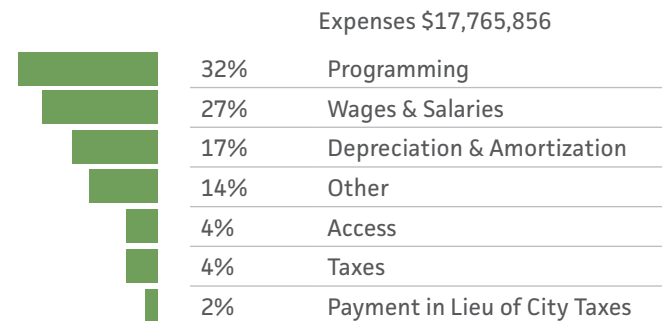
GAS UTILITY

Net income pays for system improvements and gas main extensions.



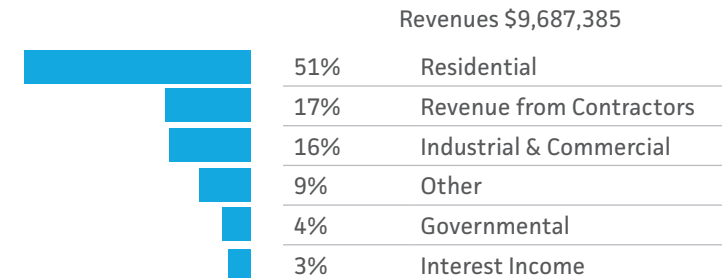
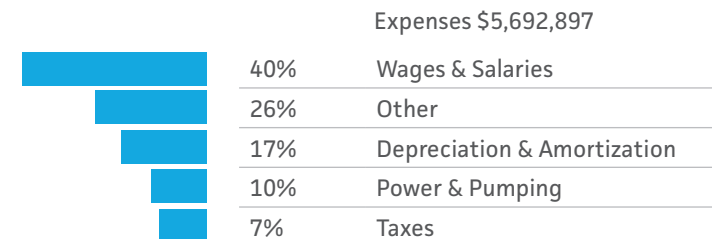
COMMUNICATIONS UTILITY

Net income is used to make network improvements and equipment upgrades.



WATER UTILITY

Net income pays for system upgrades and water main replacements.





WHOLE-HOME WIFI

\$8 per month*

Add CFU WiFi to your internet plan and we'll install equipment optimized for your home so you can enjoy reliable, wireless internet on all your devices. Plus get unlimited access to our local tech support.

LEARN MORE AT [CFU.NET/WIFI](https://cfu.net/wifi)

*Larger homes may need additional equipment for optimal coverage.



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