



CEDAR FALLS UTILITIES

Employees at Cedar Falls Utilities appreciate that the company culture continues to create a work dynamic where employees feel supported and valued.

This year was a year of change at CFU. Susan Abernathy was selected to lead CFU as General Manager and Missy Timmermans was selected as the

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new Director of Employee and Legal Services, filling Susan's previous position. Despite changes to top leadership roles, employees continue to find working at CFU a rewarding experience and CFU was named an Employer of Choice for the 14th time.

Missy quickly saw how CFU's positive culture leads to success for both employees and the community.

“CFU prides itself on fostering a culture of excellence, collaboration and innovation. We are always looking to improve our services for our customers, and a part of that is fostering an environment where every CFU employee has the opportunity to grow, both personally and professionally,” says Missy.

As head of the HR department at CFU, Missy now is a key component of ensuring this positive culture continues.

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Alexus Donohue, a Customer Service Assistant, has been with CFU since March of this year and has seen firsthand how important workplace culture is to quality of life.

“Working at Cedar Falls Utilities has been not only the best decision of my career but one of the best of my life,” says Alexis.

“It has been a complete game changer for me and my family as the work-life balance is unmatched. Not to mention, I was welcomed with open arms and positivity from the second I walked in the door. I am thoroughly enjoying building

more and more connections throughout the community and wouldn't want to be anywhere else.”

Devin Shields, a Meter Reader at CFU since August 2023 values both the positive experience within the company and the community.

“CFU has been an amazing company to work for. There is great teamwork, you receive recognition for your hard work and it is very family oriented,” says Devin.

“I've also enjoyed getting to work out in the community. I get to meet new faces on a daily basis and always hear such positive feedback about this company and the services we provide.”

Andrew Lee, a GIS Analyst at CFU since December of 2023, recognizes how CFU's culture creates an environment where employees can grow and advance.

“CFU has a uniquely excellent work culture. The entire staff has authentic, positive working relationships that transcend circumstance,” says Andrew.

“From day one there is a clear path for growth in job skills and responsibilities, and everyone--from peers to senior leadership--genuinely wants you to succeed. I'm very grateful to be a part of this team.”

The kind of culture that CFU enjoys does not happen overnight and must go beyond any one leader. Susan Abernathy, newly appointed General Manager, recognizes this task.

“In my time at CFU, both in my previous role and now as General Manager, I appreciate that we have something special. Decades of continuous commitment to our core values by both previous leadership, and each employee at CFU, has fostered an environment where the expectation is to treat everyone with kindness and respect,” says Susan.

“As we embark on this new chapter at CFU, I am honored to lead our team and help maintain this culture so that we may continue to provide our community with the kind of excellent service obtained when you have employees that feel respected and supported.”

THANK YOU

We appreciate the opportunity to serve the Cedar Falls community and the employees that make it possible.



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