Cedar Falls Utilities is here to keep you connected.

As we reflect on 2020, it is important for me to thank our employees, customers and community.

We appreciate your patience and support as CFU made necessary adjustments to protect the health and safety of our community while also continuing to fulfill our mission.

Work to ensure the safety and reliability of our utility services persisted. Infrastructure was installed in new neighborhoods and service lines were updated and relocated ahead of road reconstruction. Crews made significant progress on a project to upgrade communications equipment and deliver next generation internet and TV services. An additional transformer was added to the Union Road substation which will support growth in the area and maintain reliable electric services for the community.

With the roll out of 10 gig internet speeds in 2020, CFU was one of the first in the country to provide the world class service community wide. Our commitment to continually improving our broadband network and providing customers a fast, reliable connection was especially helpful in a year when demand for streaming, learning and working from home was amplified.

Providing reliable, affordable utility services is our top priority. Like you, we live and work in the Cedar Falls community and it is an honor to serve our friends and neighbors.

Steve Bernard
General Manager
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.

If you have questions or comments for members of the CFU Board of Trustees please call 319-268-5351 or email cfu@cfunet.net.
RELIABILITY

74 MINUTES Avg. Outage Duration

.245 TIMES Avg. Outages Per Year

99.9999 % The amount of time power was available to customers.

1.421 BILLION GALLONS OF WATER DELIVERED

5624 GAS SERVICE CALLS AND INSPECTIONS

99.99981 % The amount of time internet service was available to customers
For the 12 months that ends in November 2020, CFU residential customers paid an average of $275 per month for electric, water, natural gas, television and high-speed internet services. Residents in 20 peer communities paid an average of $355 per month for these services over the same time period.

Due to increased demand and a national natural gas shortage during a winter storm event in February 2021, gas and electric utility prices soared across the country. Customers also used more energy than normal to stay warm. The variable market price CFU customers pay each month mirrored this increase. CFU is spreading utility bill adjustments due to extra usage and increased energy market costs over time. Learn more at cfu.net/EnergyAdjustments.
Cedar Falls Utilities partners with our customers to make smart energy choices.

For decades, CFU has worked with customers to make energy efficient improvements in their homes and businesses. In 2020, CFU funded $609,654 in cost-sharing rebates for customer energy upgrades.

By decreasing our community’s electric consumption, we conserve natural resources. In addition, Cedar Falls is rapidly transitioning to renewable energy sources.

CFU purchases most of the electricity used in Cedar Falls through a regional market that includes nearly all of the energy generated by wind turbines, solar fields and fossil fuel plants in Iowa. In 2020, 57% of the energy purchased through the market and distributed in Cedar Falls was generated by wind.

CFU has invested heavily in transmission line and substation upgrades to support the distribution of the wind energy produced in the state.

In 2020 CFU invested $609,654 to help customers improve energy efficiency at their homes and businesses.

Efficiency projects in 2020 reduced community gas emissions by 1,992 tons CO$_2$e, equal to the carbon footprint of 213 Cedar Falls homes.
Recently, the CFU local Board of Trustees set emissions reduction goals for CFU provided energy sources. Our goal is to reduce CO\(_2\) equivalent emissions 45% from 2010 levels by 2030. CFU’s long-term goal is to be carbon-neutral by 2050.

Due to strong customer partnerships to reduce energy consumption and the growth of alternative energy in the Iowa energy market, we are well on our way. Today, total CFU CO\(_2\) equivalent emissions are more than 20% less than a decade ago.

As the amount of green energy grows, Cedar Falls rates are still among the lowest in Iowa. CFU will continue to evaluate all energy sources available as we work to provide sustainable, reliable and economical power to the community.

**Projects that received cost-share funds from CFU will save**

43,171,730 kWh over their lifetime, which is enough electricity to power 4,271 Cedar Falls homes for 1 year

1,063,813 therms over their lifetime, which is enough natural gas to heat 1,593 Cedar Falls homes for 1 year

**Cumulative Demand Savings 11.78 MW**

Which is like removing 2,663 Cedar Falls homes from the grid during peak demand times.
PCMag recognized Cedar Falls Utilities as the fastest internet service provider in the country in 2020. PCMag measures internet download and upload speeds with their online speed test each year. In 2020, CFU ranked first among providers measured, beating out large internet providers across the country.

Recently CFU earned another accolade from PCMag – Best Gaming ISP for 2021. PCMag measures the quality of the connection, or the latency and jitter, for this award. Latency measures the time it takes data to get to its destination and back and jitter checks the consistency of the latency. When they compared the latency and jitter on networks across the country, CFU’s network came out on top. Not only does this provide a great gaming experience but improves the quality of voice and video calls.
CFU FiberNet customers saw speed upgrades on all internet service tiers in 2020 for no additional cost. In addition to updating the top internet tier to 10 gigabit, CFU’s standard home and business internet speed is now 250 megabits per second.

In 2020, we were proud to be the first 10 gigabit community in Iowa and one of the first in the country. If a customer orders 10 gig, we complete a simple equipment swap to upgrade their speed. Cedar Falls is a true 10 gigabit city – the service is readily available anywhere in the community.

CFU’s commitment to continually improving our broadband network and providing customers a fast, reliable connection was especially helpful in a year when demand for streaming, learning and working from home was amplified.
WHOLE-HOME WIFI SOLUTION

Add CFU WiFi for only $8 per month. We’ll handle installing, optimizing and maintaining a mesh WiFi network to provide you with powerful, reliable internet to every corner of your home. Visit cfu.net/WiFi for more information.
The net income was $1.68 million. The Water Utility's net income pays for system maintenance and upgrades.

The net income was $482 thousand. The Gas Utility's net income pays for system maintenance and improvements, including gas main extensions.
The net income was $3.59 million. The Electric Utility’s net income is used to make system improvements including substation upgrades.

The net income was $4.52 million. The Communications Utility’s net income is used to make network improvements and equipment upgrades.
An additional transformer was placed at the Union Road electric substation which supports growth in the area and will maintain reliable service for the community.

- 13,644 feet of gas main installed
- 8,335 feet of water main installed
- 116 gas meters installed in new homes
- 119 water meters installed in new homes

Service upgrades were completed at 2,000 homes as part of a project to update communications infrastructure and enable CFU to deliver next generation internet and TV service.