



CFU Continues to Serve Customers Amid Health Threat

As our community navigates these uncertain times during the coronavirus (COVID-19) health threat, Cedar Falls Utilities will continue to be here to serve customers.

We have all made necessary adjustments to daily operations to ensure our community stays safe and healthy. Our processes may look different but the access you need to essential utility services will continue.

Our crews remain on hand 24/7 to respond to emergencies and maintain vital services.

Staff continues to be available to address your questions and concerns over the phone.



Work outside to upgrade and replace infrastructure continues as planned.

We understand that some of our customers may be facing financial hardship. To help ease this burden, service disconnections are suspended, late fees are temporarily waived and flexible payment options are available.

If you are concerned about paying your utility bill, we encourage you to call our customer service office

at 319-268-5280. We will work together to determine a plan to get you through this time.

The partnership we have with local businesses is important and continues to be so during this difficult time.

If you have questions regarding your energy needs or there is a way we can help, please call Matt Hein, Energy Services Manager at 319-268-5427.

As building operators look for ways to reduce infection, ASHRAE, the engineering society for heating, ventilation, air conditioning and refrigeration, has provided key insights and an excellent resource:

1. Keep using your system to filter air and add fresh air
2. Use good filters and change them as needed
3. Keep the humidity level comfortable (RH of 40-60%)
4. UV-C works

View the full resource at cfu.net/ashrae.



YOUR CFU CONTACT:



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