



UTILITY NEWS & UPDATES

FALL 2025

Electrical Projects

In 2025, we are working on transferring some large power customers over to our 24.9 line.

In 2026, we will begin Phase 1 of 3 to create a 24.9 loop starting from our downtown substation working our way north, to Portland and ending at our Commercial Ave substation. This loop will create reliability and redundancy for our customers.

We will also be upgrading equipment at our downtown substation and possibly moving facilities in preparation of the Van Buren road, water and sewer reconstruction in 2027.

Water Projects

We are currently updating the Well 2 (Lum Ave.) Booster Station. Water main replacement on Hendricks St. should be complete Nov. 2025.

In 2026, our reservoir will be having required maintenance. The reservoir will be sand blasted and painted inside and out, along with some added safety features.

Sewer Projects

We will be finishing the WWTP plant upgrade with some lift station upgrades. This project was funded 21% (\$5.8M) with grant funds. Sewer main replacement on Hendricks Street should be complete November 2025.

Carousel Water Tower Information

The last time the carousel water tower was used was in 2017. The required DNR maintenance was not economically feasible to keep the tower in service. In 2023, the carousel water tower was disconnected from the water system. The lot is owned by the City of Waterloo, the tower is owned by the utility.

Our utility is funded solely through electric, water and sewer sales to customers, returning over **\$265,000 in payments in lieu of taxes to the city annually.**

PUBLIC POWER WEEK OCT 6-12

Join us for a complimentary luncheon from 11 a.m. - 1 p.m. Thurs., Oct. 9 (while supplies last) at 575 Commercial Ave in the utility service garage. ***Enter our raffle to win gift certificates to local businesses.***

HYDRANT SNOW REMOVAL

Hydrant snow removal is the responsibility of the utility. Snow removal from hydrants will be completed as part of our normal work day. We do greatly appreciate any resident who removes the snow from hydrants.

At the Nov. 7, 2023 Waterloo Water & Light Commission meeting there was a motion to offer the carousel water tower at 212 Squire as a gift to the City of Waterloo. In a normal situation, the water tower would be dismantled. The utility commission felt that due to the painting on the water tower if the water tower would be kept as a historical landmark it would be a city decision and responsibility, as it is the utility's mission is to provide electric, water and sewer services. The city took no action on the motion.

At the June 3, 2025 Waterloo Water & Light Commission meeting, the commission directed staff to obtain dismantle bids and provide a public announcement. The utility had the water tower on two meeting agendas and discussed the situation with residents who attended those meetings. If the tower is to be sold to a third party it will include surety, meaning the third party will need to be responsible for the debt of maintaining or dismantling the tower. There will be a time when this tower will need expensive maintenance and the buyer will be responsible for that maintenance or dismantling.

It is not economically feasible to make repairs to a tower that is not in use. With the high winds Waterloo has endured in the past years and the roof corroding, it is in the best interest of customers to dismantle it. The utility has budgeted to have the tower dismantled in 2027. If a proposed solution is brought forth in the meantime, those proposals should be presented to city council.

MyAccount

MyAccount is a great way to view your bills online, monitor usage, set usage alerts, go paperless, etc. To sign up, go to www.waterlooutilities.com, register for a new account using your Waterloo Utilities account number, name exactly as it appears on your bill, and an

email address. You can also download the MyMeter app. Directions are available on our website.

Payments: To make payments with a card or checking/savings account number, please call 1-877-885-7968. You will need your account number to do so. You may also log in to your account online and make a payment that way. The payment processor charges a \$4.40 convenience fee per \$300. To avoid the \$4.40 fee, customers need sign up for auto pay and use their checking or savings account, then select the due date. We also accept cash, check, or money order/cashier's check, which can be deposited in our drop box in the drive-thru lane of our office.

How to report a street light outage:

On the bottom of our website homepage, there is an icon "Report a Street Light Outage" you can click on the icon and fill out the form.

Call us 920-478-2260 or email ksharpe@waterlooutilities.com.

Most street light poles have a number, along with the street name and what the light is doing; all helpful information for us if you can provide it.

Water Leak Notification

Our new AMI water meters have leak detection. We receive a daily report if the meter finds that water is running through the meter 100% of the time. If you receive a phone call from us stating you have a water leak, it is your responsibility to correct your plumbing. It is a courtesy on the utility's part to notify you of the leak. Please make sure the utility has your current contact information.

CALL US AT 920-478-2260
DURING BUSINESS HOURS WITH ANY QUESTIONS.



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At Waterloo Utilities, we join forces with other local, not-for-profit utilities through WPPI Energy to share resources and lower costs.