

MEDIA RELEASE

For more information, contact:

Jennifer Bloker
Marketing & Public Information Director
Waverly Utilities
jbloker@waverlyutilities.com
319.559-2000



1002 ADAMS PARKWAY | WAVERLY, IOWA 50677
319.559.2000

WAVERLY UTILITIES TEMPORARILY DISCONTINUES TELECOM INSTALLATIONS

WAVERLY, Iowa (March 24, 2020) – Waverly Utilities (WU) is committed to protecting its employees and citizens during the COVID-19 pandemic. For health and safety precautions to all, WU is discontinuing in-home and commercial telecommunication installations starting Tuesday, March 24, 2020, until further notice.

WU's customer service team will be in contact with previously scheduled customers to reschedule their cable, Internet, and/or phone services once it is deemed safe.

For outages or incidents, WU staff will first attempt to resolve any physical issue outside the property. If the problem is not a physical issue, staff will attempt to troubleshoot with the customer over the phone.

Telephone is considered a critical utility. If a customer has landline phone service and the problem cannot be resolved remotely, WU will assess whether it is safe to enter a home or business to resolve the problem.

Thank you for your continued patience and understanding during these trying times.

###