

CFU Honored for Putting People First

Cedar Falls Utilities has been recognized as an Employer of Choice for the 15th time.

This honor reflects the organization's long-standing commitment to creating a workplace that supports its people, both personally and professionally.

Employees at Cedar Falls Utilities recognize there is pride that comes with the work of providing essential utility services to their community. However, what truly makes CFU a special place to work is the support leadership shows employees.

"CFU cares deeply about the quality of life of their employees," says Lane Peters, who joined the CFU team in April as the new Director of Operations.

"Even being a utility offering critical, 24/7 services to the community, the work is structured in a way to offer the flexibility employees need to balance work and family life. The organization and fellow employees are always there to help each other out, picking up on-call shifts when health or family issues arise. CFU leadership works hard to meet the family needs of employees."

Henrique Donati, who joined the CFU Information Systems team in 2024 as a Software Engineer, saw this firsthand when he unexpectedly lost his father earlier this year.

"CFU is highly supportive in all aspect of life," says Henrique.

"My dad passed away last month, and I had to fly to Brazil for the funeral. My boss was very supportive and made sure I had the bereavement leave I needed even though I had been at CFU less than a year."

In addition to providing adequate time off and allowing flexible schedules, CFU also fosters a culture of professional support for employees.

"CFU is constantly offering employees opportunities to learn new skills including interpersonal, leadership and technical skills," adds Lane. "Recently, CFU started a yearlong training series focused on developing interpersonal skills for both management and front-line employees."

The effort leadership invests into training is

appreciated not only by new employees but also those who have utilized learning opportunities to advance in their roles at CFU.

Jonathan Wenger, CFU Transportation Services Supervisor, has been with CFU for more than nine years. He has seen the benefits of taking advantage of training provided throughout his time at CFU.

"As an individual employee, CFU has provided opportunities for growth and advancement through years of experience, on the job training and continued education," says Jonathan.

"Even though the department I work in is not as forward facing in the company, I still feel and know that I am valued, that my work matters and we are all working together for a common group of goals."

Leadership sees these policies not as perks, but as necessary conditions for long-term success for both employees and the customers they serve.

"We believe when people are supported at work and at home, they're able to bring their best to both," says Susan Abernathy, CFU General Manager.

"That's not just good for morale, it's good for our community. When our employees thrive, our customers benefit."

When working to maintain a culture of trust, respect and purpose, Cedar Falls Utilities notes the importance of leaning on their core values. CFU core values include customer focus, employee teamwork and personal growth, innovation and ethical and responsible behavior.

"Our core values help guide us to ensure we have a team that's equipped and motivated to deliver excellent service, every day," says Susan.

"That includes recognizing that employees are people first, with lives and responsibilities beyond the workplace."

Melissa Hepler, a Customer Service Specialist at CFU, acknowledges the effect this has on creating a positive workplace.

"I am proud to say I have been with CFU for more than 10 years," says Melissa.

"The family focus and ability to take time as needed outside of work is so valuable. Anniversaries are recognized as well as employees' life events. Recognizing accomplishments and celebrations personally and professionally really proves how much CFU cares about us as individuals."



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