



Cedar Falls Utilities
THE POWER OF SERVICE



IMWCA Safety University
Getting Management Support
Steve Bernard, CFU General Manager/CEO
October 13, 2018

About CFU

- Provider of electric, natural gas, water and broadband services to Cedar Falls and surrounding area
 - Electric Utility is a transmission owner in the Midwest Independent System Operator (MISO) power market. Own two on-site generating units in addition to off-site generating resources sufficient to meet the community's electric load. Serve 19,478 electric customers.
 - Serve 14,357 natural gas customers with 220 miles of mains.
 - Serve 14,232 water customers with 207 miles of mains.
 - City-wide fiber optic system to deliver internet, phone and cable television services to homes and businesses. Serve 9,033 cable customers, 14,126 data customers and 2,858 phone lines.
- ~200 employees



How do we get management support for safety?

- Genuinely care about your employees and their families
- Prove it at the highest level – for CFU safety is an element of our Strategic Plan
- Invest in it
- Communicate about it



Genuinely Care About Your Employees

- Get to know your employees
- Make it personal



Prove that You Care

- We report safety results to our Board quarterly
- We have a Risk Management Committee – our Safety Coordinator, myself and Department Directors
- We have a Safety Committee – employees and operating management
- Little things – preferred parking for expectant mothers
- Safety Coordinator makes regular job site visits and files a report – provided to Risk Management Committee



Invest In It

- We employ a Safety Coordinator – safety is Roland's focus and his opinions are valued
- Buy useful equipment and keep it in good condition
- Utilize ergonomic expertise, Occupational Therapist
- CFU is investing in SafeStart, a comprehensive multi-year safety training program

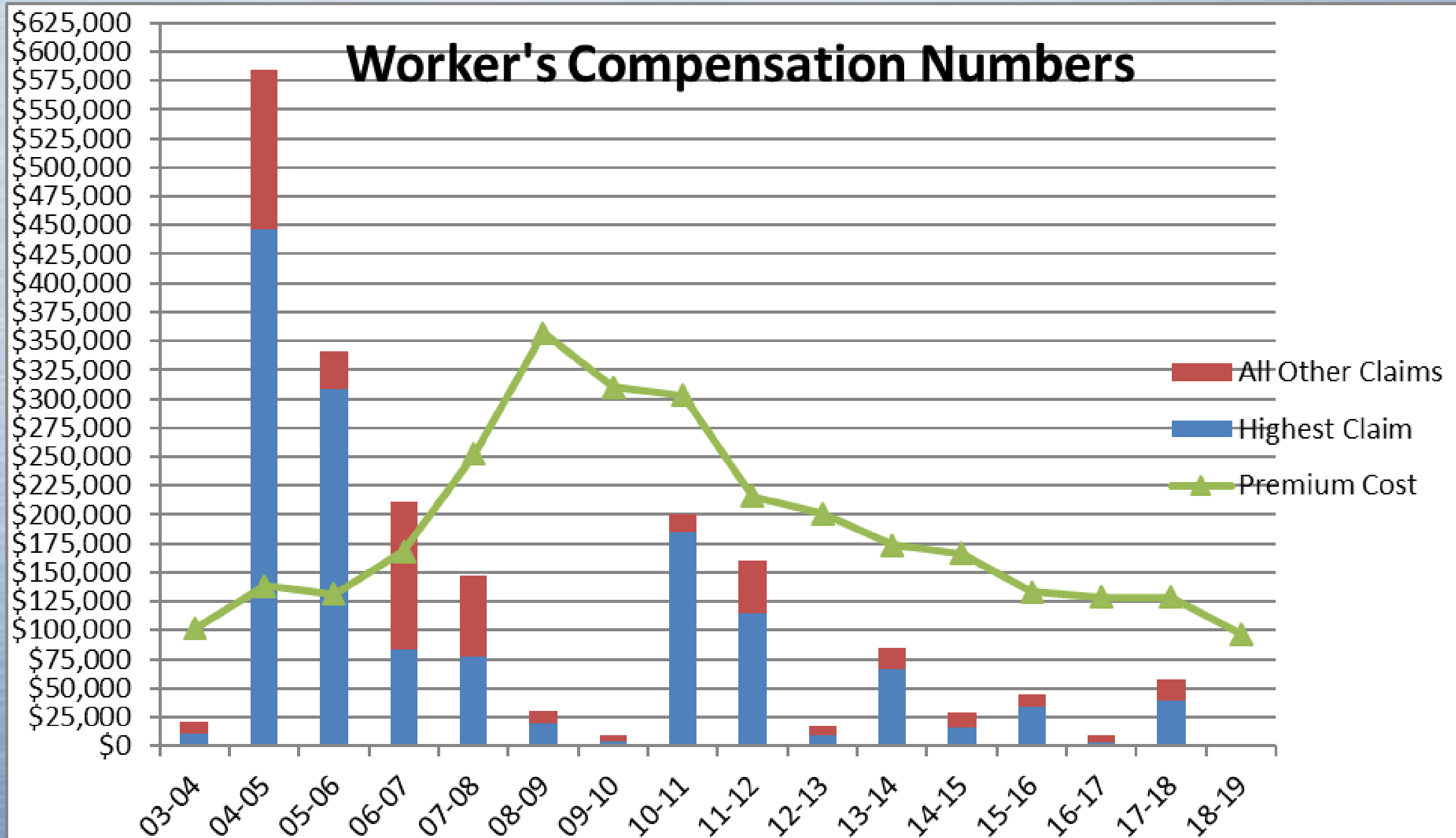


Communicate About It

- Safety results reported to our Board quarterly
- Site visit reports – Roland is an ally, not a threat
- Safety is a regular topic at department meetings
- Tailgate sessions
- Near misses – we are careful not to be too punitive – we want those reported
- Incident reports – filed promptly and reported to me
- Annual all-company safety meeting – includes breakfast and a speaker



Worker's Compensation



Questions?

