

**WH**

**Wright-Hennepin**  
Cooperative Electric Association

A Touchstone Energy® Cooperative



# HOTLINE UPDATE

## Save money and energy with WH's free MyMeter™ web application



Think back ten years ago...how has technology changed? More specifically, how has technology in your home changed? Ten years ago, not every home had a computer, a cell phone, a flat screen television or other electronic devices. Now it seems like each home has more than one of each of those devices.

These changes, while they may seem small, have an affect on your electric bill. Technology is changing rapidly. What will be plugged into the electric outlets in your home ten years from now and how much energy will it use? This is just one reason that it is important to take control of your home's energy use now.

Lucky for you, Wright-Hennepin (WH) provides an exclusive program called MyMeter™ available only to our members. This program is designed to help you take control of your energy use, and it can help you reduce your energy bills!

Checking MyMeter™ and making small changes to your daily habits will save you money! Log on to MyMeter™ today at [whe.org](http://whe.org).

MyMeter™ cont. on Pg. 4

## WH assists with banding of local osprey

Two large osprey swooped overhead as Keith Burandt, a Wright-Hennepin (WH) lineman, guided the bucket of his truck toward a large nest made of twigs on top of a specially placed platform. "Those ospreys were trying to protect their two young chicks in the nest," said Burandt. "But there was no need to worry."

Sitting 40 feet above the Annandale countryside is the home of Oscar and Olive, two osprey birds. This year their nest was not only filled with twigs and feathers, but also the presence of two osprey chicks. This is what brought WH and Three Rivers Park district employees for a visit to their home.

WH linemen Troy Driscoll and Keith Burandt had the honor of visiting the home of Oscar and Olive up close, as they needed to take the osprey chicks, not yet ready to fly, to the experienced hands of Three Rivers Park district staff to be banded. The linemen took the chicks and transported them to Naturalist Judy Voigt Englund and Wildlife Specialist Steven Hogg, who would band the chicks for tracking.

"With these bands, we can look into other



Steven Hogg (left) and WH lineman Keith Burandt (right) visited the large nest of Oscar and Olive Osprey to take two osprey chicks to be banded.

osprey nests in the future and see if they stayed in the area and made families of their own," said Hogg.

For more than 25 years, Three Rivers Park District has banded and tracked osprey in the local area after reintroducing the raptors back to their native territory in 1984. Before then, osprey hadn't been seen locally due to the effects of DDT and habitat loss.

monitors more than 60 osprey nests in eight counties in Minnesota.

**In a nest near Annandale resides Oscar and Olive Osprey, two osprey who can be viewed live 24/7 through WH's webcam, located at [www.whe.org](http://www.whe.org).**

WH has assisted with these efforts for the last ten years. Since 2000, WH linemen have used bucket trucks and pole climbing gear to access the nest and assist in banding the chicks. The cooperative also built its first nesting platform for the osprey in 1998. Since then, the cooperative has donated more poles and platforms for osprey to provide suitable nesting areas.

Without these platforms, the osprey could nest on poles supporting live power lines. This could present a danger to osprey and humans because nesting material can contact the lines, causing fires and power outages.

The program has been a resounding success. Three Rivers Park district



Three Rivers Park District employees banded the young osprey with two metal bands to help keep track of them in the future as they make nests of their own.

### Inside this ISSUE

- Page 2. A message from the CEO
- Page 3. Bidwell goes to Washington
- Page 4. Hot water on demand
- Page 5. Energy saving tips
- Page 6. WH Security receives high ACSI score
- Page 7. Win an LED camping lantern
- Page 8. Options for paying your bill

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## Behind the scenes of the July 17th storm

At least once a year a portion of Wright-Hennepin's (WH) service territory gets hit with a large, damaging storm. Saturday, July 17th, was our first major weather event of 2010. As the event is so close to the publishing date of this newsletter, I thought I'd give you a behind the scenes view of our outage response.

After dodging a bullet earlier in the day when a hail storm went through the area causing only a few outages, the July 17th storm regenerated at dusk with strong straight-line winds that tore a damaging swath through the northern part of our service territory. Scattered outages were also reported in every other part of our area. Altogether, the storm caused nearly 5,000 WH members to lose power.

WH's deployment of a number of technology applications in recent years has helped us reach new levels of storm readiness and outage response. The graph (top right) shows that outage response time has steadily improved in recent years, with a 31 percent change from 2008 to 2009 alone. This is largely a result of the head start that technology provides, but also the dedication of your employees. Indicators year-to-date show 2010 will show further improvement to this graph.

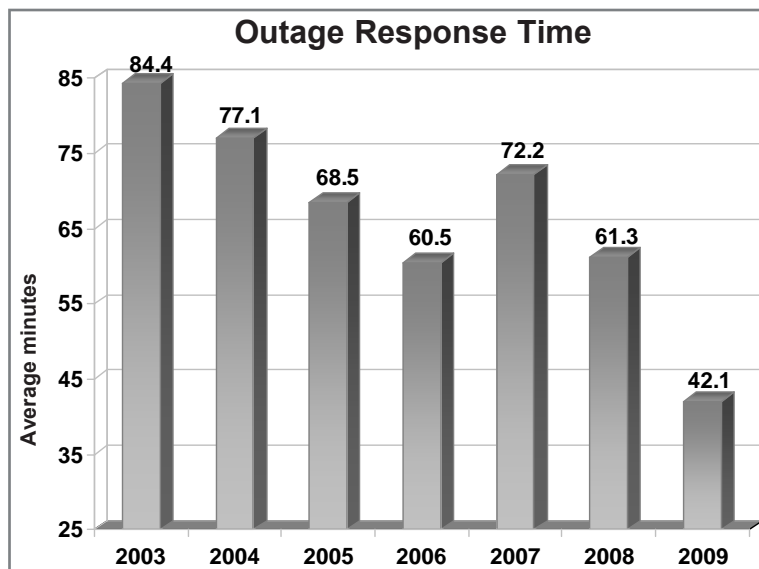
An example of how technology helped our response time on July 17th is that even though I was at a wedding reception out of the service territory when the storm hit, I received a cell phone text message right at the beginning of the event alerting me that we had an unusual weather situation. The message said "multiple alarms coming from Goose Lake substation." Goose Lake substation is our western most substation, and like all of our substations, it is outfitted with special outage sensing equipment on our main power lines. The "multiple alarms" message gave early warning to Lance

Hovland, VP of energy distribution; Rich Horman, line crew foreman; Mike Rudolph, emergency dispatch manager; and me that we needed to get immediately prepared for many outages.

I left the wedding reception as soon as I got the message so that I could be in touch with my outage response leaders. In those early moments of the storm, we were able to talk through our game plan, including making the call to start locating all available crews and dispatchers from their weekend activities. While driving back to the service territory, I was also able to give authorization on the expense to call in crews from other electric cooperatives to help speed our restoration effort. Special thanks to Minnesota Valley Electric Cooperative in Jordan who responded immediately with line workers and bucket trucks. So did our contract tree service, Bear Tree Care.

Thanks to special applications loaded onto my laptop by our IT Department, I was able to see where outages were occurring and how many members were out, at any given moment, even though I was out of the area. On another screen I had a live weather radar feed. On yet another screen I could see exactly where our bucket trucks and line workers were deployed in the service territory.

Along with the technology noted above, many months of fine tuning our disaster plan helped make sure all hands knew their specific roles



and expectations. This attention to the plan has helped outage response time, especially in the critical opening chapter of any major storm.

I was pleased to see during the storm that members following WH on Facebook (Facebook.com/WrightHennepin) were getting regular updates like the ones shown at the bottom left of this page. Members signed up to receive messages from our Twitter profile (twitter.com/Wright\_Hennepin) also received these updates. In most cases, these updates were more current than those being reported in the media. If you haven't signed up for these updates (and other information we provide via these social networks), you can do so for free by signing up for Twitter at twitter.com or by creating a Facebook profile at Facebook.com and signing up to follow our profiles.

Thanks to our technology, I was able to follow WH's response all night. By 7:30 a.m. Sunday morning – just twelve hours after the storm – I received a message that nearly all 5,000 members had power restored.

By all measures and standards, your employees responded expertly, quickly and safely to this weekend event. I was appreciative of the e-mail one of your directors received from a member. The member wrote: "What a great job the entire team at WH did tonight...WH had us back on line in 64 minutes at our home. This was no easy task tonight. We as customers owe a lot to these men and women."

### June Board Meeting Highlights:

The monthly meeting of the board of directors was conducted June 2, 2010. A quorum of directors was present. At the meeting, the board:

- Approved required documents needed to complete WH's loan application that supports the 2010-2012 Construction Work Plan.
- Approved annual dues for the National Rural Electric Cooperative Association.
- Reviewed and filed the monthly CEO, financial, legal and other operating reports.
- Directors provided updates on meetings attended on behalf of the Cooperative.
- Held regular quarterly executive session.
- Heard presentation from Ryan O'Conner, representative of Survey and Ballot Systems, on internet voting service for bylaw and director elections.

### WH's Board of Directors

Chris Lantto, Board Chair..... District 5  
Thomas Mach, Vice Chair..... District 6  
Dale Jans, Secretary/Treasurer... District 4  
Timothy Young..... District 1  
Butch Lindenfelser..... District 2  
Burton Horsch..... District 3  
Sarah Evenson..... District 7  
Donald Lucas..... District 8  
Erick Heinz..... District 9

The Board of Directors meets monthly at the cooperative's office in Rockford. Regular meetings are generally scheduled the second Tuesday of each month for 2010. Members with items of interest are encouraged to contact the President and CEO to confirm meeting date and time.

### WH's Management Staff

**Mark Vogt**  
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**Wright-Hennepin Cooperative Electric Association** Approximately 4,000 members are experiencing a power outage in multiple locations throughout Wright and Hennepin Counties due to severe storms in the area. Crews are working to restore power. Get real time outage updates on our live map at: <http://wh-oms.whe.org/Outages>

Comment Like Promote

Receive outage updates like the one above at Facebook.com/Wright-Hennepin

July 17th storm cont. on Pg. 3

# Bidwell was one of 1,500 youth representing co-ops at 2010 Youth Tour

Visiting historical monuments and museums, mingling with politicians and fellow young adults with common interests – that’s what Jacob Bidwell recently did when he participated in the Rural Electric Youth Tour and received an up-close glimpse of the workings of our nation’s capital.

**“I would encourage all eligible students to apply for the honor to represent WH on a future trip.”**

Bidwell, who will be a high school senior at Maple Lake High School, represented WH at the Youth Tour in Washington D.C., June 12-17. He was one of more than 1,500 high school students from across the country that learned about civics, politics, and issues facing all Americans. Attendees are chosen by individual electric co-ops across the nation.

The Rural Electric Youth Tour is an annual joint effort between local electric cooperatives, such as WH, the Minnesota Rural Electric Association and the National Rural Electric Cooperative Association.

“The youth group tour to Washington D.C. was a trip of a lifetime,” said Bidwell. “Thanks to our great cooperative I was able to see amazing monuments, buildings, historical items, and so much more. From the Marine



Jacob Bidwell, shown standing in front of the WWII memorial in Washington, D.C., represented WH at this year’s Youth Tour.

Sunset Parade all the way to seeing our capital and meeting our senators and representatives. This trip also showed me why electrical cooperatives were important to rural areas years ago, and why they are important today. I would encourage all eligible students to

apply for the honor to represent WH on a future trip.”

Watch for information about the 2011 Rural Electric Youth Tour this winter in the *Hotline Update*.

## Behind the scenes of the July 17th storm

July 17th storm cont. from Pg. 2

Our first job is to keep the lights on, but when storms or other things interrupt that service, our next highest priority is to restore power

as soon as possible. We thank you for your patience when this happens, and for the support to invest in state-of-the-art technology to respond quickly to outages and to enhance our overall operational

efficiency that helps keep electric rates competitive.

*Mark Vogt*

## Industry NEWS

### Xcel study envisions \$20 billion in electric lines by 2029

Minneapolis-based Xcel Energy and six other utilities recently announced a study that maps out up to 16,000 miles of new high-voltage transmission lines across 11 states, transporting wind energy to larger urban markets. The 83-page study, issued by a joint venture called Electric Transmission America, recommended three transmission upgrade scenarios from concepts that would cost \$23.6 billion to nearly \$25.8 billion over the next 20 years.

The transmission overhauls come as the wind energy industry has developed swiftly in many of the states the utilities included in the study, which was conducted for the joint-venture by Quanta Technology LLC. Teresa Mogensen, Xcel Energy’s vice president of transmission, said the joint-venture’s 11-state study represents the first step in a wind-generation appraisal of the Midwest that could be adjusted over time if transmission needs change. That’s because the potential power carried by Electric Transmission America’s system could range up to 56,800 megawatts – possibly more than a cost-benefit analysis that Quanta Technology LLC is proceeding with.

The utility cartel that includes Xcel Energy calls its long-range transmission plan the Strategic Midwest Area Transmission Study, or SMARTransmission. The study, essentially an 11-state version of the CapX2020 transmission project in Minnesota, includes North Dakota, South Dakota, Minnesota, Iowa, Wisconsin, Nebraska, Missouri, Illinois, Indiana, Michigan and Ohio. The study is contained on a website, [www.smartstudy.biz](http://www.smartstudy.biz), which contains project-related information, including much information about the potential wind-energy harvest from all 11 states and the cost-per-mile of various types of transmission line.

Source: Finance and Commerce

### Proposed plant will be first large scale market for biomass material

An energy plant now being built in the Spiritwood, N.D. area will develop into the first significant market in the region for biomass material. The biomass market will actually develop in two stages, according to Sandra Broekema, business development manager for Great River Energy (one of Wright-Hennepin’s power suppliers).

The first phase of the project will start using biomass material in combination with coal to fire a 99 megawatt electrical generation plant that is currently under construction and is scheduled to go on line in January of 2012. Plans at this time call for a mixture of 10 percent biomass and 90 percent coal to be burned at the plant once it’s in operation. That would involve burning about 10 tons per hour of biomass material (or 20 large bales weighing 1000 pounds each), with a total of 70,000 tons of biomass being used at the plant each year.

Source: Farm and Ranch Guide

ANOTHER BRIGHT IDEA FROM WRIGHT-HENNEPIN



## It's okay to let it go

Say goodbye to that spare, working fridge or freezer in your home. You'll cut down on your home energy costs and earn a \$35 reward by letting WH recycle your old appliance. Call 1-877-838-1139 or visit [whe.org](http://whe.org) and click on "Promotions" under the News & Updates section to schedule your FREE pickup through August 31, 2010.

**Get \$35**

for letting WH recycle your spare fridge

**Get FREE**

pickup and removal

**Save \$150**

in yearly home energy use



**Wright-Hennepin**  
Cooperative Electric Association  
A Touchstone Energy Cooperative **763-477-3000**

# Save money and energy by using MyMeter™

MyMeter™ cont. from Pg. 1

MyMeter™ is a free web-based service that allows you to track and chart your daily energy use, compare your home's energy use data to an average of other homes in your area and set goals for yourself to reduce energy use.

"Members that use the program typically save three to five percent on their electric bills after signing up for MyMeter™," said Sonja Bogart, WH vice president of customer service, sales and marketing. "That may not sound like much, but imagine what you could do with that extra money in your pocket."

The program takes your daily energy use information and makes easy-to-read charts to show how much


energy you are using. It even shows how your energy use is affected by the outdoor temperature.

The MyMeter™ program features an energy challenge that helps you set energy saving goals and

**"Members that use the program typically save three to five percent on their electric bills"**

links you to energy saving tips to meet those goals. The program also allows you to place "markers" on

your energy use graphs to signify when you install a new energy efficient appliance to track its energy savings. The markers can also be used to represent anything done in your home that may affect its energy use. Set a marker for when you plugged in that new flat screen television and see its affect on your energy bill.

Take advantage of this innovative online resource to help you conserve energy. The time is now to take control of your home's energy use, it has never been easier! MyMeter™ can be accessed at [whe.org](http://whe.org), click on "Residential Service Center" and then "MyMeter™." 



Looking to save money? Take the energy challenge! The energy challenge section of the MyMeter™ program allows you to set an energy saving goal and track how you are doing. The red bar on the graph shows the energy that your home used last year, the blue bar shows what your goal is, and the green bar shows how much electricity you have used to date. Challenge yourself to save energy and money!



The monthly view of your electric use is shown in an easy-to-read graph that spans multiple years. Compare your energy use from this year to those in the past. This view also allows you to split up your energy use if you are a participant in one of WH's Off-Peak programs.



Keep up with your neighbors! This unique view of your home's electric use compares how you use energy to an average of your neighbors and your most efficient neighbor. This way, you can see how much energy you use in comparison to similar homes and families.

## System provides hot water on demand and saves resources

When you turn your hot water on at your sink or in the shower, how long does it take to get hot? 30 seconds? More? There is a way to get hot water to any faucet in your home in under 30 seconds.

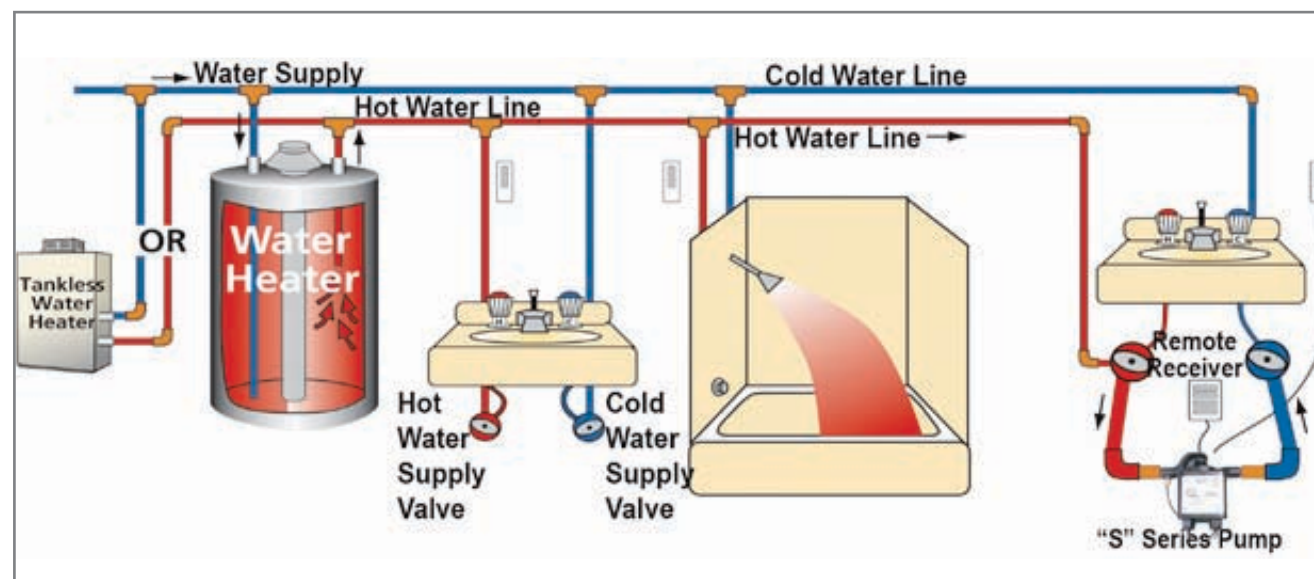
By waiting for hot water, you could be wasting thousands of gallons of water each year. The Metlund D'MAND System not only provides you the convenience of not having to wait for hot water to arrive, but it will also save you on your water bill by not wasting water.

The system is designed to move the hot water from your water heater to your most remote fixture within seconds. At the push-of-a-button, the cool water you normally let run down the drain is circulated back to the water heater and quickly moved to the water fixture. When hot water arrives, the system automatically shuts off until the next time you need it.

The Metlund system moves hot water to where it's needed much faster compared to conventional

plumbing. This greatly reduces wasted water, thus saving money and potentially thousands of gallons of water each year. U.S. Department of Energy testing indicates annual household water savings of 3,500 to 12,000 gallons with the system as well as energy

**"The Metlund system moves hot water to where it's needed much faster compared to conventional plumbing"**



The D'Mand® System efficiently moves hot water from your water heater to your most remote fixture (kitchen, master bath, etc.) within seconds. At the push-of-a-button, the cool water you normally would waste waiting for it to turn hot is circulated back to the water heater. Then, the pump quickly pulls hot water from the water heater back to the fixture, replacing the cold water. All the while, the cold water is sent to the water heater to replace the water that left the water heater. A sensor automatically monitors this process making sure the system shuts off once hot water is running constantly to the fixture. This quick process saves water and energy from being wasted.

savings of between 300 to 1,200 kilowatt-hours per year (if you are using an electric water heater).

Plus, the energy-saving Metlund system typically pays for itself in two to three years and can increase the life expectancy of a water heater by as much as 25 percent. The system is comprised of a small electric pump that is typically installed under the furthest sink from the water heater. The system is easy to install (no soldering pipes) and is activated with a motion sensor or by the push-of-a-button. See the graphic for an explanation of how the system works.

For more information, please call WH at 763-477-3000 or send an email to [info@whe.org](mailto:info@whe.org). 

# Ten simple ways to save energy this summer

To the delight of school children on summer break, the sun has been shining bright and often so far this season. While this might cause excitement for children, it can cause frustration for homeowners dealing with high summer energy bills.

The hottest days seem to be some of the days with the highest energy use, due to air conditioners turning on, fans running on high and many other factors. This summer, balance out those energy users by incorporating as many energy saving practices into your routine as possible. It could just make this summer brighter for everyone!

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**Do you have energy saving tips to share? Post them on WH's Facebook page at [Facebook.com/WrightHennepin](https://www.facebook.com/WrightHennepin)**

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1. Use the moisture sensor feature on your clothes dryer if it has one. This option shuts down the dryer when clothes are dry. In addition, clean the lint filter after each load. Also, the vent hose should be connected tightly and free of kinks. This improves air circulation and increases the dryer's efficiency.

2. Consider using ceiling and other fans during the cooling season. They provide additional cooling and better circulation so you can raise the thermostat and cut down on air conditioning costs. ENERGY STAR® certified ceiling fans work even more efficiently, especially those that use compact fluorescent light bulbs.

3. Try to cook outdoors whenever possible. This reduces the load on your air conditioner, as an oven or stove can quickly heat up a kitchen. Toaster ovens, convection ovens, and slow cookers get the job done

with less energy than conventional stovetops or ovens, especially when preparing smaller meals.

4. Use a microwave to cook when possible. They use 50 to 65 percent less energy than conventional ovens and don't heat your home in the summer.

5. Use shade trees in landscaping design in order to block summer sun from entering your home and reduce cooling costs. Deciduous trees shed leaves in winter to let heat in.

6. A big slice of your energy bill pays for heating water. Take five minute showers instead of baths. Make sure that your water heater is set no higher than 120°F.

7. When using your laptop computer at home, put the battery charger (an AC adapter) on a power strip that can be turned off. The transformer in the charger draws power continuously, even when the laptop is not plugged in. If a device has a light on when it is plugged in, it is drawing power.

8. Don't keep your refrigerator or freezer too cold. Recommended temperatures are 37° to 40° F for the main refrigerator compartment and 5° F for the freezer. If you have a stand-alone freezer, it should be kept at 0° F. Appliance settings may vary, so an easy way to check the temperature is to use a meat



Save money by hang drying your clothes on a clothesline. Let the warm summer sun work for you!

thermometer.

9. Use a programmable thermostat to vary your home's temperature based on your schedule. Lower your thermostat when you're not home or at night to save as much as 10 percent on heating and cooling costs!

10. Join WH's Off-Peak air conditioning program called "Cool Cash" to save 15 percent off your summer electric bills. See the ad on the bottom of page eight for more details.

Do you have energy saving tips to share? Post them on WH's Facebook page at [Facebook.com/WrightHennepin](https://www.facebook.com/WrightHennepin)

Source: NRECA

## Does your landscape need a makeover?

- Emerald ash borer treatments
  - Tree & stump removal
  - Lot clearing
- Tree & bush trimming, pruning & shaping

**WH Services can help!**

**\$0 down, low interest financing available**

**Call today to schedule a free estimate!**

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**WH SERVICES**



**WH Services is your local full service tree care specialist.**

# WH Security receives high satisfaction score

WH Security recently received an impressive score of 91 on the American Customer Satisfaction Index (ACSI) computed by the University of Michigan School of Business. The average ACSI score of all U.S. companies and industries during first quarter 2010 was 74.


The ACSI index is referred to as the "gold standard" of recognized national customer satisfaction surveys and is used widely among many industries in the nation. The purpose of the

ACSI is first to measure a company's performance in satisfying customers, but more importantly to learn from the results and keep improving. Because the questions and format are identical, participating companies can see how they rank compared to industry peers, as well as completely different companies and industries.

An official connected to the ACSI program referred to WH Security's unusually high score as "rarefied air."

This ability to judge like customer

satisfaction data provides valuable insight to companies to adapt best practices and other lessons from the data. "Our customer survey tells us that fast response time to emergencies, low monthly monitoring rates, and quality products are the most important things WH Security can deliver," said Sonja Bogart, VP of customer service, sales and marketing. "WH Security's employees work hard every day to deliver peace of mind through our security systems. We are very happy about this high score, but

we will use the results to find ways to serve our customers even better." 



## WH Security rolls out new website featuring videos, existing member services and more

WH Security is proud to announce the launch of a new website! Featuring a new look, videos, testimonials, customer services and more, WH Security's new website shows how WH Security can secure your home and family, and give peace of mind.

Those who visited WH Security's old website in the past will immediately notice new graphics and colors, along with an easy to navigate layout and much more information on WH Security's products and services. Other changes are a home alarm system page that lists out WH Security's available packages and add-ons, a video testimonial page and graphics explaining how a security system works.

Current WH Security customers will find more options than ever before, including an expansive frequently asked questions section, online billing, password-protected alarm activity logs, how-to videos and more.

Check out WH Security's new and improved website today at [wh-security.com](http://wh-security.com) 



Check out WH Security's new website today at [wh-security.com](http://wh-security.com)!

## Know what's below: call before you dig!

Members who have a project that will require digging a hole deeper than one foot are required by law to call Gopher State One Call (GSOC) to get markings for all underground utility lines in the area they are planning to dig.

GSOC is a state law designed to protect public safety as well as underground utility infrastructure. This free service is completed within 48 hours after the initial phone call.

Locate underground utility lines before you dig by calling GSOC at 811. You can also go to [www.gopherstateonecall.org](http://www.gopherstateonecall.org) to make a location request online.



## Do you need a house sitter while you're away?

### We're here for you.

Enjoy peace of mind while you're home or away with a customized security system that will protect your home from burglary, fire and carbon monoxide.

WH Security has been providing thousands of metro-area homes with competitively-priced security systems and monitoring for over 20 years. Let us help protect your property too!

**Purchase a new security system and receive a free smoke detector!**

Up to a \$120 value\*

**Offer ends: Aug 31, 2010**



A wholly owned subsidiary of Wright-Hennepin Cooperative Electric Association

Rockford, MN  
763-477-3000 or 800-943-2667  
View safety tips on our website: [www.wh-security.com](http://www.wh-security.com)

\*Certain restrictions may apply



# Receive Off-Peak control time notifications by e-mail or text message by signing up online

More than 14,000 households save money on their summer electric bills through Wright-Hennepin's (WH) Off-Peak air conditioning program.

Members on WH's Off-Peak air conditioning program allow WH to cycle their air conditioner off and on in 15 minute intervals during times of peak demand. Typically, peak demand occurs between 4 p.m. and 10 p.m. That means that on hot days, the air conditioners on this program are cycled for six hours.

However, due to higher than average temperatures and electric use among the membership, there have been days that WH has cycled air conditioners for a period of seven hours. Typically,

homeowners on the program do not notice much of a change in the air temperature inside their homes during the times that their air conditioning unit is being cycled.

WH encourages members of the program to pre-cool their homes on hot days before 2 p.m. This might mean turning down thermostats to a comfortable setting before leaving for work in the morning. If this is the case, those with programmable thermostats will need to override their daily schedules to allow the home to pre-cool.

Members enrolled in Off-Peak programs have a couple of options for receiving daily Off-Peak control time

information. Members can sign up for a load alert e-mail or text message that is

**"Members enrolled in Off-Peak programs have a couple of options for receiving daily Off-Peak control time information."**

sent to them whenever WH is planning to control their Off-Peak systems. Members can find this option under the "Quick Links" at [whe.org](http://whe.org), and

then click "Load Management." Then, simply fill out the online form to begin receiving messages electronically.

WH also has an additional way to receive that information. A Twitter page now alerts Off-Peak members when WH will be controlling their Off-Peak system. Find us on Twitter today at [www.twitter.com/WHControlTimes](http://www.twitter.com/WHControlTimes).

For more information on WH's Off-Peak air conditioning program, please call 763-477-3000 or by visiting us online at [whe.org](http://whe.org).

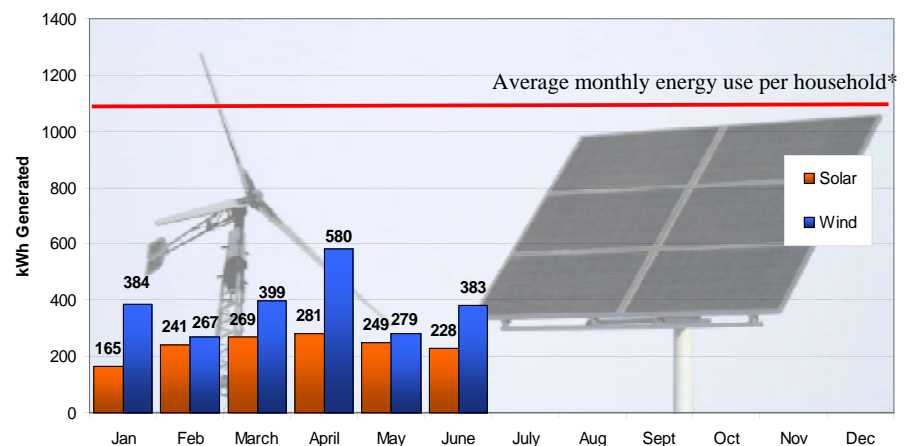
## July wind and solar power monthly contest winners

**Congratulations to Eugene Lorentz of Howard Lake and Alden Sandquist of Delano, who were Wright-Hennepin's (WH) July 2010 wind generator and solar contest winners.**

Eugene receives a credit for 383 kilowatt-hours (kWh) on his electric bill, which was the total amount of electricity produced by WH's wind generator throughout the month. Alden receives a credit for 228 kWh on his electric bill, the total amount of electricity produced by WH's solar panels in the same time period.

*To enter the monthly drawing to win the energy produced by WH's wind generator or solar panels and to learn more about WH's renewable energy efforts, visit [www.whe.org](http://www.whe.org), then click on "WH Electric," followed by "Renewable Energy."*

Renewable Energy Produced Per Month



## Contact INFORMATION

### Hotline Update Staff

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Communications Specialist

Jerry Kranz – [jkranz@whe.org](mailto:jkranz@whe.org)  
Production Manager

### Office Hours:

8 a.m. to 4:30 p.m. Monday - Friday  
8 a.m. to 7 p.m. Wednesdays.

### Customer Call Center Hours:

7:30 a.m. to 7:00 p.m. Monday - Thursday  
7:30 a.m. to 6:00 p.m. Fridays  
Call: 763-477-3000 or 1-800-943-2667

### To report an outage:

Electric dispatchers are available 24/7  
Call: 763-477-3100 or 1-888-399-1845

### WH Security monitoring:

Security dispatchers are available 24/7  
Call: 763-477-4275 or 1-800-858-7811

Printed on partially recycled paper.

## Pop Quiz! Win an LED camping lantern

Complete WH's quiz with the correct answers and enter into a drawing for a two pack of outdoor solar lights valued at approximately \$20!

All the answers for the quiz can be found in this newsletter. Simply insert the correct answers, clip it out, and mail it in with your electric bill or e-mail your answers to [marketing@whe.org](mailto:marketing@whe.org). **Completed quizzes are due by August 31.**

**Look for a new quiz every month!** There will be one winner each month. Only one entry per month, per household will be accepted. Winners will be contacted by phone.

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_

### WH's July 2010 Hotline Quiz

- \_\_\_\_\_ is a free web-based service that allows members to track and chart their daily energy use.
- Microwaves use \_\_\_ to \_\_\_ percent less energy than conventional ovens and don't heat your home in summer.
- With the \_\_\_\_\_ program, your payments will be made automatically from your bank account or credit card.
- Get Off-Peak control times on Twitter at [twitter.com/](http://twitter.com/)\_\_\_\_\_
- The Metlund \_\_\_\_\_ System moves hot water to your faucet when you need it, so there will be no more waiting for hot water.



**WH**  
Wright-Hennepin  
Cooperative Electric Association  
A Touchstone Energy Cooperative

# Multiple billing options to suit your lifestyle

Paying bills may not be the highlight of your month, but it doesn't have to be a struggle either. This is why Wright-Hennepin (WH) has numerous ways for you to pay your bill. Read the sections below to find the best option for you.

## Pay by mail or drop box

The traditional way to pay your monthly bill is by mailing in your bill with payment enclosed to WH. There are also drop boxes located around WH's service territory where your payment can be dropped off to save a stamp. For a complete list of drop box locations, visit [whe.org](http://whe.org), click on "Residential Service Center," and then "Drop Box Locations."

**"Use the internet to view and pay your bill online via a secure website."**

## Budget billing

Budget billing takes the seasonal peaks and valleys out of your electric bill because it allows you to pay a set amount on your electric bill each month, taking the surprise out of monthly energy bills. The set monthly payment amount is based on an average of the previous year's electric use. With Budget Billing, you will be billed a set amount for 11 months with the 12th month designated as a reconciliation month. If, on the 12th month, you have a credit (you used less energy than you paid for), it will be applied to

your statement. If you used more electricity than projected by your set amount, the 12th month will reflect a charge for the additional balance due.

## Pay your bill online (E-billing)

Use the Internet to view and pay your bill online via a secure website. When your bill is ready to be viewed and paid, you will receive an e-mail prompting you to log on to the secure website. You will also be able to view past statements. With E-billing, you can opt out of receiving a paper statement in the mail, helping to save paper and trees! If you decide to go paperless and sign up for both E-billing and EZ Pay (explained below), you can receive a total of \$12 in credits off your electric bill each year. Sign up online at [whe.org](http://whe.org)


## Automatic bank draft (EZ Pay)

The EZ Pay program makes paying your bills a breeze! With this program, your payments will be made automatically from your bank account or credit card. There's no need to worry about late fees and you can pick from a range of due dates. With EZ Pay, you also have the option of going paperless (mentioned above) to receive a total of \$12 in credits per year of your electric bills.

## Pay over the phone

WH's Automated Payment Center (APC) allows you to pay your bill over the telephone at any time by dialing 763-477-3131. The APC will ask for your account number, and then it will provide you with your current balance, and prompt you through making a payment by credit card, debit card or e-check. The system is totally automated and will

prompt callers with the information that is needed. A caller either answers the prompts by keying in the information using the using keypad on their phone or by speaking the answer. To pay your bill using the APC system, dial 763-477-3131 and follow the voice prompts. Have your account number and payment method handy to make the process even faster!

**Call to sign up for a billing program today**  
To sign up for one of the programs listed above or for more information, please call a WH customer service representative at 763-477-3000. 



**Visit us in your neighborhood this month!**

- July 24, South Haven Parade
- August 6, Clearwater Parade
- August 7, Hanover Parade
- August 9, Cokato Parade
- August 15, Rockford Parade
- August 21, Montrose Days, electric safety presentation
- August 22, Montrose Parade

**Parades: Come see WH and the big yellow truck!**



It's not too late to join WH's "Cool Cash" energy saving air conditioning program today and receive a **15% discount\*** on your summer electric bills.

And the best part, it's **FREE!**  
There are no costs or appointments necessary.

Wright-Hennepin's "Cool Cash" energy saving air conditioning program will put money in your pocket and help the environment by saving energy.

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You may be wondering, is this too good to be true?

**Call today to hear just how easy this program is!**  
**763-477-3000 or 800-943-2667**  
**[www.whe.org](http://www.whe.org)**

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Also, ask about how our preferred contractors can perform an A/C tune-up that will save additional money on your summer electric bills.

\*Certain restrictions apply. 15% discount is based on the general service rate after the power cost adjustment for your energy use during June, July and August and does not include other monthly charges.



**Save money on your summer electric bills!**

**15% Discount!**

**Free!**

**No appointment needed!**

 **Wright-Hennepin**  
Cooperative Electric Association  
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Hotline Update (USPS 000839) is published and distributed monthly from the cooperative's office in Rockford, Minn. Periodicals postage is paid at Maple Lake, Minn. 55358-0330. Subscription is \$1 annually. POSTMASTER: Send address changes to Hotline Update, PO Box 330, Rockford, Minn. 55373-0330 ©2010 Wright-Hennepin Cooperative Electric Association.