



Wright-Hennepin
Cooperative Electric Association

A Touchstone Energy® Cooperative

Wright-Hennepin Cooperative Electric Association's

Hotline Update

December 2015

Happy Holidays from WH! Your cooperative is returning \$2.6 million in capital credits

For the 35th consecutive year, Wright-Hennepin (WH) will provide a capital credit refund to members this holiday season as a result of the cooperative's strong operational and financial condition.

A capital credit return of \$2.6 million to members who purchased electricity from WH in 1989, 1990, 2013 and 2014, has been declared by WH's board of directors. However, unlike previous years, this credit will not be applied to your electric bill if your refund exceeds \$5. Instead, those members will receive a check in the mail. However, members whose refund is between \$1 and \$5 will still receive a bill credit.



This is the 35th consecutive year that WH's Board of Directors has given capital credit refunds to the membership.

Similar to dividends in the investor-owned business model, capital credit refunds are members' share based on their energy use during the years being retired. However, before returning these margins back to members, WH

uses this capital to offset the cost of construction and maintenance of the electric distribution system. This working capital represents the members' ownership equity in WH.

Because of a board-recommended

bylaw amendment passed by the membership in 1998, WH retires portions of annual margins faster than many electric cooperatives. This has resulted in more members being eligible for a refund each year.

Based on the cooperative's financial condition and other considerations, WH's member-elected board determines the amount of margins retired each year.

"Capital credit refunds are what set electric cooperatives apart from other electric utilities," said WH Board Chair Erick Heinz. "It is a goal of this Board to return margins to members whenever possible, and we are once again pleased to do so during the holiday season."

Inside

- 2 A message from the CEO
- 3 Hiebel receives certification
- 4 WH Scholarships
- 5 LEDs for holiday season
- 6 Avoid damages with freeze sensors
- 7 Emerald Ash Borer spotted in Plymouth
- 8 Holiday Toy Drive

Members may now file as director candidates

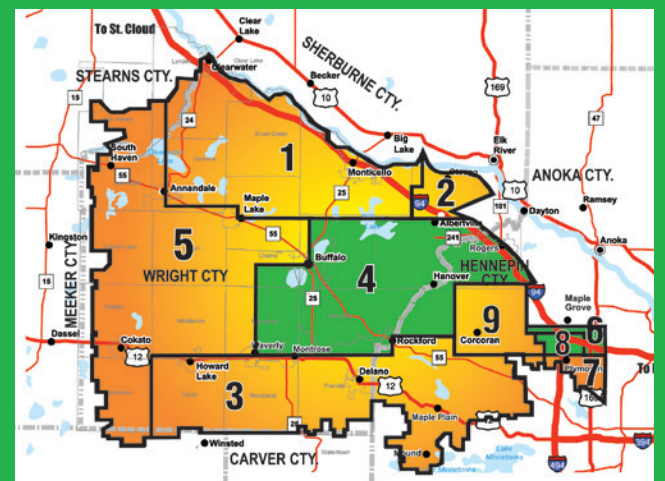
Wright-Hennepin (WH) members can now submit nominations for a seat on the cooperative's board of directors in Districts 4, 6 and 8. There will not be an incumbent running in District 8 in this election. Members elected to these positions will begin their terms immediately following the 2016 Annual Meeting on March 31, 2016.

If you are unsure which district you live in, please refer to your mailing label on this month's newsletter. The district number is shown on the first line of the label, just above your name. The "BD" stands for board district.

Members in these districts who would like to compete in the election need to file a director nominee application form. To apply, print out, complete and sign the form found on WH's website by visiting

<http://goo.gl/UWLjSt>. Mail in the form along with a resume to:

Wright-Hennepin Cooperative Electric Association, Attn: Erick Heinz, Board Chair, P.O. Box 330, Rockford, MN 55373. The application deadline is February 10, 2016.





Capital credit refunds and the value of cooperative membership

I am sometimes asked: "What's so special about being a member of an electric cooperative?"

There are many differences between an electric cooperative and an investor-owned utility, the biggest of which is that we are owned by those we serve. But to see an example of just how real and concrete this difference is, Wright-Hennepin (WH) members need only look to their December mail.

For the 35th year in a row, WH's Board of Directors has approved a capital credit refund to its members, this year totaling \$2.6 million. The average check returned to members this year is \$55. With this refund, all capital credits from 1989 and 1990 have been retired, along with portions from 2013 and 2014. Nearly 90 percent of all WH members will receive money back.

This refund represents a portion of your ownership and equity in WH as a member. An investor-owned

"Capital credit refunds lie at the core of what sets a cooperative electric utility apart from our investor-owned cousins."

utility isn't going to send you a check, refund, or bill credit.

In addition, you will notice a change in how your cooperative is giving money back this December. In previous years, your capital credit refund was applied to your December electric bill. For those whose credit is between \$1 and \$5, that will continue to be the case. But if your refund exceeds \$5, you will receive a check rather than a bill credit. This gives you a little more flexibility




to spend the money as you see fit, especially during the busy holiday season. After all, it is your money; it is your cooperative.

As this example shows, WH is not just another standard utility. Of course, we strive to provide safe, reliable power, just like any other. But our central mission is not to generate a return for shareholders, many of whom may not live on the lines nor purchase a single kilowatt of electricity. Instead, our goal is to provide power to you at the lowest possible cost consistent with good service. And the WH Board has made clear that whenever the cooperative's revenues exceed expenses, WH will allocate those margins to those we serve. Consequently, capital credit refunds lie at the core of what sets a cooperative electric utility apart from our investor-owned cousins. Our business model puts our members' interests at the forefront of everything we do.

But giving money back isn't possible without good financial management. Your WH Board has been very careful to ensure the co-op is cost-conscious, productive,

and among the national leaders in operational efficiency. National benchmarking information compiled by the National Rural Utilities Cooperative Finance Corporation (NRU-CFC), and reviewed by the Board in October, bears this out. Moving forward, the Board has also set a goal to try to accelerate the retirement of capital credits. A good example is the special retirement of credits for members who have moved off of WH's lines, which occurred earlier this year.

So when you open your check or spot your bill credit this month, consider it not just money in the bank. It's tangible evidence of the cooperative difference. I hope this year's capital credit refund adds at least a little additional cheer to the holiday season for you and your loved ones. 



Wright-Hennepin's office will be closed on December 24, 25 and January 1 in observance of the holidays.

As always, electric and security dispatchers will be available 24 hours a day.

Board Report

October Board Meeting Highlights:

The monthly meeting of the Board of Directors was held October 13, 2015. A quorum of directors was present. Board action taken:

- Declared a general capital credit retirement of more than \$2,600,000 during the upcoming Holiday Season. For those with refunds above \$5.00, a check will be distributed. For those whose refund totals \$1.00 to \$5.00, a credit will be added to their electric bill.
- Approved the updated 2015-2017 Strategic Plan.
- Approved 2016 board meeting dates.
- Approved a pilot residential rate for Community Solar Unit 3.
- Approved 401k and Defined Benefit Plan audits for 2014.
- Authorized the negotiation of a contract for Advanced Metering Infrastructure.

Continued on Page 7

WH's Board of Directors

Erick Heinz, board chair	District 9
Timothy Young, vice chair	District 1
Dale Jans, secretary-treasurer	District 4
Butch Lindenfelser	District 2
Burton Horsch.	District 3
Chris Lantto	District 5
Mike Tieva	District 6
Kenneth Hiebel	District 7
Donald Lucas	District 8

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 2015. Members with items of interest are encouraged to contact the president and CEO to confirm meeting date and time.

WH & WH Holding Management Team

TIM SULLIVAN, President and CEO, Wright-Hennepin Cooperative Electric Association, 763.477.3053, tsullivan@whe.org

ANGIE PRIBYL, VP, Finance & CFO, 763.477.3104, apribyl@whe.org

WENDY YOUNGREN, COO, WH Holding Company, 763.477.3144, wyoungren@whe.org

ROD NIKULA, COO, Heartland Services, LLC Power Supply, 763.477.3106, rnikula@whe.org

LANCE HOVLAND, VP, Energy Distribution & Generation, 763.477.3105, lhovland@whe.org

PETER LARSON, VP, Human Resources, 763.477.3039, plarson@whe.org

TONY HEID, VP, Information Technologies, 763.477.3008, theid@whe.org

STEVE NISBET, VP, External Relations and Power Solutions, 763.477.3114, snisbet@whe.org

Hiebel receives certification from national association

Wright-Hennepin Cooperative Electric Association (WH) board member Kenneth Hiebel, Plymouth, District 7, recently completed the necessary requirements to earn his Board Leadership Certificate (BLC) from the National Rural Electric Cooperative Association (NRECA).

Board members are required to complete 10 credits in the Board Leadership Program in order to earn the BLC. The NRECA board leadership education series provides the ongoing education and deep background needed to keep directors on top of the important industry-related issues and developments throughout their term.


Hiebel was elected to the Board in

2012, and in 2013 he received the Credentialed Cooperative Director (CCD) Certificate. The CCD program requires demonstrated understanding of the basic competencies contained in five courses: director duties and liabilities, understanding the electric business, board roles and relationships, business planning, and understanding financial planning. The BLC recognizes individuals who continue their professional development in board director issues after receiving a CCD.

NRECA is the trade association for the nation's more than 900 private, consumer-owned electric cooperatives, which provide electric service to more than 40 million




Ken Hiebel recently earned his Board Leadership Certificate from the National Rural Electric Cooperative Association after completing the necessary requirements.

people in 47 states. Learn more about NRECA at www.nreca.coop. 

Tips for saving energy this holiday season

It should come as no surprise that the holidays – while a time for friends, family, food and festivities – are a time when energy use typically increases. If you're hosting a party for friends and family, take some of these tips into consideration and help conserve some energy this holiday season without sacrificing comfort and fun:

- Keep extra beverages and leftovers cold by sealing them and placing them in your garage or on your porch if temperatures permit.
- Use a timer for your lighting displays, which should be primarily used during early evening hours.
- Use reflective ornaments and decorations on your tree and home instead of so many lights.
- More bodies in your house means more heat. If you're having a holiday party, turn the thermostat down. Body heat and warmth from cooking go a long way.
- Bake several holiday dishes at once to cut down on oven usage.
- Turn off electronics and appliances if you are leaving for a couple days.
- Use your microwave or toaster oven as much as possible in place of your oven.

For more ways to save energy, visit Wright-Hennepin's Energy-Saving Ideas blog by visiting <http://goo.gl/CZTMW> or view WH's energy management videos by visiting <http://goo.gl/xwXGE>. 




Bantam Solar to power the City of Rockford

The solar panels you may have spotted on the west side of Rockford and atop the Rockford City Center Mall are part of the Bantam Solar project between WH Solar and the City of Rockford. Both sites will be energized in December.

A total of 690 panels are housed between the locations, and will provide 67 percent of the city's energy needs with renewable solar power. In fact, the city should start seeing savings on its January bill.

The city allowed WH Solar to install the panels on city-owned property that is otherwise considered unusable. In return, the City of Rockford will receive a discount on the energy portion of its electric bill for the 25-year span of the contract.

"WH Solar is pleased to have this unique, one-of-a-kind project with the City of Rockford up and running," said Tim Sullivan, president and CEO of Wright-Hennepin. "After all, providing affordable and renewable energy for those we serve is the epitome of the cooperative way."

WH Electric's wholly-owned subsidiary, WH Solar, installed the equipment, and will take care of maintenance for both sites. For more information on projects from WH Solar, visit <http://goo.gl/PvQLKS>. 



These 570 panels, and 120 more housed at the City Center Mall, comprise the Bantam Solar project between WH and the City of Rockford. They will provide 67 percent of the city's electric energy needs with renewable energy for the next 25 years.

Industry News

US data indicates power sector CO2 emissions down 15.6 percent since 2007

As it prepares for the November 30 start-up of the United Nations Climate Change conference in Paris, the US Department of Energy has been generating data that shows total US carbon dioxide emissions have declined and then flattened out in the past eight years, with emissions specifically from the US power sector part of the same trend.

The year 2007 was pivotal, according to the DOE's Energy Information Administration. That year the US saw its CO2 emissions peak at 6 billion metric tons (mt), which was 20 percent of the global total of 30 billion mt. Also that year it was reported that China produced approximately 6 billion mt of CO2.

In 2007, the US power sector emitted 2.416 billion mt of CO2, or 40 percent of the US total. The amount of CO2 that came from burning coal was 1.987 billion mt in 2007, or 82 percent of total power sector emissions.

From the 2007 high until 2012, the US's total CO2 emissions ratcheted downward.

By 2012 total US CO2 emissions had fallen to the lowest level since 1994, declining to 5.226 billion mt. In five years, annual emissions had fallen 774 million mt, or 12.8 percent, from the 2007 level. That compared to a 15 percent increase in global annual output of CO2, which the European Commission said totaled 34.5 billion mt in 2012. The US' share of the global total had fallen to 15.1 percent in 2012.

The five-year period of decline coincided with a financial panic and subsequent deep recession, weak power demand, the beginning of a substantial renewables build-out, and fracking and a natural gas production boom that was followed by falling natural gas prices which led to coal-to-gas switching.

Source: Platts


WH continuing rate study

Wright-Hennepin (WH's) Board of Directors has hired Power Systems Engineering (PSE), a local consulting firm, to perform a study of WH's retail rates.

The study includes an analysis of all of WH's rate classes: residential, commercial and industrial.

The main purpose of the review is to ensure WH's electric rates:

- Are adequate to maintain a solid financial condition
- Provide the necessary revenue for the delivery of reliable electric service
- Avoid subsidization between rate classes
- Remain competitive with neighboring utilities

Based in part on study results, the Board will evaluate and approve necessary rate adjustments. Any rate changes will go into effect on spring 2016 electric usage, and will be communicated in the Hotline Update newsletter. 

Local students encouraged to take advantage of 20 scholarships offered through WH

Wright-Hennepin (WH) will again award 20 scholarships this spring to help students in the service area continue their education. The following scholarships are funded through WH, WH Holding, unclaimed capital credits and local families:

WH Local Schools Scholarships

WH will award a scholarship to one student at each of the following public schools in the cooperative's service territory: Annandale, Buffalo, Dassel-Cokato, Delano, Howard Lake-Waverly-Winsted, Maple Grove, Maple Lake, Monticello, Orono, Osseo, Rockford, Rogers, St. Michael-Albertville, Watertown-Mayer and Wayzata. WH also offers one "at-large" scholarship to students from private schools within, and schools that neighbor, WH's service territory. Each school listed has its own application deadline. The "at-large" application deadline is March 31, 2016.

Elwyn and Hazel Knickerbocker Memorial Scholarship

In an effort to honor Elwyn and Hazel Knickerbocker for bringing electricity to Wright and Hennepin counties, their family began a scholarship in 2005 that is awarded to a local individual who plans to pursue an electrical line worker career. This scholarship is in the amount of \$1,000. The application deadline for this scholarship is April 22, 2016.


Edward R. Slebiska Memorial Line Worker Scholarship

Ed Slebiska not only became WH's first-ever CEO, but he played a vital role in bringing electricity to rural homes in Wright and Hennepin counties back in 1937. Slebiska retired as CEO in 1977, but two \$3,000 scholarships are

awarded annually to students looking to pursue the line worker profession to honor his memory. The application deadline for this scholarship is April 22, 2016.

Basin Electric Power Cooperative Scholarship

Basin Electric Power Cooperative of Bismarck, N.D., one of WH's power suppliers, is offering a \$1,000 scholarship to dependents of WH members. The application deadline for this scholarship is February 12, 2016.

For additional scholarship details and application forms, please visit <http://goo.gl/ndWJH>. If you have any questions regarding the application process, call WH representative, Ruth Potter, at (763) 477-3046 or email her at rpotter@whe.org. Applications can be mailed to: Ruth Potter at PO Box 330, Rockford, MN 55373. 

All-expense paid trip to Washington, D.C. available for high school juniors


Are you currently a high school junior living in Wright-Hennepin's (WH) service territory, or do you know someone who is? Each year, WH sponsors one high school junior to attend the Electric Cooperative Youth Tour Program held in Washington, D.C.

Chosen by individual electric cooperatives across the nation, more than 1,500 students from 43 states participate in the tour, which gives high school students an up-close look at the inner workings of our nation's capital along

with a strong dose of American history. Students privileged to take the tour will meet some of Minnesota's senators and representatives on Capitol Hill. Also featured on the itinerary is a trip to the Jefferson and Lincoln memorials, Arlington National Cemetery, the Marine Sunset Parade, the Smithsonian Museum and much more.

"I would highly recommend going on the Youth Tour trip. It was one of the best weeks of my life," said Lukas Swenson, who was selected to participate in last year's

Youth Tour. "Going on the tour was something different and spectacular. ... After the trip I do look at cooperatives a little differently. I have a greater understanding that they're more than just people climbing up poles to keep your lights on. They're fostering the community through their job and local participation."

High school juniors are encouraged to submit an application for a chance to be selected to attend an all-expense paid trip to Washington, D.C. from June 11-16, 2016. Applications need to be postmarked by March 4, 2016, and sent to Ruth Potter at PO Box 330, Rockford, MN 55373. To receive an application, please visit <http://goo.gl/Y84WEU>. More information can be found by visiting www.youthtour.coop. 

Co-op Connections


"Featured Deal of the month"

Free Sonicare toothbrush for adult new patients after completion of a new patient exam, films and cleaning at Brook West Family Dentistry, PA at 7950 Main St. N #205 in Maple Grove.



Offer valid when showing your FREE Co-op Connections card to the cashier. Another benefit of being a WH member! Lost your card? No problem. For a free replacement call (763) 477-3000. For more deals visit: <http://www.connections.coop>.

Track your home's energy use with MyMeter



myMeter
Data home kWh comparison
FREE myMeter POWER computer
house Energy-savings electricity
Daily energy use MyMeter comparison
Temperature Neighborhood comparison energy Reliability
Threshold Awareness kWh Alerts
Wright-Hennepin

Sign up at mymeter.whe.org or (763) 477-3000

Hotline Update Staff

JOSH RANDT jrandt@whe.org
Communications Specialist

ANDREA UNGER aunger@whe.org
Marketing and Customer Service Manager

JERRY KRANZ jkranz@whe.org
Production Manager

Office Hours:
8 a.m. to 4:30 p.m. Monday - Friday

Customer Call Center Hours:
7:30 a.m. to 6 p.m. Monday - Friday
Call: (763) 477-3000 or (800) 943-2667

To report an outage:
Electric dispatchers are available 24/7
Call: (763) 477-3100 or (888) 399-1845

WH Security monitoring:
Security dispatchers are available 24/7
Call: (763) 477-4275 or (800) 858-7811

Website: www.whe.org

Email: info@whe.org

Facebook: www.facebook.com/WrightHennepin

Twitter: @WrightHennepin




Printed on partially recycled paper.

Choose LEDs for your holiday lighting

When we think of the holidays, most of us picture a well-lit tree and a luminous home decorated with holiday lights. But these adornments can rack up a hefty electric bill, so why not brighten your holidays with energy-efficient LEDs instead? It's easy to get in the habit of buying strands of cheap lights every year, but LEDs are far more practical and offer the following benefits:



percent more than LED wattage, meaning the cost to power a single incandescent bulb can be up to 90 times greater than powering an LED.

- **Safety:** LEDs are much cooler than incandescent lights, reducing the risk of combustion or burnt fingers, and are made with epoxy lenses, which are much more resistant to breakage.
- **Long shelf life:** The same LED string could still be in use 40 holiday seasons from now.
- **Easy to install:** Up to 25 strings of LEDs can be connected end-to-end without overloading a wall socket. 

- **Savings:** An incandescent bulb's wattage is 80-90

Give yourself the gift of warm floors

The holidays are a time of gift giving and selflessness, but why not get a gift the whole family can enjoy?

Instead of starting out every morning placing your feet on an ice-cold floor, try touching your tootsies to a floor that's warmed electrically with products from HeatMyFloors.com that will leave you and your family comfortable all winter long.

As Minnesotans, we're stuck indoors for the majority of the winter, leaving ample time for remodeling projects and upgrades to our homes, especially over holiday vacations. And believe it or not, you're just three easy steps away from having the floor your feet have always dreamed of:



HEATMYFLOORS.COM



- 1. Preparation:** A team member will work with you to professionally design a system for the room(s) you plan to heat.
 - 2. Installation:** If you can install tile and run wires, installing a radiant underfloor heating system will be right up your alley as a do-it-yourself project, because HeatMyFloors.com's heating products come with easy-to-follow installation instructions. If that's a little out of your league, we have a list of preferred contractors that can assist with your installation.
 - 3. Add your flooring:** Just install your choice of flooring right on top of your underfloor heating system and enjoy!
- To top it off, HeatMyFloors.com offers free consultation and design services. So from your initial phone call with a representative, to the design phase and final plans and wiring diagrams, you will not pay anything.

So start the new year off right with an underfloor electric heating system from HeatMyFloors.com by calling (800) 785-8738, or simply visit www.HeatMyFloors.com. 

Protect yourself against unexpected appliance repair bills!



Special!

First two months FREE with a 1-year agreement!

Compare us to the competition...

Us!

Covers 5 appliances:
Clothes Dryer
Heating System
Range
Water Heater
Refrigerator

\$17.99 per month

Additional appliance coverage available
No deductible or trip charge.
Most labor and parts covered.

Competitor

Covers 4 appliances:
Clothes Dryer
Heating System
Range
Water Heater

\$19.50 per month

Additional appliance coverage available
No deductible or trip charge.
Most labor and parts covered.

WHA Appliance Repair

Sign up today!

Visit whe.org, or call (763) 477-3000

Wright-Hennepin members donate more than \$52,000 to help local organizations

Wright-Hennepin Cooperative Electric Association (WH) members who participate in Operation Round Up (ORU) donated grants totaling \$52,200 in October 2015.

ORU participants allow their electric bills to be rounded up to the nearest dollar. The rounded amount is then used for donations to fund local programs. More than 80 percent of WH's members participate in the ORU program. ORU's trust board manages the generated money, which is held in a trust fund. Through a selection process and review of guidelines, the board evaluates funding requests on a bimonthly basis.

The ORU trust board approved the following donations on behalf of WH members for October 2015:

- **\$200, Annandale Grad Party**, funds to support an all-night safe party
- **\$500, Boy Scout Troop #358**, funds to support a local eagle scout with a project for the Buffalo Police Department
- **\$4,000, Buffalo Rotary**, funds to provide coats and boots for children in need
- **\$500, CEAP Quilters**, funds to purchase quilting supplies and machine repairs
- **\$3,000, Christian Benevolence Program**, funds to support families in need
- **\$5,000, Community Toys for Tots**, funds to purchase toys and gifts for children

Continued on page 8



Operation Round Up recently awarded a grant to Hammer Residences in the amount of \$3,500 to support the Quality of Life fund. Board Director Tami Odenthal (left) presented the grant to resident and House Captain Travis Nitzberg (center) and Director of Major Gifts Angela Bernhardt.

Avoid expensive damages with freeze sensors


Did you know that when pipes begin to freeze, they crack? Water can seep through these cracks, and it only takes a one-eighth inch crack in a pipe to leak more than 250 gallons of water per day into your home, destroying floors, furniture and personal items.

According to the Institute for Business and Home Safety,

claim payments by all insurance companies in the past decade for freeze damages to homes have exceeded \$4 billion. So instead of becoming one of the quarter million families that suffers damages to their home from frozen water pipes, how about looking at a well-designed security system featuring freeze sensors? They can help prevent a catastrophic issue from ever taking place.

WH Security's low temperature sensors are designed to notify the monitoring center when the in-home temperature drops to 42° F. Dispatchers will then inform you of the situation right away, providing you time to remedy the issue and avoid your pipes freezing in the first place.

Homeowners should also provide adequate insulation for outside walls, floors and ceilings where pipes may be present. Don't forget to disconnect outside garden hoses, wrap exposed pipes with insulation sleeves or tape, and seal foundation cracks that may let cool air freeze pipes in crawlspaces.

For more information, call (763) 477-3664, or visit <http://goo.gl/LzEPZS>. 



Tips to keep your home safe and secure over the holidays

For most people, the holidays are a joyous time of year filled with celebrations, friends and family. But for cowardly opportunists like thieves, the holidays are the perfect time to see what's not only under your Christmas tree, but in your whole house.

Ensuring that your home is safe and secure is important, especially if you're traveling over the holidays. The following tips can help keep your home and valuables safe, and add some extra piece of mind for you and your family this holiday season:

Stay prepared: Why help thieves out by leaving doors or windows unlocked, or equipment out around your home that could allow them easy access? Check all your door locks, deadbolts and windows before leaving, and securely lock up ladders, tools and other objects that could be used to break in. If you can, have a trusted neighbor or family member check on your home while you're gone. Have this person make your home appear like it's occupied by turning on lights, picking up your mail, and shoveling snow.

Unplug appliances: In order to protect your home and belongings from electrical fires or a power surge, unplug all unnecessary appliances that are not on timers. Be sure to unplug large appliances like TVs and computers, and even small appliances like your coffee maker and toaster. You can easily cut power to multiple appliances by turning your breakers off. But if you're on an Off-Peak program, you should be careful which breakers you turn off, as you may disconnect your Off-Peak meter. WH Security offers fire sensors that are monitored 24/7, which means that the proper authorities will be alerted to an emergency whether you're home or away. To find out more check out: <http://goo.gl/CDW6JK>.

Check pipes: Oftentimes, people lower the temperature of their home when they're gone for an extended period of time over the holidays. This is a good idea, but make sure there's enough heat to keep the water pipes in your home from freezing. Ask a neighbor or relative to check your faucets while you're away, and take extra precautions by insulating your pipes. Or, if you would like to get an alert whenever your in-home temperature drops below 43 degrees, have freeze sensors installed by WH Security. Once your temperature drops below that threshold, the sensor will alert our monitoring center, which will then notify you. For more information, call (763) 477-3664 or visit <http://goo.gl/pGKu8x>.


Keep travel plans to yourself: A lot of people like to proudly post vacations or trips they're taking on social media. While you may just be displaying your excitement, you might also be inadvertently scheduling an appointment for a local thief to come and scope out your home. Likewise, you should hold off on posting pictures of your vacation until you're home. You never know who has access to your profile on social media, and people can pass along information easily. But if you would like to check in on your home while you're



away and make sure there aren't any unwanted visitors, WH Security has video cameras that are accessible from smartphones or tablets: <http://goo.gl/WXcFkY>.

Inventory your valuables: Creating a detailed inventory of your valuable possessions not only comes in handy in the event of a burglary, but also in case of home fires. Include a description of the items, original value, date of purchase and serial numbers. Be sure to keep a copy somewhere safe outside of your home. An easy way to take an inventory of all your things is by taking photos of your valuables.

Control your home whenever you're away: Advances in technology have made it possible for homeowners to not only keep an eye on their home while away, but also control it. Powered by Alarm.com, WH Security offers Control My Home services that allow users to control their home's thermostat, cameras, lights, locks, security system and outlets from anywhere they have an internet connection. Users can check in and make sure their thermostat is working correctly, and even set lighting schedules to make it appear like someone is home.

For more information, call a representative at (763) 477-3664 or visit the Control My Home page at <http://goo.gl/DN4qXZ>. 

Protect Your Home and Family with a home security system.

December special :

Purchase a new security system and receive six months with no payments or interest.

Offer expires 1/8/16. Contact us today to learn more.



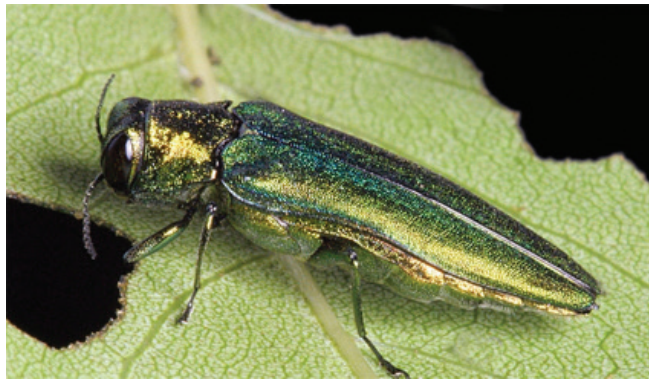
www.wh-security.com
(763) 477-3664

Emerald Ash Borer discovered in Plymouth

The Emerald Ash Borer (EAB) – a destructive tree-boring beetle – was recently discovered in Plymouth, Minn. in September, marking the westernmost location in Hennepin County the insect has been detected.

It is important to inspect your trees, as

EAB populations can spread up to 12 miles a year, and even further distances by transport of firewood.



The Emerald Ash Borer can severely damage, and even kill, your ash trees. Plymouth, Minn., recently reported an ash tree that was infested. The insect can spread up to 12 miles a year, and even further distances by transport of firewood.

WH Services, a subsidiary of Wright-Hennepin, can pre-treat and treat EAB-infested trees by injecting insecticide under the tree bark, which lasts approximately two years before a retreatment is needed.

If you would like to have WH Services give you an estimate for protecting your ash trees, give our customer service department a call at (763) 477-3000, or fill out our tree trimming request form at <http://goo.gl/AKNSrR>.

Signs infested ash trees will display include:

- A small D-shaped hole in the tree bark where EABs exit
- Thinning canopy (though not only specific to EAB infestation)
- Green shoots projecting out of the lower trunk of the tree
- Cracking bark
- Distinct S-shaped tunnels underneath the bark caused from feeding larvae
- Excessive woodpecker holes or presence

Three cooperative vehicles for sale by sealed bid

Wright-Hennepin (WH) is selling three used vehicles "as is" by sealed bid. The vehicles can be seen during regular business hours at WH's office in Rockford. For more information about the vehicles, please call Jeff Hofford at (763) 477-3126.

Bids must be received by December 28. Bids can be mailed or faxed to: Wright-Hennepin, Attn: Marianne Galles, PO Box 330, Rockford, MN 55373; fax (763) 477-3054. WH reserves the right to reject any and all bids.

The winning bidder will be notified by phone after December 29.

Vehicles:

- 2007 Chevrolet Impala, 3.5L V6, auto, 172,000 miles
- 2006 Ford Ranger, 4 cylinder, 5 speed, 2wd, 179,000 miles, new fuel pump and battery
- 2007 Chevy Express cargo van, 5.3L automatic, AWD, 193,000 miles



2007 Chevrolet Impala

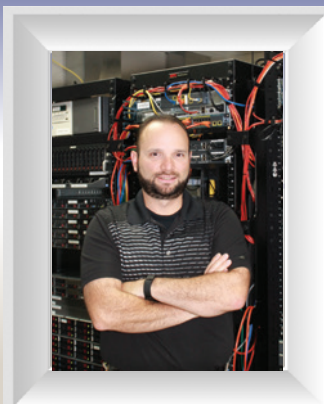


2007 Chevrolet Express cargo van



2006 Ford Ranger

This isn't our cooperative - it's YOUR cooperative



"As an IT Support Specialist, I work each day to keep technology working in the field and in the office. This allows the power outage tracking system, office computers and phone system to work properly so we are here for you. Because I know it is your cooperative."

- Jason Delaria, WH IT Support Specialist

Did you know that Wright-Hennepin Cooperative Electric Association (WH) was formed by local area residents in 1937? The organization was, and still is, owned by YOU, and the additional 46,000 members we serve. As a member-owner, you have a voice in the way the cooperative is run. We're proud to work for you. Visit www.whe.org to learn more.

co-op-er-a-tive - noun - an enterprise owned jointly by those who use its facilities or services.



Board Report

Continued from Page 2

- Approved the 2016-2018 Construction Work Plan.
- Approved the retirement of a 2006 Ford Ranger, a 2007 Chevrolet Impala and a 2007 Chevrolet Express cargo van. These will be advertised in the Hotline Update and sold to the highest bidder.
- Authorized the use of electronic voting during Annual Meetings.
- Reviewed annual write-off of bad debt.
- Heard reports from directors on recent industry meetings.
- Reviewed and filed the monthly CEO, Legal, financial, and operations reports.

Guests included:

- Darrin Lahr, Regional Director, Customer Affairs of Midcontinent Independent System Operation (MISO), who shared MISO's observation of the effect of the Clean Power Plan on wholesale power costs.
- Greg Blum, National Rural Utilities Cooperative Finance Corporation (CFC) Representative, who presented CFC's 2014 Key Ratio Trend Analysis.
- Gary Connett, Great River Energy's Director, Member Services & Marketing, who presented details on net zero homes and residential strategic energy sales.

November Board Meeting Highlights:


The monthly meeting of the Board of Directors was held November 12, 2015. A quorum of directors was present. Board action taken:

- Approved annual auditor engagement letters with Brady Martz.
- Approved deferring excess margins and to review mid-year 2016.
- WH Electric achieved a near-perfect score on its RUS operations and maintenance survey results.
- WH Electric received an 89 on its third quarter American Customer Service Index (ACSI) score. WH's score continues to be among highest performing electric utilities in the country as well as across all other business sectors.
- Selected 2016 delegates and alternates for business meetings of the Minnesota Rural Electric Association and National Rural Electric Cooperative Association.
- Heard reports from directors on recent industry meetings.
- Reviewed and filed the monthly CEO, Legal, financial, and operations reports.

WH members donate more than \$52,000

continued from page 5

- **\$3,500, Courage Kenny Foundation**, funds to support scholarships for children with disabilities
- **\$1,500, French Lake Sunshine Club**, funds to support outreach to assist families in need and to celebrate birthdays of Annandale Care Center residents
- **\$700, Greenfield Historical Society**, funds to support historical society
- **\$3,500, Hammer Residences, Inc.**, funds for the Quality of Life fund
- **\$5,000, Hartleys Safe House**, funds to support a battered women's shelter and services
- **\$10,000, Love, INC**, funds to support a mentoring program
- **\$3,500, Monticello Special Olympics**, funds to offset expenses for facilities, equipment, uniforms, and competitions
- **\$1,000, Open Doors for Youth**, funds to support a homeless resource center for local youth
- **\$3,000, Second Chance for Life Foundation**, funds to assist patients in need of heart transplant
- **\$5,000, Toys for Tots of Buffalo**, funds to purchase toys and gifts for children
- **\$300, True Friends – Camp Friendship**, funds to offset dinners costs for an Auxiliary fundraiser
- **\$2,000, Vinland Center**, funds to support the Winter Walkabout for behavioral health care center for adults with disabilities

For those interested in applying for funds, fill out an application. To receive an application, and to see what types of activities Operation Round Up supports – visit WH's website at <http://goo.gl/JPr7jR>, send an email to oru@whe.org, or call Lisa and leave a message at (763) 477-3000 extension 6126. 



tenKsolar Winner

THOMAS BOWMAN of Maple Grove win a credit for 203 kWh, October's output from WH's tenKsolar panel array.

ROXANNE PETERSON of Maple Grove wins a credit for 130 kWh, November's output from WH's tenKsolar panel array.



Solar Winner

PRAGNESH PATEL of Plymouth wins a credit for 237 kWh, October's output from WH's solar panels.

DIANE PETERSON of Maple Grove wins a credit for 169 kWh, November's output from WH's solar panels.



Wind Winner

TIMOTHY MARQUETTE of Maple Lake wins a credit for 850 kWh, October's output from WH's wind generator.

DWIGHT WHITTLEF of Buffalo wins a credit of 1,310 kWh, November's output from WH's wind generator.

Average monthly energy output over 12 months:

Wind generator: 833 kWh
Solar panels: 228 kWh
tenKsolar system: 205 kWh

To enter the monthly contest to win the output from WH's wind generator or solar panels, go to: <http://goo.gl/QjyTM>.

Request your free 2016 calendar

Free 2016 calendars featuring tips to help you save energy are now available, courtesy of Wright-Hennepin. Stop in or call (763) 477-3000 for your complimentary calendar (while supplies last). You can also send a request to info@whe.org.



Fuel prices have you on a crazy ride?



Off-Peak can help keep your costs level!

While gas prices have fluctuated greatly over the past few years, the cost of electricity has remained very stable. Whether you have a cold room, or are looking for an efficient way to heat your whole home, Wright-Hennepin offers electric solutions with approximately half-priced electricity. And, with the stable price of electricity, you won't have to worry about big swings in pricing – you can save those crazy rides for your next trip to the amusement park.



Call and ask about our Off-Peak programs today at (763) 477-3000

Participate in Wright-Hennepin's Holiday Toy Drive!

All donations go to the Rockford Fire Department.

Accepting toys now through December 14
 Monday through Friday
 8:00 a.m. – 4:30 p.m.

Drop off a toy at our office:
 6800 Electric Drive
 Rockford
 (Behind the Rockford Mall)

Now through December 14!

