

# WH

**Wright-Hennepin**

Cooperative Electric Association

A Touchstone Energy® Cooperative

# Hotline Update

News for Wright-Hennepin members

April 2016

## Wright-Hennepin reviews successful 2015 and outlines the future's "empowered member" at 79th Annual Meeting

More than 2,200 members and guests visited Wright-Hennepin's (WH) Rockford headquarters to attend the 79th Annual Meeting on Thursday, March 31, where they were informed of the cooperative's strong 2015 financial performance.

Members re-elected incumbent directors Dale Jans, Buffalo, Minn., District 4; and Mike Tieva, Maple Grove, Minn., District 6. District 8 elected Casey Whelan of Maple Grove, Minn., to represent its members and replace retiring director Donald Lucas.

Board officers Erick Heinz, Timothy Young and Dale Jans were all re-elected as board chair, vice chair and secretary/treasurer, respectively.



Members re-elected incumbent directors Dale Jans, District 4, Buffalo (left); and Mike Tieva, District 6, Maple Grove (right). District 8 elected Casey Whelan (center) of Maple Grove to replace Donald Lucas, who retired.

Heinz noted a number of changes within the cooperative's leadership structure from a year ago. He also detailed how WH met its strategic goals in 2015, and outlined how it plans to continue to deliver on its mission statement in an ever-changing industry.

"Whatever the challenges or conditions, you can count on Wright-Hennepin to deliver reliable, competitively priced electricity to you and your family for years to come," Heinz said. "Thank you for your business."

Chief Financial Officer Angie Pribyl highlighted WH's strong financial performance in 2015, as evidenced in an independent auditor's review. Pribyl also noted a sizeable capital credit refund to members.

"More than \$41 million in capital credits have been returned to you since 1957! In fact, in 2015, WH returned \$2.6 million of capital credits to you, the member," said Pribyl. "The average member received a \$66 check in the mail right before the holidays."

Wright-Hennepin Holding Company Chair Timothy Young informed members on the direction of WH Holding Company, and reaffirmed the commitment to keep WH's diversified businesses operating profitably and efficiently.

WH Holding Chief Operating Officer Wendy Youngren highlighted ways WH's subsidiaries



Over 2,200 meals were served at the WH's 79th Annual Meeting.

keep rates low and allow members to live safer, more convenient and more affordable lives.

"Being an empowered member of Wright-Hennepin means not just having access to reliable, competitively priced electricity," Youngren said. "It means enjoying access to an exciting array of products and services that improve and enhance your quality of life every single day."

WH President and CEO Tim Sullivan introduced himself to the membership with a brief history of his experience within the cooperative industry.

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Bingo was a major hit once again, with many members winning prizes.

**Check out our new rebates on page 8!**



# CEO's Memo

Tim Sullivan, WH President and CEO

## Updated rates help prepare for our energy future

If you were around at the time, think of what you were doing in 1983. Ronald Reagan was President and in popular culture "Return of the Jedi" was packing theaters, "Dallas" was the hit show, and "Come on Eileen" was a hit song.

Given the pace of modern life and advances in technology, everyday living has dramatically changed since. That's true in the utility business, too. But elements of our core utility rate structure haven't kept pace. Some components of your electric bill have remained the same since 1983 – just after the release of Michael Jackson's "Thriller" album.

We notified you that a rate study was underway in the February and December Hotline Updates. And after much consideration from WH's board and management, we thought it was time to modernize that rate structure while staying true to our ongoing principles. Our rates have to be competitive, yet ensure sufficient revenue. Here are a few key elements of our plan:

- We expect to continue to beat Xcel Energy on energy costs annually for those who use about 1,000 kilowatt hours per month. This is the average for residential members across our service territory (see Graph A on page 4).
- We plan to change the basic monthly charge by a little over a dollar a month from the current \$8.25 to \$9.35. Members can expect to see regular but modest increases annually thereafter. This increase is designed to help the co-op recover the embedded costs of our distribution system, including poles, wires and transformers.
- This increase will be offset by gradual reductions in the Power Cost Adjustment (PCA) portion of your bill. Since the PCA is based in part on fuel prices that move up and down, it can be unpredictable, and WH is committed to lessen its impact. This will help make electric bills more stable.
- We anticipate the average residential member's bill will increase by about 4.5 percent in 2016 and increases in the out years are predicted to be within WH's historical range.

When compared with all Minnesota cooperatives, WH's basic charge is among the lowest 10 percent. The 2016 rate adjustments tally to an average increase of approximately \$5-\$6 per month, or roughly 20 cents per day.

And while wholesale power costs have increased 35 percent since 2008, WH has held the line on operating expenses (see Graph B on page 4). Our distribution costs are lower than the vast majority of cooperatives in the state and nation, and lower than most systems our size.

Still, 70 percent of our costs come from power supply, most of which we purchase from Great River Energy and Basin Electric Cooperative. Cost pressures on these generators will only increase as they try to adapt to the EPA's new Clean Power Plan and other significant changes in energy markets. WH is spreading these increasing costs over the same number of sales as in 2008.

We'd love to tell you that rates will stay flat, but they are going to increase. Our job is to control those costs as much as we can at the co-op, while giving you additional tools to control your costs. Our Off-Peak programs, MyMeter tool, Co-op Connections Card, community solar arrays and new rebates for energy-efficient technologies are prime examples of how you can save energy and money.

Socrates once said, "The secret of change is to focus all of your energy, not on fighting the old, but on building the new." Your board and management team believe these changes will not only keep your co-op strong today, but set the stage for success for those looking back 30 years from now.

## Board Report

### February Board Meeting Highlights:

The monthly meeting of the Board of Directors was held February 9, 2016. A quorum of directors was present. Board action taken:

- Approved allocating 2015 margins to the membership for future capital credit retirements.
- Approved director ballots for annual meeting.
- Approved appointing Connie Erickson as District 5 Operation Round Up Director.
- Heard report on solar projects in and around WH's service territory.
- Heard year-end reports and reviewed and filed the monthly CEO, legal, financial, and operations reports.
- Directors reported on industry meetings they attended on behalf of the cooperative.
- WH Electric received a score of 90 on its past American Customer Service Index (ACSI) score for 2015.
- Conducted CEO's 2015 performance review.

Guests included:

- General Manager Ryan Hentges of Minnesota Valley Electric Cooperative.

### March Board Meeting Highlights:

The monthly meeting of the Board of Directors was held March 15, 2016. A quorum of directors was present. Board action taken:

- Accepted auditor's report on an unmodified opinion for fiscal year 2015. Auditing firm of Brady Martz congratulated the Board on the cooperative's strong internal controls and overall financial condition.
- The Board approved enacting rate changes for April usage appearing on May bills. The rate changes will be announced at the WH Annual Meeting, on the website and in the April newsletter.
- Approved updated rates, riders and policies.

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## ● Breaking new ground

Retiring from Wright-Hennepin's (WH) Board of Directors after 21 years of serving District 8, Donald Lucas always held his position in high regard and advocated many changes at the cooperative.

When he joined the board in 1995, Lucas had a wealth of knowledge from serving 30 years in the telecommunications industry where he worked in design, networking and troubleshooting. He wasn't shy about voicing his ideas if he thought it would benefit members, and not just those in his district.

"District 8 elected me, but once you're seated every member is your constituent," he said just moments before attending his final board meeting as a director.

It was that member-first mindset that made him a valuable addition to WH's board, said Board Chairman Erick Heinz.

"That was his idea," Heinz recalled. "Every member in every district is important and he was always concerned about the members at the end of the line."

Heinz described him as an out-of-the-box thinker who relentlessly researched ways to improve the cooperative; a man with his eyes always set on the future and technologies that were reshaping the industry.

WH flourished in numerous ways over his tenure, including: a 188 percent increase in assets from \$67 million to \$193 million; a 136 percent increase in capital credits returned to members; investing in the first-ever, state-of-the-art Automated Meter Reading system that has improved operating efficiencies and significantly reduced outage times; the growth



**WH Board Chair Erick Heinz presented longtime director of District 8 Donald Lucas with a plaque to commemorate his service. Lucas was elected in 1995 and recently decided to retire after 21 years.**

of WH Holding Company from one diversified business to seven; and much more.

While he's aware of his accomplishments and influence on the board, Lucas is proud of the adaptability and progressive thinking his board peers and WH's management displayed. That, he said, is why the cooperative has continued to evolve and gain national recognition.

"Wright-Hennepin has gotten a reputation nationwide as a progressive co-op because we made changes," he said matter-of-factly. "If you look at other co-ops, they're not saying 'What did we do last year?' They're now saying, 'What's Wright-Hennepin doing?' We broke new ground and broke it in a way that had results."

## ● Whelan touts decades' worth of experience in energy industry

District 8 elected Casey Whelan as the replacement for longtime Wright-Hennepin (WH) director Donald Lucas at WH's 79th Annual Meeting on March 31.

Whelan has 21 years of experience on various boards and 30 years working in the energy industry. He and his wife Mary live in Maple Grove and have been WH members for 18 years. With their three children no longer living at home, Whelan feels it was the right time to join WH's board.

Currently serving as the vice president of LNG Market Development in the Americas for World Fuel Services, Whelan holds a master's degree in economics from the University of North Dakota. He attained his bachelor's degree in economics from the University of Minnesota.

"I have interactions with senior managers literally across the world," Whelan said. "There's no clarity in what the future is going to look



**Casey Whelan was elected to represent District 8 at WH's 79th Annual Meeting.**

like. So it's important to have a strategic and tactical plan to encounter different futures, because we don't know what the future holds."

WH Board Chair Erick Heinz lauded Whelan's experience in the energy industry, and said he should be a valuable asset.

"He has a very good energy background which will help steer the board through the demands of the cooperative," Heinz said. "I know he's

## WH's 79th Annual Meeting Continued from Cover -

A native son of Buffalo whose father once served as the cooperative's member service manager, Sullivan went on to discuss WH's commitment to empowering members.

"Wright-Hennepin is committed to delivering the power, products and competitive pricing you desire," Sullivan said. "Going forward, you will become even more empowered to make choices customized to your own values, priorities and pocketbook. We look forward to continuing WH's tradition of excellence and service for years to come."

In addition to the business meeting, the event also included a complimentary pork chop dinner, bingo and children's activities. Numerous prizes were awarded throughout the evening, including a 2003 Chevy pickup, which was awarded to Sheryl Monfore-Elliott. To see the full list of prize winners, visit: <http://goo.gl/eWph5i>



**Sheryl Monfore-Elliott of Maple Grove took home the grand prize: a 2003 Chevy pickup truck from WH's fleet. She's pictured here with WH Security Business Manager Steve Walstad.**

dealt with commercial customers to help find them better rates, which should help us keep our rates competitive."

Whelan currently serves on the board of directors for Plum Energy and Metro League Hockey.

When he's not working, Whelan enjoys undertaking metal and woodworking projects, and is a season ticket holder for Gophers hockey and football.

Whelan complimented his new peers on the board by pointing out their commitment to the organization, and said he looks forward to his new role.

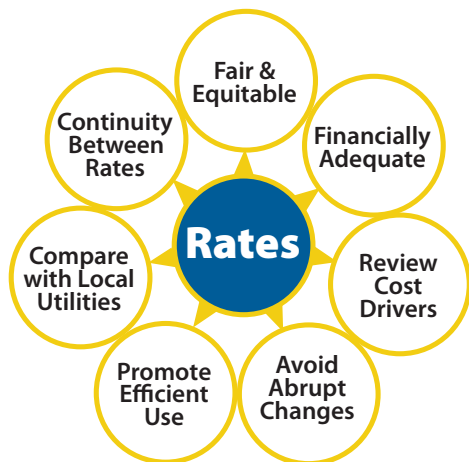
"I'm looking forward to serving as a board member and contributing to the strategic direction of the organization in close collaboration with the other board members."

# Updated rates to take effect on May bills

Over the past few months there have been several member notifications in the Hotline Update communicating Wright-Hennepin's (WH) retail rate review. Power Systems Engineering (PSE), a local consulting firm performed a study of all WH retail rates.

Providing competitively priced and reliable power is always our top priority. But rate studies are undertaken to consider other factors as well, including fairness and financial needs (see chart below).

## Factors that help determine electric rates

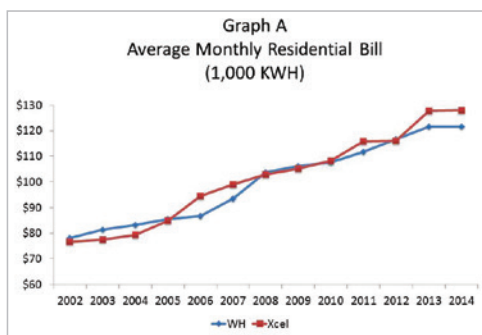


In addition, key portions of the WH rate structure – including the monthly basic charge and our energy rate -- haven't increased in more than 30 years.

After extensive consideration of the study recommendations, the Board of Directors approved several rate changes. The following are three changes to the components of your electric bill:

1. Change to the basic charge
2. Change to the energy rate
3. Reduce the Power Cost Adjustment (PCA)

The net result is equivalent to historical increases to your electric costs. WH member bills on average are still projected to be 1.75 percent less than an Xcel Energy customer in 2016. As you can see from Graph A, this is consistent with our competitiveness goal.



## How will the change affect you?

Current Rates	New Rates
<b>Basic Monthly Service Charge:</b>	
<b>\$8.25</b>	<b>\$9.35</b>
<b>Residential General Service Rates:</b>	
<b>\$0.081/kWh</b>	<b>\$0.0895/kWh</b>
<b>The monthly impact of the new electric rates for an average WH household = \$5-\$6</b>	
<b>Are you taking advantage of Off-Peak programs?</b>	
WH offers multiple Off-Peak programs that give you a discount on electricity. Here's how Off-Peak rates are affected:	
Current Rates	New Rates
<b>4.9¢/kWh*</b>	<b>5.4¢/kWh*</b>
*Off-Peak programs vary depending upon program	

Here are details of the three mentioned component changes:

- Your basic charge will increase from \$8.25 to \$9.35 with modest but regular increases planned in later years. This portion of your bill pays for the costs of our distribution systems like poles, wires and transformers and those costs continue to rise.
- The residential general service rate will increase from \$0.081/kWh to \$0.0895/kWh. This, too, will modestly increase over time.
- Meanwhile, we're planning to *reduce* the PCA over that same span of time. The PCA is the most unpredictable portion of your bill because it's influenced by the fluctuating costs of fuel used for generation of wholesale power. Consequently, your electric bills should become a bit more stable and predictable.
- Most Off-Peak energy will continue to be sold for roughly half the cost of regular power. While many rates are being adjusted upward, they will also be locked in for three years.

The increased cost of wholesale power – which accounts for 70 percent of your bill – is the biggest driver for these changes. Other contributing factors include the slowdown in demand, increased regulation on power plant emissions, and rapidly changing commodity prices.

Meanwhile, WH has a strong record of keeping our distribution and operations costs in check (see graph B). Perhaps our biggest challenge

has been spreading increasing wholesale power costs over the same number of sales as in 2008.

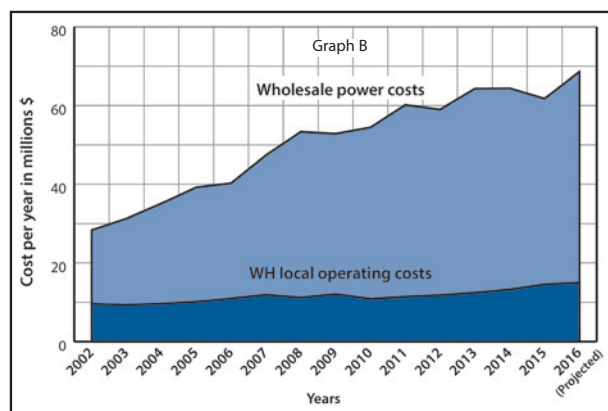
Still, you have options for saving energy and money. Take advantage of one or more of the energy management offerings listed immediately below in the "Manage your bill" section of this article.

If you have any questions or comments regarding the rate study, you may contact WH at (763) 477-3000, learn more on our website ([www.whe.org](http://www.whe.org)) or email us at [info@whe.org](mailto:info@whe.org).

## Manage your bill

There are several options to manage and control your energy use to match your needs and pocketbook:

- MyMeter – Free and easy to use, MyMeter allows you to see your energy usage in real-time. You can see when your usage spiked and make adjustments accordingly. Furthermore, you can set goals and even compare usage with your neighbors.
- Off-Peak programs – Off-Peak programs are a great way to manage your energy costs by providing you with a discount on your electricity. They are offered for a variety of systems (air conditioners, water heaters, and heating sources) and provide discounts for allowing WH to cycle your system during times of peak energy demand.
- LED lights – LED lights are very energy efficient and come with a long lifetime. Through WH you can avoid upfront costs with \$0-down bulbs, and finance them on your electric bill.
- Co-op Connections Card – More than 120 area businesses offer discounts with your Co-op Connections Card. On top of that, you can save up to 60 percent on prescriptions at pharmacies nationwide.
- Rebates – See page 8 for a list of rebates on energy-efficient technologies that can help you save energy and money.



# ● Let's hear it for our lineman!

April 11th was National Lineman Appreciation Day, so we wanted to honor the brave employees at Wright-Hennepin (WH) who work rain or shine to provide you with electricity. Here are some quotes from our linemen detailing what they enjoy most about their job, and capturing things you may not know about their occupation:

"There is much more to our job than just showing up and putting poles or wire into the ground. There is a lot of behind-the-scenes work to just get us out there." – *Relief line crew foreman Scott Geary, 11 years with WH*

"I enjoy the work I do and the challenges it brings." – *Lineman Mike Kronquist, four years with WH*

"When we go on call we work our normal shift and go on any call after hours or on the weekend. It can get pretty hectic." – *Lineman Keith Burandt, 13 years with WH*

"There are many different roles and types of work that linemen do: from setting poles,

stringing overhead lines, to trimming trees, dealing with members, dealing with public safety, substation work, troubleshooting and training year after year." – *Line crew foreman Jon Lee, 18 years with WH*

"Working with electricity can be very dangerous if you let your guard down even for a second. That is the biggest reason why we work in pairs. You need to watch everything going on around the guy doing the 'hot' work." – *Lead line crew foreman Rich Horman, 28 years with WH*

"I enjoy working with a good group of guys and being able to work outside." – *Lineman Jake Wurm, one year with WH*

"I like the wood ticks, mosquitoes, mice, snakes, wind chill, tornadoes, lightning and squirrels. People may not know this, but we need a sense of humor." – *Relief line crew foreman Karl Nordberg, 35 years with WH*

"I like helping out the member when they have problems." – *Lineman Dale Walcheski, 15 years with WH*



*These linemen work rain or shine, day or night, to make sure every WH member has power. Pictured from left to right: Rich Horman, Jim Sundell, Dale Walcheski, Mike Kronquist, Keith Burandt, Steve Logeais, Brett Hack, Steve Schallock, Dan Morris, Dave Mundahl, Karl Nordberg, Sheldon Moe, Scott Gearey, Gary Ross, Tony Ross, Lars Erickson, Jake Wurm, Tony Jude, Jon Lee and Jim Rohlin. Not pictured: Brian Sell, Mitch Zehringer, Troy Driscoll, Dan Nelson, John Stueven, Ryan Daniels, Vince Hofford and Ben Sillerud.*

## Help clean up Lake Maria State Park!

Wright-Hennepin is sponsoring Green Touch spring clean-up day at Lake Maria State Park:

**Saturday, May 7, 10 a.m. to 2 p.m.**

Come plant wildflowers and trees and help rake leaves  
Free refreshments and lunch for all volunteers

**For more information, or to sign up, call: (763) 477-3000**

# ● May is National Electrical Safety Month

May has been recognized as National Electrical Safety month by Electrical Safety Foundation International. It's a reminder to all of us that while electricity is essential to everyday life, we need to remember it must be managed with care. The U.S. Consumer Product Safety Commission reports that the Top electrical safety hazards include: electrical fires caused by aged wiring; misuse of surge suppressors and extension cords; and electrocutions from power lines, wiring systems and large appliances. It also reports that there are more than 140,000 electrical fires each year, resulting in 400 deaths, 4,000 injuries and \$1.6 billion in property damage.

In order to avoid injury from electricity, follow some of these safety tips:

- Take note of power line locations near and around your property and keep at least 10 feet away from them to avoid arcs.
- Do not overload power strips, cords or surge protectors by plugging in too many items.
- Use ground fault circuit interrupter (GFCI) protection when working with electricity near water to protect against electric shock.
- Replace damaged or outdated electrical equipment, or have it repaired at an authorized repair center.
- Use appliances according to the manufacturer's instructions.

## Summer Off-Peak Schedule

Wright-Hennepin reminds members enrolled in Off-Peak programs that the switch to summer load management took place on April 27. The summer period runs May through September.

For more information on how you can save by joining Off-Peak programs, call a representative at (763) 477-3000 or visit <http://goo.gl/YwYxZ>.

## Two simple options for peace of mind

Independence - it's something all of us value. Whether it's simply the ability to live in our own home, or the freedom to continue our normal social life in the community, independence is invaluable. But the last thing we want is to compromise safety for independence. That's why WH Security now offers two unique medical alert systems that allow our loved ones to live their lives without risking their safety. Our medical alert systems are professionally monitored by WH International Response Center (WHIRC) - a national leader in central station security monitoring. That means help is just a push of a button away 24 hours a day. We offer two different types of medical alert systems that match the needs and activity level of an individual:

### Linear

The Linear medical alert is ideal for those who primarily spend their time indoors. It comes with a two-way communication base and a pendant used to alert the monitoring center to an emergency situation. Linear requires a landline or cellular communicator and has a battery life of one to two years. It can be worn as a bracelet, pendant or belt clip.



### SentryPal

SentryPal is for the user on the go. Coverage is nationwide and it communicates through the two-way voice, water-resistant pendant.

The SentryPal is powered with cellular and GPS technology, allowing you to go anywhere you like and be confident that if you need it, help is just the touch of a button away. The addition of GPS also means that WHIRC can locate the client in the event of an emergency. Subscribers may not carry their cell phone with them 100 percent of the time, and during an emergency, a complicated cell phone may not be the safest way to call for help. The SentryPal's single button operation is the simplest way to call for help at home, at the park or anywhere help is needed.



There's no need to sacrifice independence for peace of mind. Medical alert systems ensure that you or your loved one are safe, and yet still able to enjoy a sense of freedom. For more information on medical alert systems from WH Security call (763) 477-3664. We have options for every individual, so you and your loved one can rest assured that help is just the push of a button away.



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against unexpected  
appliance repair bills!**



**Special!**

First two months **FREE**  
with 1-year agreement!

**Compare us  
to the competition...**

**Us!**

**Covers 5 appliances:**  
Clothes Dryer  
Heating System  
Range  
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Refrigerator

**\$17.99**  
/month

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

**Competitor**

**\$18.50**  
/month

**Covers 4 appliances:**  
Clothes Dryer  
Heating System  
Range  
Water Heater

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

**WH Appliance  
Repair**

**Sign up today!**

Visit [whe.org](http://whe.org), or call (763) 477-3000

## Trees need trimming?

WH Services can help with all of your landscaping needs:

- Aerial bucket truck work
- Tree and stump removal
- Tree and shrub pruning / shaping
- Emerald ash borer treatment
- Storm damage clearing
- Lot clearing

**90 day, no-interest financing available**

**(763) 477-3000**

**[www.whe.org](http://www.whe.org)**

**WH SERVICES**

A subsidiary of Wright-Hennepin  
Cooperative Electric Association

**ALWAYS  
CALL  
BEFORE YOU  
DIG**





## tenKsolar Winner

**KENNETH ROLFHUS** of Annandale wins a credit for 105 kWh, January's output from WH's tenKsolar panel array.

**TERRY BUCKNER** of Maple Grove wins a credit for 146 kWh, February's output from WH's tenKsolar panel array.



## Solar Winner

**WALLY WESTERBERG** of Clearwater wins a credit for 142 kWh, January's output from WH's solar panels.

**RAMONA DAMIANI** of Buffalo wins a credit for 177 kWh, February's output from WH's solar panels.



## Wind Winner

**DAN GEIGER** of Watertown wins a credit of 583 kWh, January's output from WH's wind generator.

**CHERI GULLICKSON** of Annandale wins a credit for 959 kWh, February's output from WH's wind generator.

### Average monthly energy output over 12 months:

Wind generator: 826 kWh

Solar panels: 221 kWh

tenKsolar system: 200 kWh

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

### WH statement of non-discrimination:

"Wright-Hennepin Cooperative Electric Association" is the recipient of federal financial assistance from the U.S. Department of Agriculture (USDA). The USDA prohibits discrimination in all its programs and activities on the basis of race, color, national origin, age, disability, and where applicable, sex, marital status, familial status, parental status, religion, sexual orientation, genetic information, political beliefs, reprisal, or because all or part of an individual's income is derived from any public assistance program. (Not all prohibited bases apply to all programs.) Persons with disabilities who require alternative means for communication of program information (braille, large print, audiotope, etc.) should contact USDA's TARGET Center at (202) 720-2600 (voice and TDD). To file a complaint of discrimination, write to USDA, Director, Office of Civil Rights, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, or call toll free (866) 632-9992 (voice) or (800) 877-8339 (TDD) or (866) 377-8642 (relay voice users). USDA is an equal opportunity provider and employer.

## Board Report

### Continued from Page 2

- Approved Excess Deposit Insurance Bond to cover dollars exceeding Federal Deposit Insurance Corporation (FDIC) protection on accounts at local bank.
- Approved territory exchange with Xcel Energy.
- Approved Cooperative Network's dues.
- Approved dates for annual strategic planning sessions for WH Electric and WH Holding.
- Approved rescheduling the June and July board meetings.
- Approved retiring 2001 Chevy 1-ton 4x4 line truck from WH's fleet to local scrap dealer through bidding process.
- Heard annual report on WH's strong safety record.
- Heard report on the NextGen boiler.
- Selected directors to attend the Wright County Dairy Princess program.
- Reviewed and filed the monthly CEO, legal, financial, and operations reports.
- Directors reported on industry meetings they attended on behalf of the cooperative.

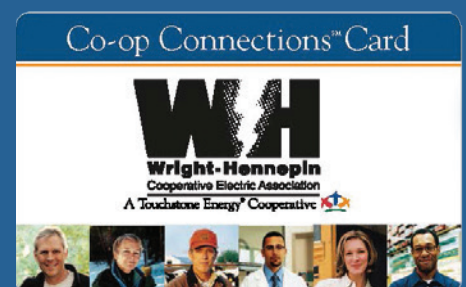


A Touchstone Energy® Cooperative 

## Co-op connections featured "Deal of the month":

Receive a 10 percent discount at Midland Nursery, located at 3536 Highway 55 SE, in Buffalo.

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>.



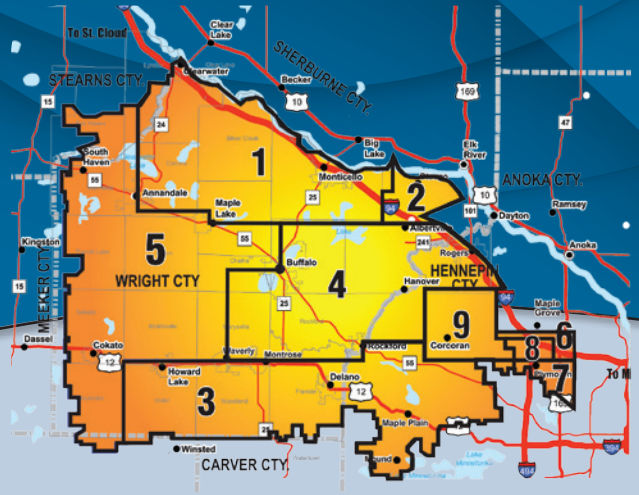
## Board of Directors:

- District 1: Timothy Young, Annandale  
District 2: Duane "Butch" Lindenfesler, Monticello  
District 3: Burton Horsch, Howard Lake  
District 4: Dale Jans, Buffalo  
District 5: Chris Lantto, Annandale  
District 6: Mike Tieva, Maple Grove  
District 7: Kenneth Hiebel, Plymouth  
District 8: Casey Whelan, Maple Grove  
District 9: Erick Heinz, Corcoran

**WH President and CEO: Tim Sullivan**

**WH CFO: Angie Pribyl**

**WH Holding COO: Wendy Youngren**



# Hotline Update

April News for Wright-Hennepin members

Periodicals



6800 Electric Drive  
Rockford, MN 55373

Mailing information goes here  
6800 Electric Drive  
Rockford, MN 55373

## Keep in touch with your cooperative!

### Member Call Center Hours (all year):

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

### Office Hours:

8 a.m. to 4:30 p.m. Monday - Friday  
(Labor Day - Memorial Day)

7:30 a.m. - 4:00 p.m. Monday - Friday  
(Memorial day - Labor day)

### 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](http://www.whe.org)

**Email:** [info@whe.org](mailto:info@whe.org)

**Facebook:** [www.facebook.com/WrightHennepin](http://www.facebook.com/WrightHennepin)

**Twitter:** @WrightHennepin

**REMINDER - WH offices will be closed on Monday, May 30 in honor of Memorial Day.**

## Announcing 2016 rebates!

Wright-Hennepin (WH) is pleased to announce new rebates for energy-efficient technologies that save you energy and money. Listed below are the 2016 Off-Peak programs. You must participate in the corresponding Off-Peak program to receive a rebate for the first five items listed. Rebates are paid in the form of a bill credit. Additional rebate money may be available through the Conservation Improvement Program. Call (763) 477-3000, or email [info@whe.org](mailto:info@whe.org) for additional details or with questions. Certain restrictions and agreement lengths may apply. Rebates are for new installations only.

### Ground Source Heat Pump

\$125 / ton rebate up to maximum of \$750 total  
Off-Peak rate of \$.099/kWh

### Air Source Heat Pump

\$200/ton rebate up to a maximum of \$900 total  
\$5 bill credit per month June - September

### Quick Cash Water Heating

Up to a \$750 rebate  
\$10 bill credit each month

### Peak Shave Water Heating

\$15/KW rebate  
\$5 credit each month

### Quick Cash Air Conditioning

\$40 / ton rebate up to a maximum of \$200 total  
\$5 bill credit per month - June through September

### Electric Vehicle - storage program

Vehicles may charge between 11 p.m. - 7 a.m.  
Off-Peak rate - \$.054/kWh

### Electric Vehicle - time of use rate

12:00 p.m. (noon) to 10:00 p.m. weekdays - \$0.17150 per kWh  
All other hours and holidays - \$0.05210/kWh

### Electric Thermal Storage Home Heating

Off-Peak rate of \$.054/kWh

### Dual Fuel

Off-Peak rate of \$.054/kWh

