

WH

Wright-Hennepin

Cooperative Electric Association

A Touchstone Energy® Cooperative



Hotline Update

News for Wright-Hennepin members

August 2016

Wright-Hennepin completes two landmark solar projects

It's been an eventful summer for solar energy construction for Wright-Hennepin (WH), as the cooperative brought its first-ever utility-scale solar project online, as well as its third solar community.

The energization of the utility-scale solar project located south of Buffalo is a landmark event for WH and Great River Energy (GRE). GRE is one of WH's wholesale power providers, and they will own the Dickinson solar array. It consists of 8,360 solar panels that will provide approximately 2.25 megawatts of electricity and is the largest solar project in the state completed by an electric cooperative.

"This project provides another example of how Great River Energy's power supply continues to evolve and include more renewable resources in response to member demand," said project manager Andy Bergrud of GRE. "It has also been an opportunity for us to expand our knowledge and experience with utility-scale solar development in collaboration with one of our member cooperatives."

WH also completed its third community solar array located at its Rockford campus. This array provides members participating in the program with clean renewable energy while WH covers maintenance and upkeep of the system. This community solar garden consists of approximately 500 panels that produce 225,000 kWh per year – enough to power approximately 19 homes.

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The Dickinson Solar Project (above) south of Buffalo was energized earlier this month. The 8,360 panels that make up this array are expected to add 2.25 megawatts of solar electricity to Wright-Hennepin's energy mix.

"Bringing these two arrays online is another example of WH responding to our members' desire to bring renewables into the mainstream," said Steve Nisbet, WH's vice president of external relations and power solutions.

Also in the works is a fourth community solar array in Medina near the cooperative's Willow Creek substation that WH anticipates to be online this year. This solar community will mirror the specifications and output of the third array.

With the recent solar moratorium passed in Wright County, it's worth noting that WH's solar projects are much smaller in scale than those that raised concerns (about one-eighth the size), have minimal or low impact on farm land and are supported locally.

As a local leader in solar production, WH is committed to working with officials, landowners and others to develop solar in a thoughtful, prudent way. As always, WH's overall objective is to provide safe, reliable, affordable and increasingly clean energy.



Wright-Hennepin's third solar community is mounted on the north side of the cooperative's campus in Rockford, Minn. This project was energized earlier this month, and consists of approximately 500 panels that produce 225,000 kWh to members who subscribe to the program.



CEO's Memo

Tim Sullivan, WH President and CEO

During summer storms, our priority is you

Summer is thunderstorm season, and that means power outages. Sometimes those outages are more widespread or prolonged than any of us like. As a member-owned organization, we take our commitment to deliver reliable energy very seriously. That commitment is especially acute when our membership is without power and the co-op's outage response becomes critical.

As you know, Wright-Hennepin's (WH) system saw extensive outages the evening of July 5 through July 6. We went from zero outages to 160 and from zero members without power to almost 11,000 in less than an hour. While the vast majority of our members had their electricity restored by the next morning, some of you had to wait a bit longer – and we appreciate your patience and understanding.

Given the importance of storm response, we thought you might appreciate a brief behind-the-scenes look at how WH prepares for, responds to and restores service during outages.

Before outages occur

We're proud of WH's grid, which is a very modern, technologically advanced system:

- All of our substations are not only metered but constantly communicate with us in real-time.
- All of our service trucks have Global Positioning Systems (GPS) so we know where they are at all times.
- Crews in the field have real-time access to the most updated electronic outage maps.

We invest in these technologies so we can restore power as quickly and safely as possible, while keeping our entire team and membership informed. That's no small task: WH serves 50,000 members and 65,000 meters across 681 square miles and 3,871 miles of line.

Preparation begins before the first light goes out. For example, on July 5, we put our operations crews, dispatchers and member communications team on notice that we expected a major weather event. Even on alert, there's no way to predict the size and scale of damage until it occurs and often we don't have a complete picture until crews are personally on scene.

Responding to outages

When faced with multiple outages, we try to prioritize the largest outages first – particularly substations. On July 5, the debris from 60-80 mile per hour winds knocked four substations offline. We immediately dispatched all line crews and also brought in contractors for extra help. We fully staffed our dispatch center and member service representatives began taking calls immediately. We updated our situation as close to real-time as possible using our outage map and social and traditional media.

In part, this means posting estimated times of restoration (ETOR). While we strive for best-information-available accuracy, it is not always possible to be 100 percent right, often because a detailed assessment in the field is required first. The assessments themselves are often made under challenging conditions, including rain, sleet, darkness and hazards like broken trees, poles and downed electric lines.

Restoring power

Our first priority when restoring power is always safety – for our crews and for our membership. Beyond this, our objective is to restore power as quickly and efficiently as possible.

Most of the outages on July 5 were caused by fallen trees, branches and wind damage. Given the large amount of debris, individual wood-cutting crews often were required to clear paths just to get our line crews to the site. We also had a large transmission line from Xcel Energy collapse on top of WH lines at our Trail Haven substation, complicating matters further. A couple of other factors influence response:

- While we take pride in our tools and equipment, our trucks may not always carry all the components necessary for a specific job. If a specialty part or extra equipment are required, the crew may need to return to the Rockford headquarters first to obtain it.
- During extended outages, our crews will often work through the night, as they did July 5-6. In turn, this means we need to cycle crews the next day, so their colleagues can get some sleep. We also evaluate

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Board Report

June Board Meeting Highlights:

The Wright-Hennepin and WH Holding monthly Board of Director meetings were conducted June 28, 2016. A quorum of directors was present. Items discussed or Board action taken:

- Approved renewal of insurance with Federated Rural Electric Insurance Exchange.
- Approved the appointing of Travis Theiss as the new Director 6 Operation Round Up Director.
- Approved the annual National Rural Electric Cooperative Association's membership dues.
- Approved rescheduling the October board meeting.
- Selected a director to represent the cooperative at a Wright County function.
- Reviewed and filed the monthly CEO, financial, legal and other operating reports.
- Directors reported on industry meetings they attended on behalf of the cooperative.

Guests included:

- Chris Dustin, Managing Director at AJ Gallagher, shared the results of the recently completed Employee Engagement Survey.

July Board Meeting Highlights:

The Wright-Hennepin and WH Holding monthly Board of Director meetings were conducted July 22, 2016. A quorum of directors was present. Items discussed or Board action taken:

- Approved RUS loan application.
- Heard a report on the July 5th storm that effected almost 11,000 members. Board congratulated the employees for their dedication and response getting power restored.
- Heard a report on load management for AC control and other residential load control programs, which include dual fuel, peak shave hot water, irrigation/seasonal, and electric thermal storage.
- Heard results of the WH Appliance Repair feasibility and WH Security price studies.

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Storm damage from July 5

Winds gusted up to 70 miles per hour on the evening of July 5. The damage from those winds caused widespread outages across the service territory, leaving 11,000 Wright-Hennepin (WH) members without power. Here's a glimpse at some of the damage.



The sheer strength of the storm is conveyed here, as an irrigation system near Monticello was thrown and tangled into WH's lines.



The photos above were taken near our Trail Haven substation. Xcel Energy's lines fell on WH's, leaving many in the area without power.



WH crews worked round-the-clock to repair damaged poles and lines, and restored power to all members by July 7.

Wayzata student's dream fulfilled on Youth Tour

Maple Grove's Mina Yuan was one of more than 1,700 students who flocked to the nation's capital June 11-16 as part of the annual Electric Cooperative Youth Tour in Washington, D.C.

Wright-Hennepin sponsors one student each year for the event, which was established to help educate youth about the political process and allow students to visit national monuments and interact with U.S. government officials.

Yuan, a Wayzata senior, and the group visited multiple historical sites and monuments, including: the Jefferson Memorial, Lincoln Memorial, Marine Corps War Memorial, World War II Memorial, Vietnam Veterans Memorial, Korean War Memorial, Holocaust Museum, Smithsonian Museums, Pentagon and the White House. Yuan most enjoyed the Smithsonian Museums, particularly the exhibits on rebuilding a war-torn village in Afghanistan, African and Dutch art, and American history.

"I have dreamt of visiting D.C. for years. I am a total history geek ... Therefore, an opportunity to geek out with similar-minded peers for free

in the nation's capital for a week was obviously perfect for me," Yuan said of the trip. "Walking on the streets, I stumbled upon sights I could never encounter in Minnesota. It opened my mind and inspired me to continue working to improve our world so that American history may be a happier and more successful story in the future."

The experience also broadened Yuan and students' knowledge of electric cooperatives.

"Cooperatives offer teens opportunities in terms of volunteering, internships, and community building that are unique and enriching." Yuan said. "This greatly emphasized to me that cooperatives provide more than electricity – they provide a community."

When she wasn't touring D.C. and all it had to



Wayzata student Mina Yuan is pictured here at the Tomb of the Unknown Soldier at the Arlington National Cemetery as part of the Electric Cooperative Youth Tour in Washington, D.C.

offer, Yuan enjoyed spending time with other high school students, and said hearing from other rural American teenagers was a truly wonderful experience.

High school juniors interested in applying for the Electric Cooperative Youth Tour can fill out an application and learn more at <http://goo.gl/S1ggtM>.

During summer storms, our priority is you

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whether to bring in outside crews. Case in point: in the early July storm, we were assisted by Connexus Energy, our sister co-op to the north.

As you can see, there are a lot of moving parts during a widespread outage. I know you join me in thanking our crews, member services, communications and dispatch staffs who work

so hard to restore power and to keep in touch with you during outages.

Thank you too for your many kind words of appreciation, whether voiced on Facebook or in dozens of personal exchanges with our field crews. It is your encouragement that reminds us of how special it is to work for a cooperative – and spurs us to get your lights back on as

quickly and safely as possible, no matter the challenges or conditions.

Co-op Connections featured "Deal of the month":

\$5 off regular-priced 50 pounds lean ground beef (freezer wrapped) at Dehmer's Meats, Inc. located at 401 E Central Ave in St. Michael. Not to be used in conjunction with any other offers.

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>.

Co-op Connections™ Card



2016 rebates are still available!

If you're still looking to improve your home, or in the process of building, be sure to check out these energy-saving programs and rebates available to all Wright-Hennepin (WH) members.

WH is offering massive savings on numerous energy-efficient technologies that benefit you and your cooperative! Replacing an outdated system with a more energy-efficient model means savings for you and WH, because it decreases demand, especially during peak hours.

Shown below are available programs and rebates. For some rebates you must participate in the corresponding energy-saving program. Rebates are paid in the form of a bill credit. Additional rebate money is also available through the Conservation Improvement Program (CIP). Call (763) 477-3000, email info@whe.org for additional details, or visit WH's rebate page at: <http://goo.gl/bRPdDt>. Certain restrictions and agreement lengths may apply. Rebates are for new installations only.

WH Energy-Saving Rebates/Program

- **Ground Source Heat Pump:** Up to \$750
Energy-saving rate of \$0.099/kWh
- **Air Source Heat Pump:** Up to \$900
\$20 credit per year
- **Quick Cash Water Heating:** Up to \$750
\$120 credit per year
- **Quick Cash Air Conditioning:** Up to \$200
\$20 credit per year
- **Electric Thermal Storage:** Energy-saving rate of \$0.054/kWh
- **Dual Fuel:** Energy-saving rate of \$0.054/kWh
- **Electric Vehicle Charger:** \$200
- **Electric Vehicle Storage Charge:** Energy-saving rate of \$0.054/kWh 11 p.m. to 7 a.m.



CIP Rebates

- **Ground Source Heat Pump:** Up to \$1,200
- **Quick Cash Air Source Heat Pump:** 13 SEER - \$50; 14.5 SEER - \$480; 15 SEER - \$580; 16 SEER - \$630
- **Ductless Air Source Heat Pump:** \$200
- **Quick Cash Water Heating:** Up to \$300
- **Quick Cash Air Conditioning:** 15 or 16 SEER - \$25
- **Electric Thermal Storage:** \$5/kWh
- **Dual Fuel:** \$5/kWh
- **Electric Vehicle Charger** – Up to \$500
- **HVAC Electronically Commutated Motor:** \$50 per ECM
- **Variable Speed Pool Pumps and Pool Air Source Heat Pumps:** \$400 for pool air source heat pump; \$200 for variable speed pool pumps



Cold bathroom floor?

Check out in-floor heat from HeatMyFloors.com

HeatMyFloors.com products can be installed under almost any flooring type:

- ✓ Tile
- ✓ Carpet
- ✓ Wood
- ✓ Laminate



Comfortable, balanced heat

Make your bathroom more comfortable today!



HEATMYFLOORS.COM



Visit our website, or contact us today:

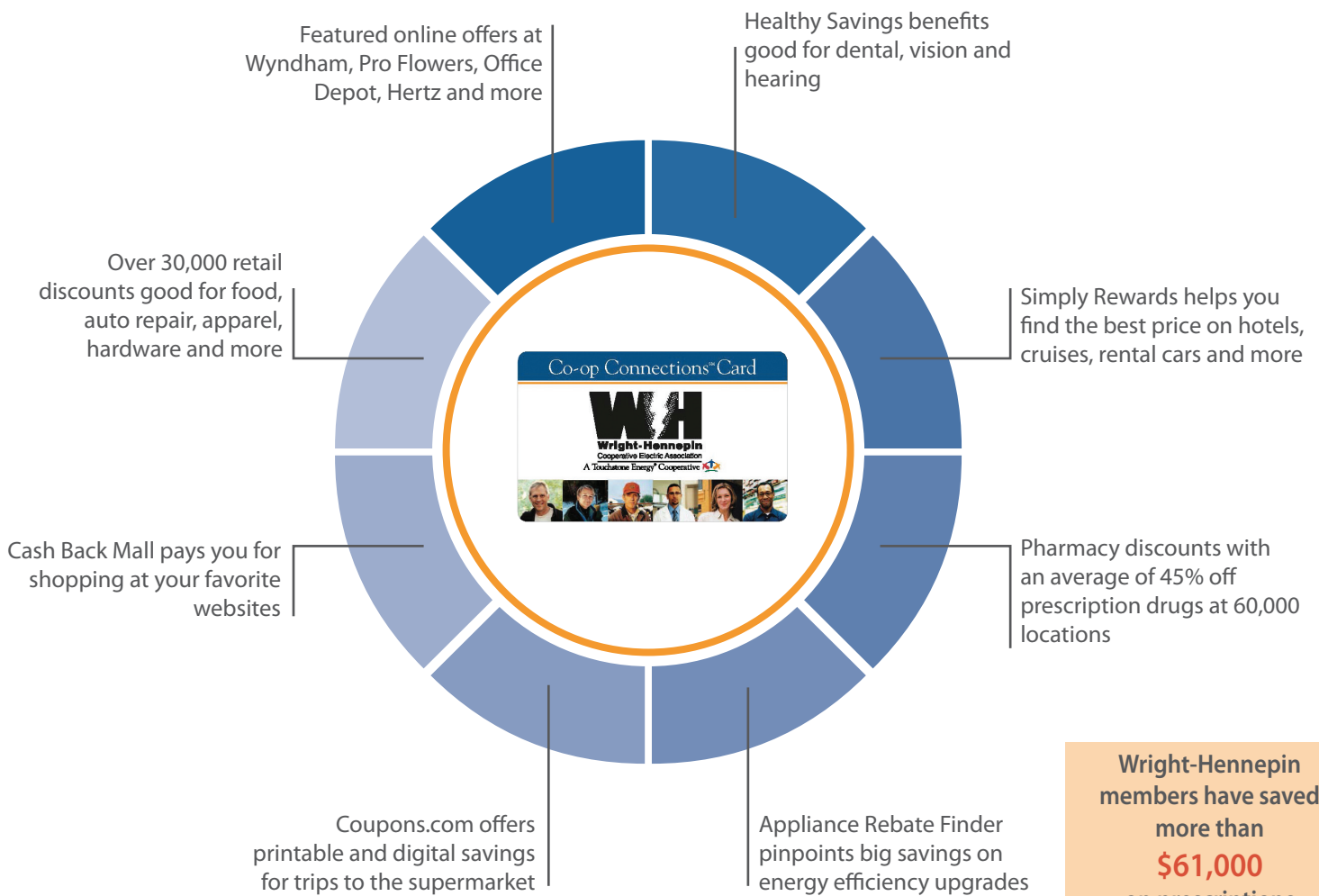
(763) 477-3665, or
info@HeatMyFloors.com



Touchstone Energy[®]
Cooperatives

SAVE MONEY WITH CO-OP CONNECTIONS!

From prescriptions to pizza, the Co-op Connections Card helps you save on things you buy every day.



Wright-Hennepin members have saved more than **\$61,000** on prescriptions using their Co-op Connections Card!

The One Card That Does It All.

Find all the ways to save at www.connections.coop.

All Wright-Hennepin members received a Co-op Connections card in their welcome packet, or were mailed one in 2005.

Need a new card? We'll send you one free of charge. Call (763) 477-3000, or email info@whe.org

Back-to-school safety tips

It's hard to believe that the school year is rapidly approaching. But now is the time for parents to talk with their kids about safety precautions before shipping them off for the first day of school. Here are some tips to help keep your kids safe and secure for the year:

Walking/biking safety:

- Walk on the sidewalk if one is available. When on a street with no sidewalk, walk facing traffic. When biking, stay on the right side of the road with traffic single-file.
- Look left, right, then left again before crossing a street. When on a bike, come to a complete stop before crossing, and walk your bike across the street.
- Do not walk or ride a bike with head phones on.
- Make sure to wear a helmet when riding a bike.
- Be aware of your surroundings.
- Plan and practice a safe walking/biking route with your child.
- Talk to your child about what to do if approached by a stranger.



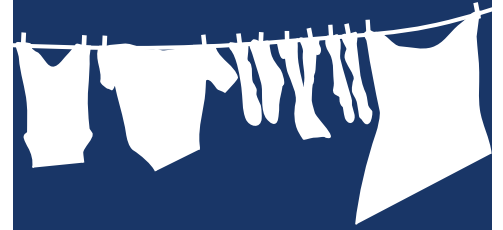
Bus safety:

- If it is your child's first time riding the bus, go to the bus stop with them to teach them the proper way to get on and off the bus.
 - Stand six feet away from the curb.
 - Wait for the bus to come to a complete stop before approaching the bus, or getting out of your seat.
 - Always cross in front of the bus; you should always be able to see the bus driver, and the bus driver should always be able to see you.
 - Keep aisles clear.
 - Stay in your seat, and do not put your head, arms or hands out the window.
- ### Other tips:
- Don't overstuff your child's backpack; it should weigh no more than 10 to 20 percent of your child's body weight.
 - Use both straps on a backpack to evenly distribute weight.
 - Post an emergency phone list in your home where your child can find it.
 - Make sure at least one approved smoke alarm is installed and operating on each floor of your home.
 - Keep a fully stocked first aid kit and make sure your child knows where it is.

WH Appliance Repair



Hung Out to Dry?



Get **MORE** appliance coverage for **LESS** than the other guys.

With WH Appliance Repair your major appliances are covered for only **\$17.99 per month**. Parts and labor covered:

- ✓ Refrigerator
- ✓ Clothes Dryer
- ✓ Heating System
- ✓ Range
- ✓ Water Heater

Additional appliance coverage is available

Sign up today and receive your first two months FREE!

Learn more by calling **(763) 477-3000** or visit **www.whe.org** and choose "for my home"

Track your home's energy use with MyMeter

The advertisement features a green silhouette of a house with a power plug on the left side. Inside the house, the text "mymeter" is written in white, with a house icon and a speech bubble above it. Below this, it says "Data home kwh comparison MyMeter POWER computer". The word "FREE" is prominently displayed in large white letters. Below "FREE", it says "Energy-savings electricity". At the bottom, it says "Daily energy use Temperature Neighborhood comparison Threshold MyMeter energy awareness kwh Alerts comparison Reliability Wright-Hennepin". The text "Sign up at mymeter.whe.org or (763) 477-3000" is at the very bottom right. The word "AWARENESS" is written vertically on the left side of the house silhouette.



tenKsolar Winner

DAVID SPENCER of Loretto wins a credit for 272 kWh, May's output from WH's tenKsolar panel array.

CHAD MILLER of Delano wins a credit for 274 kWh, June's output from WH's tenKsolar panel array.



Solar Winner

MICHAEL HESS of Clearwater wins a credit for 273 kWh, May's output from WH's solar panels.

NORMAN O'KONEK of South Haven wins a credit for 280 kWh, June's output from WH's solar panels.



Wind Winner

MICHAEL LONNIE of Cokato wins a credit of 635 kWh, May's output from WH's wind generator.

THOMAS FINK of Maple Plain wins a credit for 680 kWh, June's output from WH's wind generator.

Average monthly energy output over 12 months:

Wind generator: 807 kWh

Solar panels: 216 kWh

tenKsolar system: 195 kWh

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

Board Report

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- Heard an update on the WH Solar business plan.
- Reviewed and filed the monthly CEO, financial, legal and other operating reports.
- Directors reported on industry meetings they attended on behalf of the cooperative.

★ OFFICE HOURS REMINDER:

★ **WH will be closed Monday, September 5, in observance of Labor Day.**

★ [Electric & security dispatchers are still on duty around the clock.]

★ **Beginning September 6, WH's office hours are: 8:00 a.m. - 4:30 p.m. Monday-Friday**

★ [Labor Day to Memorial Day]



Stay active and safe with SentryPal

Do you have an active loved one who could benefit from a mobile GPS solution? SentryPal, from WH Security, is a new tool that gives your loved one the independence they desire, and you the peace of mind that they will receive help should they need it.

SentryPal is a mobile alert system powered with cellular and GPS technology, allowing your loved one to go wherever they like with the confidence that help is available at the touch of a button. Coverage is nationwide and it communicates through a two-way, water-resistant pendant, so it's

perfect for the user on the go.

This product is professionally monitored by WH International Response Center (WHIRC) – a national leader in central station security monitoring. The addition of GPS also means that WHIRC can locate your loved one in the event of an emergency.

For more information on this mobile alert system 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 available at the push of a button!



WH Security

SentryPal

\$5

Receive a \$5 bill credit!

WH is offering a one-time, \$5 bill credit if you sign up for all of the following three items:

- EZ Pay (automatic payments from checking, debit or credit card)
- E billing (bill amount is delivered via email each month)
- Paperless (no paper bill - your bill amount will be delivered via email only)

Call today to sign up! (763) 477-3000 or (800) 943-2667. One \$5 bill credit per member

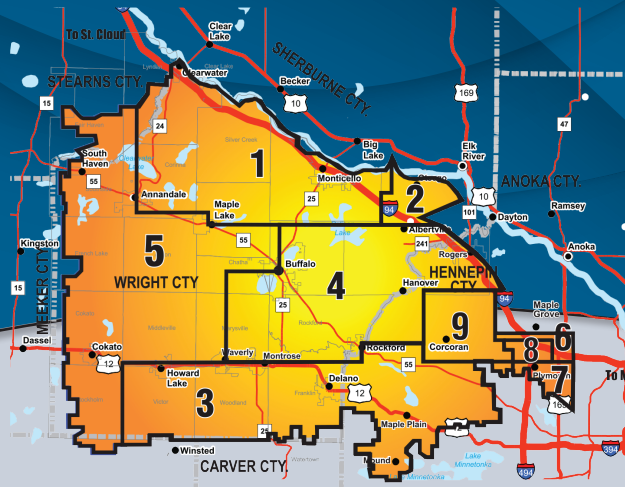
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Board of Directors:

- 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

August 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

Email: info@whe.org

Facebook: www.facebook.com/WrightHennepin

Twitter: @WrightHennepin

Vehicle up for sealed bid auction

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



For sale as is:
 2011 Honda Civic, 4 cylinder automatic,
 97,000 miles.

Bids must be received by September 9. Bids can be mailed or faxed to: Wright-Hennepin, Attn: Ken Kvam, PO Box 330, Rockford, MN 55373; fax (763) 477-3054. There is a minimum bid. WH reserves the right to reject any and all bids. The winning bidder will be notified by phone after September 13.



MANUFACTURER'S COUPON • EXPIRES AUGUST 31, 2016

SAVE \$3.00



on ONE GE ENERGY STAR® certified LED lighting product
 (offer not valid on GE reveal® LED lighting products)

Consumer: Coupon valid on your purchase of any GE ENERGY STAR® certified LED lighting product (offer not valid on GE reveal® LED lighting products). You pay sales tax. Coupon may not be reproduced or combined with another offer and is non-transferable. Void if transferred, exchanged, sold or reproduced. Offer limited to one purchase in U.S.A., its territories and military exchanges.

Retailer: GE will reimburse you the face value plus 8¢ handling provided you have accepted this coupon in accordance with GE's Coupon Redemption Policy. Void where prohibited. Cash value 1/100 of 1¢. For copy of policy and/or coupon redemption mail to: GE Lighting Products, P.O. Box 880650, El Paso, TX 88588-0650.

Coupon expires: August 31, 2016 D204023 48943

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Light

