

Wright-Hennepin invites you to a Halloween event for cooperative month

October is cooperative month. To celebrate, we are hosting an event **from 3 – 5 p.m. on October 31 at our headquarters in Rockford, Minn.** This event is for children, who will receive a bag of candy and a small gift while they “trick or treat” at our office (while supplies last). Children are encouraged to wear their costumes, but they are optional. There is no cost for this event.

CO-OPS COMMIT

To Community

Cooperatives: Communities at their very best

Electric cooperatives have been a part of the fabric of Minnesota for more than 80 years. Fourth and fifth-generation members today enjoy the same benefits of membership as the pioneers who strung the first wires into Minnesota’s countryside.

Many in our community still remember when the co-op formed, bringing lights and a long line of conveniences. Today’s

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youngest members grew up expecting electricity at all times, and they depend on their cooperative to power things like smart phones and broadband.

Though the uses for electricity have changed, the sense of ownership of the cooperative remains. That’s because our members are the owners of Wright-Hennepin (WH). Members vote for their friends and neighbors to oversee the cooperative, entrusting an elected board of directors to use their investment wisely.

Cooperatives also form a community of their own kind. When one cooperative experiences a tornado, flood or storm, cooperatives from across the region spring into action.

Cooperatives are much more than energy companies: concern for community is a core principle of the cooperative business model. Cooperatives also sponsor economic development and job creation

efforts. In 2017, WH and its employees donated almost \$2,000 to local food shelves and sponsored several community events. We also provide more than 20 demonstrations to kids every year to teach the importance of electrical safety. Thanks to WH’s Operation Round Up, our members contribute over \$200,000 to local charities every year.

In short, co-ops seek to improve the quality of life for their members and their communities. WH hopes you’ll take a moment to join us at the cooperative this month and continue to enjoy those benefits year round.





CEO's Memo

Tim Sullivan, WH President and CEO

Your energy is getting cleaner and greener

As you know, at Wright-Hennepin (WH) we are committed to delivering you safe, reliable, affordable electricity. But you may not be aware that WH electricity is also getting cleaner and greener all the time. In fact, your energy is cleaner and greener than it was one year ago. What's more, it will be cleaner and greener one year from now, and cleaner and greener still five years and then a decade from now. Let me explain.

Wright-Hennepin receives its power from Basin Electric Power Cooperative (Basin) and Great River Energy (GRE) who deliver it through the Midcontinent Independent System Operator (MISO) market. In the past 10 years, Basin, GRE and other utilities participating in MISO have added thousands of megawatts of renewable energy, mostly in the form of large scale wind and solar projects. In fact, fully 28 percent of MISO's current energy capacity comes from renewables.

For example, Basin has significantly reduced its reliance on coal, cutting its share of the portfolio from 85 percent in 2000 to 45.6 percent last year. During that same period, Basin made massive investments in wind and natural gas resources (which were not even on the list in 2000). Today, wind represents 23.4 percent and natural gas 18.7 percent of Basin's generation capacity.

While natural gas is a fossil fuel, it produces only about half the carbon emissions of coal. And renewable resources like wind and solar produce no carbon at all. With the rise of these cleaner fuel sources over the past decade, emissions of greenhouse gases like nitrogen oxide (NOx) and sulfur dioxide (SO2) have plummeted.

Specifically, from 2005 to 2015, GRE reduced its NOx emissions 43 percent and MISO cut its NOx emissions by 57 percent. The story is even better with SO2. In the same ten years, GRE's SO2 emissions dropped 58 percent and the MISO market slashed its SO2 emissions by a whopping 71 percent.

More broadly, utilities have overwhelmingly made the biggest contributions to emissions reductions in Minnesota, certainly when compared with other economic sectors.

According to a recent Minnesota Pollution Control Agency study, electricity generation dropped its greenhouse gas emissions 17 percent between 2005-2014. In comparison, the transportation sector dropped its emissions 7 percent over that same period.

Further significant reductions are on the way. It's forecasted that renewables and natural gas could provide more than half of all MISO energy by 2031, up from about 35 percent today. The growing adoption rates for technologies like electric vehicles, air source heat pumps and thermal electric water storage will contribute even further to carbon and greenhouse gas reductions.

Why is this happening? Some gains have resulted from government regulations. But overwhelming, the biggest driver of emissions reductions is simple economics. In the upper Midwest, we are blessed with an abundance of low-cost natural gas and wind resources. In turn, our increasing reliance on these cleaner sources has displaced electricity generation from coal facilities. In fact, dozens of legacy coal plants in the U.S. have shuttered in the past decade alone.

Wright-Hennepin is also doing its part. In 2016, WH added the Dickinson Utility-Scale Solar Project to our portfolio. Dickinson is a 2.25 megawatt solar array located between Rockford and Buffalo. This array will provide clean energy to the WH membership for many years to come. On top of this, between 2013-2016, WH invested in and fully subscribed four community solar arrays plus two dedicated arrays for the city of Rockford.

And we're not done yet. Your WH Board of Directors is in early stages of evaluating additional renewable energy options to offer directly to our members. So, stay tuned.

The upshot? Increasingly, consumers don't have to choose between safe, reliable, affordable and clean, renewable energy. Instead, Wright-Hennepin is already delivering all of these important attributes to you today, with the future outlook being even brighter. As always, thank you for your business.

Board Report

August Board Meeting Highlights:

The Wright-Hennepin and WH Holding monthly Board of Director meetings were conducted August 17, 2017. A quorum of directors was present. Items discussed or Board action taken:

- Approved 401k and Defined Benefit audits.
- Approved updated policies regarding safety and building security.
- Approved a future discount rate on capital credit retirements for estates, dissolved corporations and members leaving the Cooperative.
- Heard a report on WH's 5-year rate plan.
- Heard second quarter results on the Cooperative's Balanced Scorecard.
- Held annual review of the Cooperative's Form 990.
- Directors shared highlights of meetings they attended on behalf of the cooperative.
- Reviewed and filed the monthly COO, CEO, Legal, financial and operational reports.
- Guest included: Doug Luick from AJ Gallagher and Associates, who gave an overview on the cooperative's benefit plans.

September Board Meeting Highlights:

The Wright-Hennepin and WH Holding monthly Board of Director meetings were conducted September 12, 2017. A quorum of directors was present. Items discussed or Board action taken:

- Member Forum convened to discuss Local Democracy. No members were in attendance.
- Heard a report from the Policy, Planning and Professional Committee. No Bylaw changes were recommended for the 2018 Annual Meeting.
- Approved updated policy on requiring directors to provide proof of insurance.
- Approved purchasing a bond for the Treasurer and Chief Financial Officer as outlined in the Cooperative's Bylaws.
- Approved Legal Counsel as Election Judge at WH's Annual Meeting.
- Heard reports on HeatMyFloors.

Continued on Page 7

Alternative electric heating options to consider

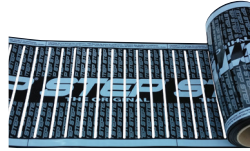
While the traditional mechanical ventilation system continues to be a great means of heating, there are other, more comfortable, energy efficient options available. Wright-Hennepin (WH) and its subsidiaries can add a little more comfort to your home and save some energy this winter.

Products marked below with an * qualify for WH's Dual Fuel program. Members on the Dual Fuel program receive a rate at roughly half the cost (\$0.054/kWh) of regular electricity rates. Dual Fuel simply allows your heating to be switched from electricity to a backup source during times of peak energy demand. In exchange, you receive a discounted rate.

For more information on the electric heating options featured here, call a representative at (763) 477-3000 or visit www.whe.org.

STEP Warmfloor Heating Mats

STEP Warmfloor, from HeatMyFloors.com, is the best under-floor heating system available because of its versatility, reliability and low energy use. STEP Warmfloor is about the thickness of a penny, offers easy installation and can be fastened right to the sub-floor without ruining the integrity or performance of the product. It may be used with any floor covering, including tile, carpet, wood, luxury vinyl tile (LVT) and more. STEP Warmfloor can also be stapled under floor joists without a remodel. It's the only low-voltage and self-regulating system available on the market, and it comes with a 20-year warranty, so your home will have energy-efficient underfloor heat for the foreseeable future.



Hydronic Heating*

Hydronic under-floor radiant heat consists of a system of tubing that is placed in the concrete slab of your home or under the sub floor. This tubing carries hot water, dispersing the heat from the water throughout the floor surface and radiating a warm, comfortable heat. The NextGen Boiler is a hydronic appliance that allows for professional installation for radiant heat applications. Because tubing is installed under the floor, hydronic heat is ideal for new construction. The NextGen Boiler is fast and easy to install, competitively priced, and requires little maintenance.



Electric Water Heater

With electric water heaters, you never have to worry about a gas leak, making them safe and reliable. When paired with WH's water heating program, members receive a bill credit each month for allowing WH to control charging time for heating your water overnight (11 p.m. - 7 a.m. Monday-Friday). Members can receive up to \$1,050 in rebates toward the purchase of a new water heater. This technology is also eligible for a discounted rate of \$0.060/kWh, or qualifying water heaters may be placed on the Quick Cash Water Heating program that offers \$120 in savings annually.



Air Source Heat Pump (ASHP)

ASHPs provide heating and cooling in one efficient and economical system that looks like a central air conditioning unit (AC). In the summer, ASHPs work the same as standard ACs, cooling your home by moving heat outside. The time when heat pumps really help save on your energy bill is during the cooler months, when the same technology is used to bring heat into your home by reversing the heat-pump process. WH recommends considering an ASHP over a central air conditioner. Members can also receive up



to \$1,530 in rebates toward the purchase of an ASHP, and the Quick Cash Air Source Heat Pump Energy-Saving program can save members an additional \$30 a year.

Plenum Heater*

Plenum heaters are a great way to switch between electricity and other heating sources. The heater is inserted into the plenum of your furnace, which is the ductwork just above the furnace, and uses your existing furnace fan to move air across the electric elements where it is heated and spread throughout your home via duct work. This technology is unique in that it allows owners to choose their fuel source for heat. This means you can take advantage of propane when it's cheap, yet easily switch back to electric heat. You can also take advantage of WH's Dual Fuel program, which offers a discounted rate of \$0.054/kWh. Also available is a \$5/ kW rebate up to \$250.



TAKE THE CHILL OFF
COLD FLOORS



ANYWHERE
IN YOUR HOME

Innovative and energy efficient STEP Warmfloor will work under tile, carpet and even wood floors. Transform the feel of your cold room today with this easy-to-install product!

Contact us for warm floors:
info@heatmyfloors.com
(763) 477-3665
www.heatmyfloors.com

HEATMYFLOORS.COM.

Electric Thermal Storage Heat (ETS)*

An ETS system stores thermal heat accrued overnight (11 p.m. - 7 a.m.) when energy prices are lower and utilizes that heat during the day when prices are higher because of demand. There are a couple of different types of ETS systems. The most common version uses electricity to heat specially manufactured ceramic bricks within the unit. The bricks are housed in a storage heater, and the heat is distributed through thermal radiation or convection. This technology is eligible for WH's Dual Fuel program that offers a discounted rate of \$0.054/kWh, and features a rebate for \$5/kW up to \$250.

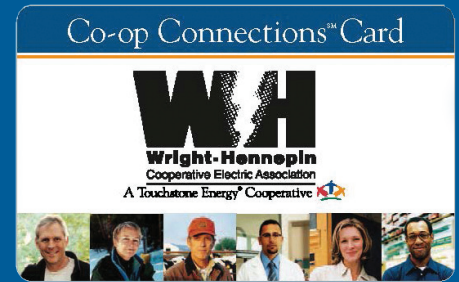


WH sells STEP Warmfloor and the NexGen Boiler, but does not install any of the electric heating options on this page. Please commission a contractor of your choice. Rebate information is located at www.whe.org.

Co-op Connections featured “Deal of the month”:

Save 20% on all online orders through ProFlowers, which has a wide selection of birthday flowers and anniversary gifts, as well as roses, lilies, tulips, plants, gourmet gift baskets and a fresh cut wedding flowers collection.

This nationwide deal is available online only. For more information, visit <http://www.connections.coop/>. Lost your card? No problem. For a free replacement or to sign up your business, call (763) 477-3000. For more deals, visit <http://www.connections.coop/>, or use the Co-op Connections on your mobile device to find all your local deals and more!



Dual Fuel testing dates and information for snowbirds

This month, WH will switch its summer energy-saving program to winter load management beginning October 20. Instead of air conditioning, Dual Fuel heating will be managed during times of peak energy demand after this date.

To ensure backup heating systems turn on during periods of load management, two tests will be completed during the month of October. The first test will run October 20 and the second will run October 22. Both tests will take place between 6 p.m. and 9 p.m.

During this test period, members should make sure their backup heating system functions properly. Members enrolled in WH’s Dual Fuel program can expect to have their heat managed only during peak demand times after October 22.

Also, if you’re one of many Minnesotans who head south for the winter and are on one of WH’s Off-Peak metered programs, please know that turning off any breaker may disconnect your energy-saving meter.



If this happens, you will be charged the regular rate instead of the discounted energy-saving rate, as the meter will be unable to record the energy-saving usage.

Since not all meters have been wired in the same manner, it is hard to determine

who this might affect. If you are heading south for the winter, please have a licensed electrician review your system’s wiring before turning off your breaker.

You can also call WH at (763) 477-3000 if you have questions or concerns.



Wright and Hennepin Counties approve sales tax increases for transportation

Wright-Hennepin members will see new county-imposed taxes on their October billing statements. The Wright County Board of Commissioners implemented a special 0.5-percent county-wide sales tax to fund transportation, which took effect on October 1, 2017. Money earned from the new sales tax will be used to fund transportation related projects including repaving. The Hennepin County Board implemented a 0.5-percent sales tax to support the county’s transit and transportation projects. A prior 0.25-percent Counties Transit Improvement Board (CTIB) sales tax ended on September 30 and the county’s 0.5-percent sales tax began on October 1, 2017, for a net 0.25-percent increase on taxable goods and services in Hennepin County. The funds received are projected to be enough to cover the local share of capital and operating costs for the county’s current and future transit lines through 2036.

Members may now file for board seats

Wright-Hennepin (WH) members can now submit nominations to vie for a seat on the cooperative's board of directors in Districts 1, 3 and 9. Members elected to the board will begin their terms immediately following next year's Annual Meeting on April 20, 2018.

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 second 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 by the deadline, March 1, 2018. To apply, print out, complete and sign the form found on WH's website by visiting <http://goo.gl/yGZTjN>.

Mail in the form along with a resume to:

Wright-Hennepin Cooperative Electric Association
Attn: Dale Jans, Secretary/Treasurer
P.O. Box 330
Rockford, MN 55373

Minnesota's Cold Weather Rule goes into effect October 15

It's time to remind all Wright-Hennepin (WH) members about Minnesota's Cold Weather Rule, which is designed to keep families warm during winter, especially those who may have challenges paying their monthly bill.

Per the Cold Weather Rule, WH must not disconnect and must reconnect the utility service of a residential member during the period of October 15 to April 15 if the disconnection affects the primary heat source for the residence and all of the following conditions are met:

- The member enters into and makes reasonably timely payments under a payment agreement that considers the financial resources of the household.
- The member receives referrals to energy assistance, weatherization, conservation or other programs likely to reduce the member's energy bills.

- The household income of the member is at or below 50 percent of the state median household income. The utility may verify income on forms it provides, or obtain verification of income from the local energy assistance provider. A member is deemed to meet the income requirements of this clause if the member receives any form of public assistance that uses an income eligibility threshold set at or below 50 percent of the state median household income.

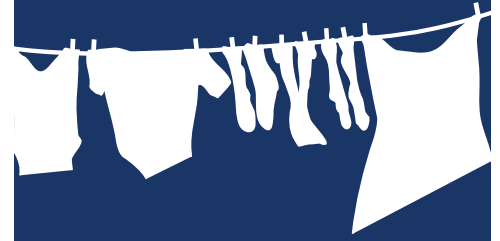
Unpaid bills must be absorbed by members who faithfully pay their bill each month. WH does not want to interrupt service of any member, but all members suffer when a bill remains unpaid.

If you cannot pay your electric bill, are having financial difficulties or do not meet state guidelines for cold weather protection, please contact WH's credit team at (763) 477-3000 to set up a mutually acceptable payment agreement.



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

Learn more by calling
(763) 477-3000 or visit www.whe.org
and choose "Services and Products"

Reminder about winter construction charges

Wright-Hennepin (WH) reminds members that if you are planning to run electric service to a home, outbuilding or other facility, please be aware that additional winter charges may apply between November 15 and April 15.

You can avoid winter construction charges by having your site ready for service installation prior to November 15.

Please contact a New Service or Engineering representative at (763) 477-3000 for more information.

Meet your WH Security team!



WH Security has been providing the Twin Cities and surrounding areas with customized security solutions for 28 years, and we want you to join our team! WH Security knows you have a choice when it comes to home security, and we hope you'll choose us to meet all your home and business security needs. Our local business is fully equipped with top-notch security services including custom security packages, medical alerts, remote security control, video solutions and competitive 24/7 monitoring rates. **Call WH Security at (763) 477-3664** to learn more today.

FRONT ROW, LEFT TO RIGHT: *Josh Neisch, April Fornoff, Heather Kadlec, Angie Pribyl, Robbin Nisbet, Roger Regnier, Steve Pink and Dusty Dake.* BACK ROW, LEFT TO RIGHT: *Andrew Hirsch, Tim Nielsen, Matt Kangas, Joey Hoffman, Steve Walstad, John Truenow, Wendy Youngren, Andy Hoffman, Chad Rutherford, Matthew Doyle, Kevin Solorz, Bob Payne and Steve Brandt.*

Members can receive a sales tax exemption for electric heating

You may be exempt from state and local sales tax during the heating season if your primary residential heat source is electricity.

If more than 50 percent of the main heat source for a residence comes from purchased electricity, you are exempt from Minnesota and local sales tax during the months of November through April.

All electricity used through the same meter, whether for heating purposes or not, is also exempt throughout this six-month time period.

Wright-Hennepin can provide you with this exemption when you complete the online form at <http://goo.gl/6khNcP>, or call (763) 477-3000 to have a paper copy sent to you. **You do not need to re-submit the form if you have previously submitted one.** If you have changed your method of heating since filling out the form, please notify us so the exemption can be removed.

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16. Publication of Statement of Ownership: Publication of this statement is required. Will be printed in the October 2017 issue of this publication.

17. Signature and Title Editor, Publisher, Business Manager or Owner: Andrea Unger (8/30/17)
I certify that all information furnished on this form is true and complete. I understand that anyone who furnishes false or misleading information on this form or who omits material or information requested on the form may be subject to criminal sanctions (including fines and imprisonment) and/or civil sanctions (including civil penalties).

Solar Winners

tenKsolar Winner



TOM LUU of Maple Grove wins a credit for 237 kWh, August's output from WH's tenKsolar panel array.

Solar Winner



DAVID SANDQUIST of Maple Plain wins a credit for 228 kWh, August's output from WH's solar panels.

AVERAGE MONTHLY ENERGY OUTPUT OVER 12 MONTHS
tenKsolar system: 200 kWh **Solar panels: 216 kWh**

Enter to win monthly output from WH's solar panels, go to: <http://goo.gl/QjyTM>.

Fall/Winter is a great time to trim trees

Fall and winter are great times to trim your trees because this is when they enter a dormant stage. Pruning/trimming trees in the dormant season promotes the tree's health and sustains future growth.

Another benefit to trimming in the fall and winter is that while trees are dormant, they are less likely to spread disease and bugs, especially for species such as Oak, Elm, Ash and Birch. This is also a good time to trim trees located in or near sensitive gardens—after the flowers, hostas and other perennials are done blooming.

WH Tree Services believes winter is the ideal time to trim trees located near water as frozen lake shores can give better access to backyards for equipment. WH Tree Services can trim very large trees using our bucket trucks or even the occasional crane, and winter is the ideal time to do so because the heavy trimming equipment is less likely to sink into the dry or frozen ground and damage your lawn.

WH Tree Services can keep your landscape looking beautiful with professional tree care that includes tree trimming and pruning, decorative work and shaping, tree and stump removal, and clearing a lot to build on or use for other purposes.



We offer 90-day, no interest financing on all tree services for qualified members. For a free, no obligation quote, call (763) 477-3000.

NEW: Apply to add Capital Credit to your bill

If you purchased electricity from WH in 1993, 1994 and a portion of 2016 you will receive a capital credit refund check in December of 2017. WH has been returning capital credits to you — our members — for 37 consecutive years.

Currently, any members who have a refund of \$5.00 or more will receive a check. Anyone with a refund of \$4.99 or less will receive a bill credit.

Recently, some of our members contacted us to ask if we could apply the refund directly to their electric bill instead of sending a check. WH takes pride in providing options for our members when possible. If you prefer to receive your capital credit refund on your December invoice instead of a mailed check, please visit the "About" page of our website www.whe.org/about and look for the "Capital Credit Refunds" section to register. The registration must be completed by November 17.

To learn more about capital credits, visit our website or contact a capital credit representative at (763) 477-3000. Thank you for your business!

Board Report

Continued from Page 2

- com, WH International Response Center, and WH Security.
- Directors shared highlights of meetings they attended on behalf of the cooperative.
- Reviewed and filed the monthly COO, CEO, Legal, financial and operational reports.
- Following the meeting, the Board took a tour of one of WH's commercial accounts, Ver-tech Solutions and Service located in Rockford.
- Guests included: AJ Gallagher representatives, who gave an overview of the employee's pension plan. Board approved terminating the Union and Non-Union plans and paying out balances in 2017.

ACSI Survey taking place in coming months

Wright-Hennepin (WH) is conducting its bi-annual American Customer Satisfaction Index (ACSI) Survey during the months of October and November.

Member may be contacted either via phone or email to take part in the survey.

This is your chance to let WH know how well we're serving you!



**CO-OPS
COMMIT**
To Members

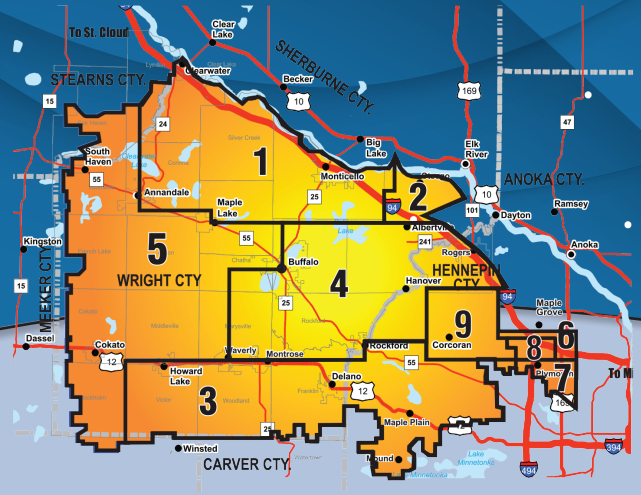
Board of Directors:

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

October News for Wright-Hennepin members

Periodicals



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 p.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

REMINDER: Wright-Hennepin is closed November 23 and 24 in observance of Thanksgiving. Our office hours are 8 a.m. to 4:30 p.m. Labor Day through Memorial Day.

Electric vehicles are on the rise

The number of electric vehicles on the road are expected to rise dramatically in the next five years. Because of this, the Minnesota Department of Transportation, the Minnesota Pollution Control Agency and others have been working to create a statewide network of roadside chargers to make long-distance travel possible.

In 2016, the Federal Highway Administration selected Interstate 94 from Port Huron, Michigan, to the Minnesota/North Dakota border as one of 55 designated routes to promote alternative fuels and help drivers find vehicle charging stations nationwide. Minnesota partnered with the states of Wisconsin, Illinois, Indiana and Michigan to make this "Zero Emissions Corridor" happen. Signs along the interstate have started being erected to highlight nearby electric charging stations.

Several new electric vehicles are set to be released by 2020. These more affordable models are comparable to their gas-powered counterparts with ranges starting to surpass the 200-mile mark. Electric vehicles are a popular alternative to gas and diesel engines, are better for the environment and require very little maintenance. Their biggest past drawback has been range and affordability, but with more players in the game, prices are dropping and technology is improving with expectations of EVs growing exponentially.

Wright-Hennepin (WH) has four public electric vehicle charging stations in its service territory. A DC Fast Charger is located in the visitor's parking lot of WH's Rockford headquarters and another DC Fast Charger, along with two Level 2 chargers, can be found at the Albertville Premium Outlets.

WH has two rebates available for members to receive up to a \$700 bill credit on a new EV level 2 permanent charger! We also have a special energy-saving rate for those that charge in the overnight hours. Call us at (763) 477-3000 to learn more about our programs and rebates.

