



Wright-Hennepin
Cooperative Electric Association

A Touchstone Energy Cooperative

HOTLINE UPDATE

Solar community offering will help members interested in solar power

Are you interested in solar energy, but don't have the room or resources to install panels? Wright-Hennepin (WH) members may soon have the opportunity to have their own solar panels without installing equipment on their property.

WH is working with tenKsolar, a company based out of Minneapolis, Minn., to implement a solar community project. WH plans to install a 39,000 watt solar panel array at WH's headquarters in Rockford, Minn. Members will be able to purchase individual panels of this system, and will in turn have the kilowatt-hour output of those panels deducted from their monthly bills.

tenKsolar developed an innovative solar panel design that is significantly more efficient than traditional solar panels. The panels' grid design ensures the output of the solar panel array is minimally impacted by shading or individual solar-cell failures. The design also includes strategically placed reflector panels that allow the solar panels to use both direct and reflected light, increasing its total energy production by 50 percent. WH installed a small 2,000 watt array of these panels at our Rockford headquarters as a demonstration project for the members, legislators and the general public.

If there is enough member interest and the community solar project goes forward, WH plans to interconnect the 39,000 watt solar array to a Silent Power battery storage system. Silent Power, Inc. is a renewable energy company located in Baxter, Minn. WH hopes that the battery storage system will help bring renewable energy into the mainstream in a way that reduces WH's power costs rather than increasing them. The batteries will store solar energy and release it during expensive peak load times. In that way, the solar energy will reduce WH members' overall energy costs.

Smaller residential solar panel arrays cost \$8-10 per watt to install. For a community project, WH expects the cost to be much less. Each solar panel has the potential to produce 180 watts. A typical WH member uses about 1,100 kWh per month.



tenKsolar's design includes strategically placed reflector panels that allow the solar panels to increase their total energy production by 50 percent.

For both participating and non-participating members, data will soon be available on WH's website comparing tenKsolar's efficiency to the efficiency of the traditional panels that are also installed at WH's headquarters.

If you're interested in participating in WH's solar community, or if you'd like more information about the project, contact (763) 477-3000.

WH Security system prevents break-in at secluded cabin

David and Kellie Wolfe purchased a WH Security system in 1994 for their cabin. The original purpose of the security system was to help them monitor their property for storm damage. However, the system has now prevented a burglary from happening – 15 years after the system was installed.

"We had it installed so that if a tree limb fell and broke a window, we could get up there and repair it before animals got in or weather damaged the cabin," said David.

The Wolfes had just sealed their cabin up for the winter in late October when they were alerted by WH Security that a glass break sensor had been set off at the cabin.

Kellie received the initial call from WH Security's dispatch center alerting her that the sensor had been set off. The dispatcher told her that the police were on their way, but gave her the option to



David and Kellie Wolfe's WH Security system notified them of a burglary that occurred at their cabin, which they had recently closed up for the winter.

cancel police assistance if she didn't think it was necessary.

"I was pretty nervous," said Kellie. "I didn't know if someone had tried to break in or if a tree limb had fallen through a

Win \$100 worth of LED lights!



Learn more about Wright-Hennepin's Facebook holiday lighting competition on page 6.

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Find us on:



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“It’s the thought that counts”

I remember thumbing through toy catalogs as a child at this time of year, wishing for presents in bulk! While I’d be absorbed with the material enticements of the holiday catalog, my mother always reminded me about the real reason for giving: “It’s not the size of the gifts; it’s the thought that counts.”

Since it is the season of giving, I’d like to comment on 191,000 “thoughts that counted” in 2011. Incredibly, that’s the amount of dollars WH members donated to the cooperative’s Operation Round Up (ORU) Program this year. Since the program started in 1994, almost \$3 million has been gifted to local people and organizations!



The ORU board of directors includes Chair John Meister, District 9, Hamel, Minn.; Vice Chair Thomas Burkman, District 8, Maple Grove, Minn.; Secretary/Treasurer Carol Halvorson, District 1, South Haven, Minn.; Administrator Lisa Zipp, St. Michael, Minn. (not pictured); Harvey Kendall, District 2, Monticello, Minn.; Sharon Glessing, District 3, Waverly, Minn.; Brenda Moy, District 4, Buffalo, Minn.; Kari Jarl, District 5, Cokato, Minn.; Patricia Anderson, District 6, Maple Grove, Minn.; and John T. Wallin, District 7, Plymouth, Minn.

“Thank you to the 31,450 WH members whose generosity spreads comfort and joy to worried hearts and worthy causes.”

That’s possible because 81 percent of WH’s entire membership allows us to “round up” their electric bill to the next highest dollar each month! Here’s how these acts of kindness compound into something so thoughtful: The average monthly WH residential electric bill so far in 2011 has been \$111.64. So, for a member with average usage who is enrolled in

the ORU program, that bill would be rounded up to \$112. The 36 cents left over after the cost of electric service is then contributed to the ORU fund. (Depending on your individual bill, that monthly contribution could be as much as 99 cents a month, or as little as 1 cent per month. These contributions average about \$6 a year per participating member.)

Mom was right – it’s not the size of the gift; it’s the thought that counts.

In this holiday season, perhaps one of the heartwarming statistics to share

about the ORU program is that the generosity of WH members continues to grow – even since 2008 when the current economic downturn began. 2011 is the most generous year yet by WH members.

Nine people from Wright and western Hennepin counties are appointed by WH’s directors to serve as the independent oversight board for ORU (see photo). I have attended some of these meetings over the years and must tell you how inspired I’ve been with the diligence, care and personal effort these directors exhibit when considering funding requests. Their work is not limited to reviewing an application. Time and again these directors have personally called or visited the individual or organization making the funding request to explore the human element that an application can never provide.

The ORU board has four general funding categories: education and youth, community service, disaster (personal and community), and emergency energy. When deciding on a grant, the board places special emphasis on basic human needs. For instance: Food shelves have become a strong focus over the years with a grant to each of the local food shelves in WH’s service territory equal to 10 percent of the prior year’s total member contribution to ORU. This year, because of the great need

November board meeting highlights:

The regular monthly meeting of the board of directors was held November 18, 2011. A quorum of directors was present. Board action taken:

- Reviewed and approved the 2012 work plan and budget.
- Approved annual auditor engagement letters with Brady Martz.
- Rescheduled February and July 2012 board meetings.
- Heard reports from directors on recent industry meetings.
- Reviewed and filed the monthly CEO, legal, financial and operations reports.

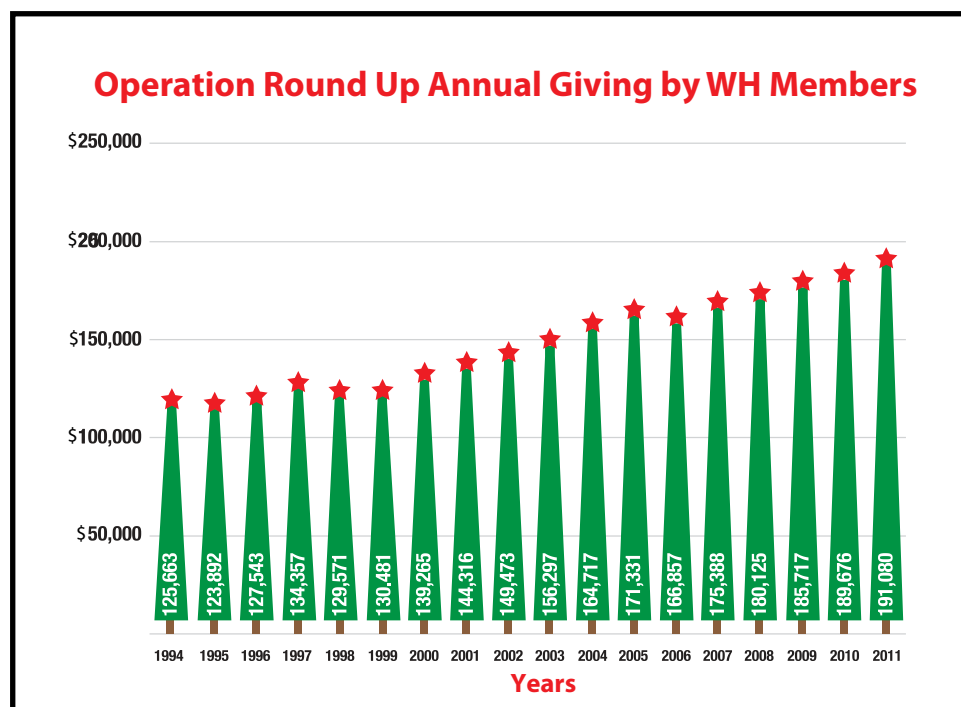
WH’s board of directors

Chris Lantto, board chair.....	District 5
Thomas Mach, vice chair.....	District 6
Dale Jans, secretary/treasurer....	District 4
Timothy Young.....	District 1
Butch Lindenfesler.....	District 2
Burton Horsch.....	District 3
Sarah Evenson.....	District 7
Donald Lucas.....	District 8
Erick Heinz.....	District 9

The board of directors meets monthly at the cooperative’s office in Rockford, Minn. Regular meetings are generally scheduled the second Tuesday of each month for 2011. Members with items of interest are encouraged to contact the president and CEO to confirm meeting date and time.

WH and WH Holding LLC’s Management Team

Mark Vogt President and CEO (763) 477-3013 mvogt@whe.org
Angie Pribyl Vice President, Finance and CFO (763) 477-3104 apribyl@whe.org
Lance Hovland Vice President, Energy Distribution (763) 477-3105 lhovland@whe.org
Sonja Bogart Vice President, Customer Service, Sales & Marketing (763) 477-3061 sbogart@whe.org
Rod Nikula Chief Operating Officer, Heartland Services, LLC Power Supply (763) 477-3106 rnikula@whe.org
Steve Nisbet Vice President, Technology Operations (763) 477-3114 snisbet@whe.org
Wendy Makousky Vice President, WH International Response Center (763) 477-3144 wmakousky@whe.org



CEO’s Memo cont. on Pg. 4

Members may now file as director candidates

Wright-Hennepin (WH) members can now submit nominations to vie for a seat on the cooperative's board of directors in Districts 1, 3, 9 and 7 (see map). Members elected to these positions will begin their terms

immediately following the 2012 Annual Meeting on Thursday, March 29, 2012.

If you are unsure which district you live in, you can look at 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.

Directors up for re-election (three-year terms) in 2012 are

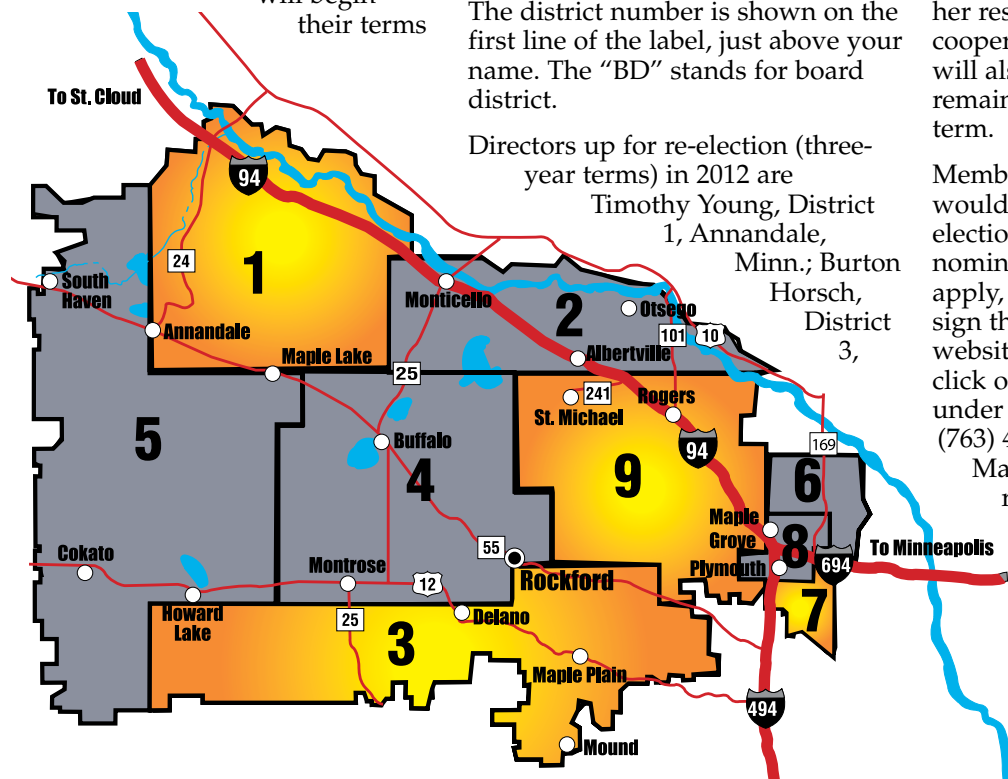
Timothy Young, District 1, Annandale, Minn.; Burton Horsch, District 3,

Howard Lake, Minn.; and Erick Heinz, District 9, Corcoran, Minn. All three have indicated they will seek re-election.

There's also a vacancy in District 7, as Sarah Evenson recently submitted her resignation. Pursuant to the cooperative's bylaws, this position will also be up for election for the remaining two years of Evenson's term.

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 (www.whe.org then click on the "Director Application" under the "Quick Links") or call (763) 477-3027 to request a form.

Mail the form along with a resume to: Wright-Hennepin, Attn: Dale Jans, Secretary/Treasurer, P.O. Box 330, Rockford, MN 55373. Application deadline is Feb. 8, 2012. If you have any questions about this process, please contact Jen Podolske at (763) 477-3027.



Assessing the cost and benefits of EPA regulation

By Mark Glaess, manager of the Minnesota Rural Electric Association

If you travel over the relatively new I-35 bridge – and close to 150,000 people do so daily – your trip skips over concrete considerably strengthened with the addition of fly ash from a power plant owned by Great River Energy. That same product comprises much of the concrete in the electric cooperative's LEED platinum certified building in Maple Grove. EPA wants to regulate that product as harmful. For what?

It's not because fly ash is hazardous. EPA said as much in reports to Congress in 1988 and 1999. Classifying fly ash as a hazardous

waste would end the recycling of that product and add well over \$100 million to the electric bills of electric cooperative members. That regulation also hurts construction jobs. The American Road and Transportation Builders Association released a study finding that the cost of transportation construction would increase by an estimated \$104.6 billion over the next 20 years should coal combustion residuals, including coal ash, not be available as a building material.

That's not the only unfortunate example of EPA over reach. EPA

recently overruled the State of North Dakota's State Implementation Plan over an issue called "Regional Haze." This is a visibility issue, not a health issue. EPA is insisting on technology that won't make a reading glass improvement and has not been proven to work. No matter the cost to Minnkota Power Cooperative, which provides electricity to NW Minnesota, we'll see costs increase by 30 percent for Minnesotans, many who live below the state's poverty level.

The public rightfully should know what they are getting for 10k of hard-to-come by money.

Industry NEWS

Germany looks to Minnesota on energy

After making the decision to shut down all 18 of its nuclear power plants by 2022, Germany is looking at ways to get into the renewable energy market, and the state of Minnesota could play a role in helping the country get started. District 22 Sen. Doug Magnus – who recently took an energy tour of the country – said, "They're planning on using lots of wind, but they haven't figured out how to do that yet."

Minnesota's status as a leader in wind and biofuel energy is not lost on Germany, where electric costs in private homes are three-and-a-half to four times greater than they are in the United States, Magnus said. Germany has already closed down eight of its nuclear power plants. "They're looking at ways to replace that energy," said Magnus. "They know that Minnesota has been a leader in a lot of areas – certainly wind and biofuels."

Source: Marshall Independent

EPA rules could shut down Midwest coal plants

Proposed federal environmental regulations could shut down about 13,000 megawatts of coal-fired generation, boost power prices, threaten electric reliability and cost billions to retrofit or replace most of the region's existing coal fleet, according to U.S. power grid operator, Midwest Independent System Operator (MISO).

Clair Moeller, MISO vice president of transmission asset management said MISO has joined with other regional grid operators to ask the EPA for more time to comply with these new rules, which would keep some key units available. This would help to maintain power-system reliability. In a draft transmission planning report, the MISO forecast the EPA's Electric Generating Unit (EGU) Maximum Achievable Control Technology (MACT) rule would hit the system hardest because it will require a great deal of work in a short timeframe.

Source: Reuters

New power plant is idled by the economy

Great River Energy recently completed a coal-burning power plant 85 miles west of Fargo, N.D., which they called Spiritwood. Built with the encouragement of North Dakota's political leaders, the plant has the best-available pollution controls, and at full power, the new plant could supply power to about 63,000 homes. However, Great River Energy is shutting it down as a result of lagging consumer demand.

Great River Energy, which is owned by 28 Minnesota electric cooperatives, expects to keep the plant offline until 2013. Even critics of coal point out that Spiritwood is cleaner-burning than other operating coal plants, but free-market pricing and grid bottlenecks can mean that cleaner energy sources are unable to compete against dirtier generators. "Great River Energy is being penalized for being an environmental innovator," said Brad Crabtree, policy director for the Great Plains Institute, a Minneapolis-based nonprofit that works with industries on environmental issues and has received funding from the co-op and other utilities. "They invested extra resources to do the right thing environmentally... but they are not rewarded in the marketplace."

Source: Star Tribune

Winter is a great time to trim trees!



When sensitive oak, elm, fruit and nut trees are trimmed in the summer, it leaves them susceptible to disease. That's why cooler months are a good time for trimming.



Call today to schedule a free estimate: (763) 477-3000

Why do we put lights on Christmas trees?

The Christmas tree: It's long been a symbol of the holiday season. Each year, people around the world cut down an evergreen tree and decorate it with lights and ornaments, but have you ever thought about how this tradition started?

People started putting lights – candles to be more specific – on Christmas trees in the middle of the 17th century. These were attached to the end of tree branches with wax or pins and were adhered to the tree to represent shining stars. This tradition started in Germany and spread to Eastern Europe over the next two centuries. Because this was a serious fire hazard, most people didn't put their trees up until December 24, ensuring that they would only be up for a brief period of time while the tree was still fresh – and much less flammable.

The custom of putting strings of lights

on trees began in 1882 when Edward Johnson – an associate of Thomas Edison – wired red, white and blue bulbs together and placed them on an evergreen tree. In 1895, President Grover Cleveland followed suit and decorated a Christmas tree in the White House with stringed lights. The public took notice, and the tradition started to catch on.


However, it was extremely expensive to have a lit Christmas tree. General Electric sold bulbs for this purpose, but they needed to be wired together by a professional electrician. Additionally, if a homeowner wanted a lit Christmas tree, but didn't have electricity yet, they'd have to purchase a generator to keep the lights on.

In 1903, the American Eveready Company developed an easier to use light set involving screw-in bulbs and a plug-in for the wall socket. Even

with this easier to use equipment, electric tree lights weren't catching on rapidly. People were still using unsafe candles as a way to light their trees, until Albert Sadacca came up with the idea to make the lights multi-colored in 1917.


He and his two brothers Henri and Leon started NOMA Electric Company, which became the largest Christmas lighting company in the world. Since that time, lights have continued to evolve.

Miniature bulb sets came about in the late 1960s and came in strands of 25 or 50 lights. These were very similar to the standard miniature lights available today. However, there are more options available for size and color today than there were in the past.

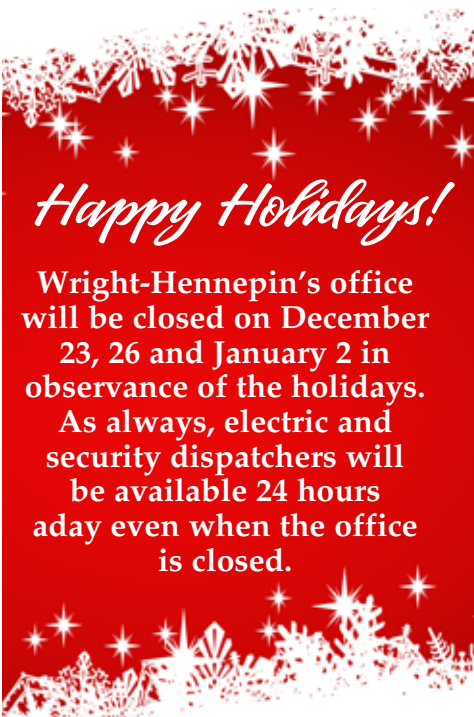
The latest advancement in holiday lights is the use of LED (light-emitting diode) technology. These lights are far more efficient than incandescent lights and have a much longer life-span. 



The tradition of putting lights on Christmas trees dates back to the 17th century.



To find out how to save money on your holiday lighting projects, go to <http://bit.ly/tE7vYM>, and check out Wright-Hennepin's "Energy Saving Ideas" blog.



Happy Holidays!
Wright-Hennepin's office will be closed on December 23, 26 and January 2 in observance of the holidays. As always, electric and security dispatchers will be available 24 hours a day even when the office is closed.

"It's the thought that counts"

CEO's Memo cont. from Pg. 2

expressed by food-shelf directors, local food shelves received double the donations over past years.

Already this holiday season, the ORU board awarded a contribution to a local community's "Sunshine Club." The club is using its donation to help with holiday baskets for the needy in the area, bringing sunshine to lives where it might not otherwise exist. ORU has repeatedly invested in local coats for kids programs, and Toys for Tots and other similar programs have received strong funding since the program's inception. Someone told me these toy donations might actually rival Santa Claus in this area! The ORU board will be considering additional holiday funding requests at its December 13 meeting.

This is a season filled with such great stories. But, even Clement Moore, Charles Dickens and the authors from scripture would be inspired by the story of WH members allowing the change left over from their electric bills to be used to help others. As a result, many local families will have food, warmth and something to share with loved ones this holiday season.

Thank you to the 31,450 WH members whose generosity spreads comfort and joy to worried hearts and worthy causes. If you would like to participate, you may do so by sending a request to info@whe.org or by calling (763) 477-3000.

The ORU program is surely a unique gift to the area – especially at this time of year. It's a thought that counts – over and over again.

From all of us here at WH, we wish you and your family a blessed holiday season.

Mark Vogt

Read more from CEO Mark Vogt on his new blog

View recent posts at <http://bit.ly/qWXFrp>.

November 22: *Ben Franklin's experiment with electricity and a turkey*

October 27: *Could the next Steve Jobs come from WH's Service territory?*

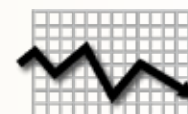
Also, read recent blogs from your board directors

View recent posts at <http://goo.gl/JjQz5>.

December 1: *What makes cooperatives different?* by Erick Heinz, Corcoran, Minn.

November 18: *Seven questions the board asks during the budgeting process* by Thomas Mach, Maple Grove, Minn.

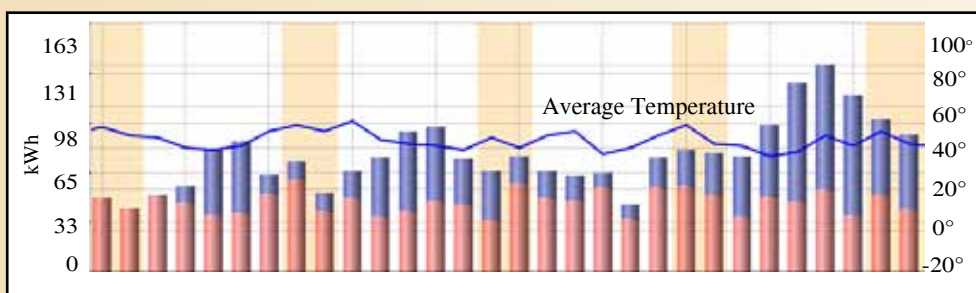
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A day in the life

Wright-Hennepin's management team

Editor's note: About the "A day in the life" series

At Wright-Hennepin, we combine the skills of more than 140 employees to provide members with the best services possible. We've created the "A day in the life" series for our Hotline Update to give you, our members, insights into the jobs – and the people – behind the company. The next article in the series will be published in January's issue and will feature your board of directors.

Wright-Hennepin's (WH) President and CEO Mark Vogt has an over-riding strategy for running the cooperative.

"You have to surround yourself with very smart people," said Vogt. "My direct reports are people whom I trust, who provide me informed advice, objective counsel and imaginative solutions. And I'm a real believer in a goal-oriented culture backed up with strong methods of measurement. I think this combination has made a difference."

For instance, one of WH's primary goals is to keep retail rates competitive. Vogt said that at one time, that wasn't the case.

"When I became CEO in 1996, WH's rates were consistently higher than our neighboring utilities and had been for decades," Vogt said. "Over the last five years in particular, WH's retail rates have been very competitive and often times the lowest."

Achieving that goal has been a team effort. Vogt listed a litany of strategies that have helped make WH a competitive leader, including creating subsidiary businesses whose profits are used to off-set electric rates, diversifying its power supply portfolio for lower priced wholesale power, aggressive streamlining of the growth trend in local operating costs, investing in technology to improve efficiencies and expanding service offerings, and getting a large number of WH members to participate in Off-Peak programs, just to name a few things.

Strong goal orientation requires the right people to staff the co-op. WH's Human Resources Manager Pete Larson works to find the right people to staff the jobs at WH.

"The employees of an organization, individually and collectively, are the main contributors to an organization's success," said Larson. "My primary responsibility is talent management – making sure the right skills are in the right places to accomplish WH's goals."

Chief Financial Officer Angie Pribyl and the financial services department not only work to ensure the financial stability of the organization, they monitor and report key metrics of WH's business score card to let the management team know their progress.

"We provide timely, accurate reports and analyses on our goals, which

assist the management team in making informed decisions," said Pribyl. "This knowledge base helps ensure we're not engaging in wishful thinking about how we're performing."

Vice President of Power Supply Rod Nikula works toward the competitiveness goal by focusing on power supply issues.

"The bulk of my job is trying to keep wholesale power costs as low as possible so we can pass that savings on to our members," said Nikula. "We reach for very specific, very aggressive benchmarks when purchasing wholesale power. That's been one of the keys to our competitiveness objectives."

As an example, Nikula pointed to WH's landmark decision to restructure its decades-old power supply arrangement and generating portfolio. Since WH made this arrangement in 2006, the cooperative has saved its members more than \$18 million.

Right next to competitiveness is WH's priority to provide the most reliable brand of power and customer service in the area.

WH is recognized as a reliability leader in the electric utility industry in large part due to the technological advancements that the cooperative has implemented in recent years. This has included automated meter reading, substation automation, mobile workforce management, automatic vehicle locating, outage management and automated call handling systems. All this has made a difference. In 2007, the average member lost power for 55.5 minutes total throughout the entire year. By 2010, that was reduced to 33.8 minutes.

"Fifty-five minutes is a great record in our industry," said Vice President of Energy Distribution Lance Hovland. "That we have moved it to 33 minutes really speaks to the effectiveness of our technology investments, not to mention the dedication of our employees."

Vice President of Technology Steve Nisbet and Information Technology Manager Tony Heid work to ensure WH and all of its subsidiaries have the electronic and automation resources they need to reach their goals.

"I try to look through all of the glitter and flash of new technologies or



WH's management team includes (left to right) Human Resources Manager Pete Larson, IT Manager Tony Heid, Vice President of Energy Distribution Lance Hovland, Vice President of Power Supply Rod Nikula, President and CEO Mark Vogt, Vice President of Technology Steve Nisbet, Vice President of Customer Service, Sales and Marketing Sonja Bogart, Vice President in Charge of the WHIRC Wendy Makousky, Chief Financial Officer Angie Pribyl and Executive Assistant Jen Podolske.

software in order to find things that can be immediately impactful to our businesses and our members," said Nisbet.

"Our goal is to implement technologies that make our jobs easier, more efficient and less costly," added Heid.

WH International Response Center's (WHIRC) Vice President in Charge Wendy Makousky views the technology that WH provides as a necessary competitive differentiator for the WHIRC – one of WH's subsidiary businesses.

"WHIRC is a leader in providing the most current technology in alarm monitoring services, which enables us to provide the fastest most accurate response in all conditions," said Makousky. "When you talk about life safety and security, there is no second chance to provide the best response; we take that responsibility very seriously."

Contributions from WHIRC, WH Security and the cooperative's other subsidiary businesses have helped reduce retail electric rates for WH members by about \$1.3 million so far in 2011 alone.


Vice President of Customer Service, Sales and Marketing Sonja Bogart works to make sure WH's external communications provide members with meaningful and valuable information – both through one-on-one interactions between employees and

members, and through WH's mass media tools.

"We give communication a higher priority than most," said Bogart. "Whether it's through customer service, a sales interaction, the Hotline Update or our website, I always try to link our communication and service philosophy back to the Golden Rule: Treat others as you'd like to be treated. We work hard to provide the best possible service and the most valuable information available to our members."

She believes this approach is a major reason why WH consistently scores in the upper 10 percent of customer satisfaction compared to all other utilities in the nation.

Vogt feels that his management team's unique variety of talents are providing positive outcomes for WH's members, and he compliments his management team for how they've also surrounded themselves with talented employees.

"It's made for a creative and collaborative environment that has allowed WH to achieve some valuable things. By utility standards, Wright-Hennepin is small," said Vogt. "But the employees here are the best in the industry – and the recognition they receive frequently in the industry is evidence of that. We're grateful that our approach and our team is making a positive difference for WH's members." 

Win free LED holiday lights by entering WH's Facebook contest

In the spirit of the holiday season, Wright-Hennepin (WH) is conducting a contest on Facebook to see which WH member has the most impressive outdoor light display.

To enter, all contestants need to do is "like" Wright-Hennepin Cooperative Electric Association's fan page on Facebook and post a photo of their outdoor light display on WH's fan page.

Entries will be accepted until December 19. The winner of the contest will receive three strings of energy-efficient LED lights (a \$105 value!). These lights use one tenth of the energy that incandescent bulbs use and last much longer, helping to make the winner's light display even more impressive – and more energy efficient – next year.

What is Facebook, and how do I "like" a page?

Facebook is a social networking service and website that helps you stay in touch with family and friends. In order to use Facebook, you'll need to register and create a profile; both of these services are completely free.

To create a profile, go to www.facebook.com and fill out the information under the "Sign Up" section on the right side of the page. All of the information you enter during this process will not be viewable by the general public if you make your profile private. To do this, read your privacy settings carefully and select the boxes that only allow your friends to see your information.

To enter WH's contest, go to <http://www.facebook.com/WrightHennepin> after you have created your personal profile. Once you're on the page, post a photo of your festively decorated home by clicking on "Photo" (located below the line of small photos at the top of the page). This will allow you to select a photo that is saved on your computer and upload it to the page. Good luck! 



The winner of WH's holiday light contest will receive three strings of energy-efficient LED lights (a \$105 value!).

Five tips to prevent burglaries during the holiday season

According to the FBI, nearly 400,000 burglaries occur in the U.S. each year during November and December alone. Of those burglaries, single-family homes are the most frequent victims. Burglars view the holiday season as an opportunity to swipe gifts, credit cards and cash lying out in the open.

To prevent yourself from becoming a statistic, there are several things you can do:

1. Close your curtains when you're not home.
2. Don't place gifts in locations that are easily seen from windows.
3. When breaking down boxes from expensive gifts, turn them inside out.
4. If you'll be away for the holidays, place your lights on a timer so that it looks like you're home.
5. If it snows while you're away, have a neighbor leave vehicle tracks in your driveway so it looks like your home was recently visited.

WH Security system prevents break-in at secluded cabin

Security cont. from Pg. 1


window, which is why I told them to go ahead and send the police."

When the police arrived, the burglar had already been scared off by the alarm, and luckily, nothing was taken from their property.

"Without our security system, they could have literally taken everything out of our cabin," said David. "We'd show up later – maybe even months later. It could have been cleaned out, doors open, animals and weather could get it. It would be totally unsecure."

In addition to preventing a burglary, the Wolfe's WH Security low temperature sensor has also alerted them twice when the temperature in their home dropped as a result of their furnace not working. Because they were alerted of the problem, the Wolfes were able to fix their furnace quickly - preventing frozen pipes and extensive damage from occurring to their cabin.

"For people who have cabins, I would really recommend getting a security system," said Kellie.

David agreed, saying: "It really gives you peace of mind." 

Control your home from anywhere



WH Security is the name Twin Cities' households have trusted for more than 20 years when it comes to protecting against intrusion, fire, carbon monoxide poisoning, freeze damage and more.



Sign up for a new security system by Jan. 13, and receive a \$100 Visa gift card!*

With interactive websites and phone apps from WH Security, you can **remotely access and control** your home's:
**Lights • Door locks • Appliances
 Thermostat • Security system**

Also, receive email or text messages when your security system's sensors have been activated, alerting you of occurrences like opening doors and motion activity.

*Valid on a new home security system with a three-year monitoring agreement.

WH Security
 The Power to Protect
 A wholly owned subsidiary of Wright-Hennepin Cooperative Electric Association

(763) 477-3000
www.wh-security.com
 Stay Secure. Stay Connected.

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- Water heater



Call for more information.
(763) 477-3000
www.whe.org

Energy comparison continues to show inefficiencies of old appliances

Wright-Hennepin (WH) is conducting an experiment to find out exactly what your old appliances might be costing you. We've hooked up a new Energy Star refrigerator and a Frigidaire model – which was manufactured in the 70s – to meters that are tracking both units' energy usage over a three-month period.

The experiment began on September 27, and as of this writing, the 1970s refrigerator has used more than three

times more energy than the new Energy Star refrigerator. The older refrigerator has used 151 kWh (costing \$15.40), whereas the Energy Star refrigerator has only used 50 kWh (costing \$5.10). That means you could save more than \$40 a year by replacing your old refrigerator.

You can follow the stats on WH's website at www.whe.org. Progress reports will be available under the "Quick Links" section on the homepage under "Refrigerator Experiment."



Find easy ways to save!

Check out Wright-Hennepin's latest "Energy Saving Ideas" blog posts at <http://bit.ly/padn2S> for ways to save on your electric bills all year long.

Energy used since 9/27/11

2011 Energy Star refrigerator

Energy Used: **50 kWh**

Total Cost: **\$5.10**

1970s refrigerator

Energy Used: **151 kWh**

Total Cost: **\$15.40**

Win this month's wind or solar generation!

Each month, two lucky members will have their names drawn. One will win the current month's output of Wright-Hennepin's wind generator and the other will win the output of the solar panel.

To enter the monthly contest, or find more information and data, go to: <http://www.whe.org/for-my-home/resources/wind-solar.html>

Last month's winners:

Sharon Olson of Maple Lake wins a credit for 665 kWh, October output from WH's wind generator.

William Kaley of Maple Lake wins a credit for 243 kWh, October output from WH's solar panels.

Average monthly energy output year-to-date:

WH's wind generator = 611 kWh
WH's solar panels = 193 kWh
Average monthly energy use per household = 1,100 kWh

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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



Printed on partially recycled paper.

Pop Quiz! Win a set of LED lawn stakes!

Complete WH's quiz with the correct answers and be entered for a chance to win a prize!

All the answers for the quiz can be found in this newsletter. Please insert the correct answers, clip out the form and mail it with your electric bill, or submit your answers online at whe.org on the "Newsletter Archive" page, found under the "News & Events" section. **Completed quizzes are due by January 15, 2012***

Name: _____ Phone: _____

Address: _____

City: _____ State: _____ Zip: _____

1. WH's is conducting a holiday lighting contest on _____.
2. _____, a company based out of Minneapolis, is working with WH to implement a solar community project.
3. _____ percent of WH's membership participates in the Operation Round Up program.
4. WH's Vice President of Power Supply Rod Nikula test drove a _____ to give WH his insights on the vehicle.
5. The custom of putting strings of lights on trees began in _____.



November Quiz Winner:
James Nelson,
Monticello, MN.

*One winner will be selected each month. Only one entry per month, per household will only be accepted. Winners will be notified by phone or email.

WH takes a Chevy Volt for a test drive

The 2011 Chevy Volt was released this past year with much anticipation regarding the vehicle's unique capabilities and environmentally-friendly nature.

The vehicle is not considered to be a hybrid, even though it can be powered by either electricity or gasoline. Chevrolet described the vehicle as an "extended-range electric car" explaining that it can run anywhere from 25-50 miles on a charge, but can also switch to its gas engine – which provides more electric power to the motor – for longer trips.

At Wright-Hennepin (WH), we found this concept interesting and decided to test the vehicle for ourselves.

WH's Vice President of Power Supply Rod Nikula took the car out for a three-day test drive.

"It's a nice, quiet car with good acceleration, and it was barely noticeable when the vehicle switched over to its gas engine," said Nikula. "It handled well and ran about 25 miles on a charge."


Nikula said that it took the car approximately nine hours to completely charge when using a standard 120 volt outlet and about half that time if he used a 240 volt charging station.

"From an electric standpoint, it's really more of a metro-friendly car," said Nikula. "It works great for short trips."

The Volt's price tag is about \$45,000 before rebates.

Nikula believes that with more research and the development of a better, longer-lasting battery, the car could become a tangible option.

"I've always had an interest in electric vehicles," said Nikula. "It's a great idea."

Approximately 5,000 Chevy Volts have been sold since it entered production in late 2010. 



WH's Vice President of Power Supply Rod Nikula took the Chevy Volt out for a three-day test drive.

ND sues Minnesota over coal power restrictions

North Dakota and the state's coal industry is suing the state of Minnesota to overturn a law that restricts imports of electricity that's generated by coal.

Attorney General Wayne Stenehjem says the lawsuit is being filed in federal court in Minnesota.


The Minnesota law was approved in 2007. Minnesota lawmakers voted

this year to relax its restrictions, but Minnesota Gov. Mark Dayton vetoed the bill.

The lawsuit contends Minnesota's law is an unconstitutional restriction on doing business between states. Stenehjem says the law also doesn't cut down on carbon dioxide emissions or help to remedy global warming.

Minnesota is a major customer for

electricity produced in western North Dakota's coal-fueled power plants.

Stenehjem says the law makes electricity more expensive for Minnesota consumers, and doesn't offer any environmental benefit. 

Source: Associated Press

Stay safe while holiday decorating

Wright-Hennepin would like to remind its members of important holiday decorating safety tips for the upcoming season:

- Exercise caution when decorating near power lines. Keep yourself and equipment at least 10 feet from lines as high-voltage electricity can jump to anyone who gets too close – even if you have not touched the power line.
- Never use lit candles on a Christmas tree.
- Look for "fire resistant" labels when purchasing artificial trees.
- Never connect more than three strands of holiday lights together, and don't overload outlets.
- Turn off all indoor and outdoor electrical decorations before leaving home or going to bed.
- Place your Christmas tree at least three feet away from any heat sources.
- Keep candles away from other decorations and wrapping paper.

Cut down your winter heating costs!

Sign up for the Dual Fuel Off-Peak program and save!

The Dual Fuel program is for members that use electricity to heat their homes, while still having a non-electric, automatic backup heating source.

Participants in this program receive a special reduced electric rate on the electricity used to heat their homes.

Contact a representative today: (763) 477-3000 or (800) 943-2667
www.whe.org or info@whe.org



For more energy-saving ideas, check out WH's Green Tweet Twitter profile. Follow us to find ways to save!



Follow us at <http://twitter.com/#!/WHGreenTweet>

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