



Wright-Hennepin
Cooperative Electric Association

A Touchstone Energy® Cooperative

Wright-Hennepin Cooperative Electric Association's Hotline Update

December 2013

\$1.2 million in capital credit refunds to be sent to WH members during holiday season

Wright-Hennepin's (WH) continuing strong operational and financial condition will again provide a gift to all members with a capital credit refund on their energy bill this holiday season.

WH's board of directors recently declared a capital credit return of \$1.2 million to members who purchased electricity from the cooperative during 1988, 2011 or 2012.



Capital credit refunds in the cooperative business model are similar to dividends in investor business models. Each member's share of the capital credit refund is based on their energy use during the years being retired. However, before returning these margins back to members WH uses this capital to **continued on page 5**

This is the 33rd consecutive year that WH's board of directors has given capital credit refunds to the membership.

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WH rates to remain unchanged for homeowners in 2014

No rate increase is expected for homeowners served by Wright-Hennepin (WH) in 2014, the company announced after the board of directors meeting on November 15. After approving the cooperative's 2014 budget, the board noted that the residential rate and monthly power cost adjustments (PCAs) should mirror 2013, barring any prolonged weather abnormalities or system emergencies.

"This is counter to the trend emerging at many other Minnesota utilities for 2014," said WH's Board Chair Chris Lantto.

Even though WH's wholesale power costs will increase by more than a million dollars in 2014, the cooperative has been successful in keeping retail rates stable and competitive for members. Lantto attributed this to aggressively

managing local operating costs, as they are the costs the board of directors and management have the most control over. Local operating costs consist of the costs needed to operate the electric grid in Wright and Hennepin counties, minus power costs and fixed costs. It also includes cost areas such as labor, benefits, billing and customer service. We call these our "controllable costs."

WH has kept these relatively flat for the past ten years as a direct result of efficiency gains made possible through the use of technology and ongoing process improvements, as well as contributions from WH's diversified businesses such as WH Security and WH International Response Center.

WH's member-elected board of directors review electric rates annually to determine

whether adjustments are needed to cover costs. Based on this review as part of the annual budget process, it was determined that WH's residential base rate, as well as the monthly PCA, will not change in 2014, barring unforeseen circumstances. Commercial rates will see a slight increase of one-tenth of one cent per kilowatt hour.

To help members reduce electric bills further, WH provides money-saving programs and energy-saving tips. For more information, check this newsletter, WH's Facebook page at www.Facebook.com/WrightHennepin, WH's Twitter under the handle @WHGreenTweet, or to sign up for money-saving Off-Peak programs, contact a representative at (763) 477-3000 or visit <http://goo.gl/YwYxZ>.

Now offering free water heaters & installation

Wright-Hennepin (WH) is now offering a new program called EZ Water Heating. The program is specifically designed for those who need to replace their water heater, but want to avoid the up-front cost and hassle of doing so.

Whether your current water heater is gas or electric, with EZ Water Heating, you can receive a free Marathon brand electric water heater, along with free installation and a lifetime warranty on the tank. In return, WH will control the timing of when your water heater uses energy, heating the water at night by turning the water heater on from 11 p.m. to 7 a.m. each night. The water is then turned off from 7 a.m. to 11 p.m. and the 105 gallons of water that has been stored at night is used.

For more information and to see if you are eligible, contact a representative at (763) 477-3000.



CEO's Memo

MARK VOGT WH President & CEO

Good news and glad tidings!

If ever there was a poster depicting the consumer advantages of the cooperative form of business, it might be the front page of this month's newsletter.

One story highlights how retail rates for WH homeowners will not change from 2013, barring any prolonged unseasonal weather, or system emergencies. We're especially pleased about our ability to hold the line on your price of power in 2014 given the number of rate increases being announced by other utilities across the state and nation.

Another story tells how your board of directors has declared a \$1.2 million capital credit refund that will appear on your electric statements during the coming weeks. Capital credits are your share of WH's margins, which you receive because you are a part owner of the cooperative.

More than 90 percent of you will receive this refund, the amount varying depending upon the amount of electricity you purchased from WH in 1988, 2011 or 2012. We hope this refund will help add to your family's enjoyment of this Holiday Season.

The third story on the front page announces an exciting new program whereby you receive a new water heater and installation free of charge in return for letting us heat your water during the night. The system will be sized to hold enough hot water to ride you through the peak hours. The savings on our wholesale bill will help us control future electric costs for all members. Our market research identified that a large number of gas water heaters, which were installed in the early to mid 2000's, are now reaching the end of their lifecycle. In other words, many of them are about to fail. Not only will WH's new EZ Water Heating Plan get you a deluxe electric water heating system at no cost, there will be no hassles, either. WH will take care of all the arrangements to get it installed, as well as have the old system hauled away. Regardless if you have a gas or an electric water heater reaching the end of its useful life, give our customer service representatives a call today to get you going on this plan.

The essence of the cooperative business model is to enhance the quality of life of its members. This month's front page demonstrates that in three key ways. And for a fourth way, check out the article on page 3, which calls for candidates to run for WH's member elected board of directors. Imagine that: customers running the company! What better way to make sure your best interests are always known in the board room.

As we begin to wrap up 2013, all of us here at WH wish you and your family the blessings of this Holiday Season - along with glad tidings for a healthy, safe, satisfying and prosperous New Year.

Mark Vogt

Board Report

October Board Meeting Highlights:

The monthly meeting of the Board of Directors was held October 8, 2013. A quorum of directors was present. Board action taken:

- Approved general capital credit retirement of \$1,200,000 to members as credits on electric bills during the upcoming Holiday Season.
- Approved amendments to the 2012-2014 Strategic Plan.
- Reviewed annual write-off of bad debt.
- Heard reports from directors on recent industry meetings.
- Reviewed and filed the monthly CEO, Legal, financial, and operations reports.
- Approved 2014 board meeting dates.

Guests included:

- WH's insurance representative, Doug Luick, gave an update on developments with the Affordable Care Act and how it will affect WH.
- Attorney Scott Kelly joined the meeting by teleconference to provide an update on the stray voltage case presently in the Supreme Court.

November Board Meeting Highlights:

The regular monthly meeting of the Board of Directors was held November 15, 2013. A quorum of directors was present. Board action taken:

- Reviewed and approved the 2014 Work Plan and Budget.
- Approved annual auditor engagement letters with Brady Martz.
- Selected 2014's delegate and alternate for Minnesota Rural Electric Association and National Rural Electric Cooperative Association.
- Extended the labor agreement with IBEW 160 through 2017.
- Heard reports from directors on recent industry meetings.
- Approved sending directors to attend Minnesota Rural Electric Association and National Rural Electric Cooperative Association's Washington DC Visits in 2014.
- Reviewed and filed the monthly CEO, Legal, financial, and operations reports.

Guests speakers included:

- In his final appearance in WH's board room prior to his retirement next month, Minnesota Rural Electric Association's CEO Mark Glaess presented his final thoughts on the rapid change in the electric industry. After his presentation board and management expressed their appreciation for Glaess' leadership and contribution to the Minnesota electric cooperatives and WH.

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 Lindenfelser | District 2 |
| Burton Horsch | District 3 |
| Kenneth Hiebel | District 7 |
| Donald Lucas | District 8 |
| Erick Heinz | District 9 |

The board of directors meets monthly at the cooperative's office in Rockford. Regular meetings are generally scheduled the second Tuesday of each month for 2013. 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, mikula@whe.org

STEVE NISBET
Vice President, Technology
Operations
763.477.3114, snisbet@whe.org

WENDY YOUNGREN
Vice President, WH International
Response Center
763.477.3144, wyoungren@whe.org


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 2, 5 and 7. Members elected to these positions will begin their terms immediately after the 2014 Annual Meeting on March 20, 2014.

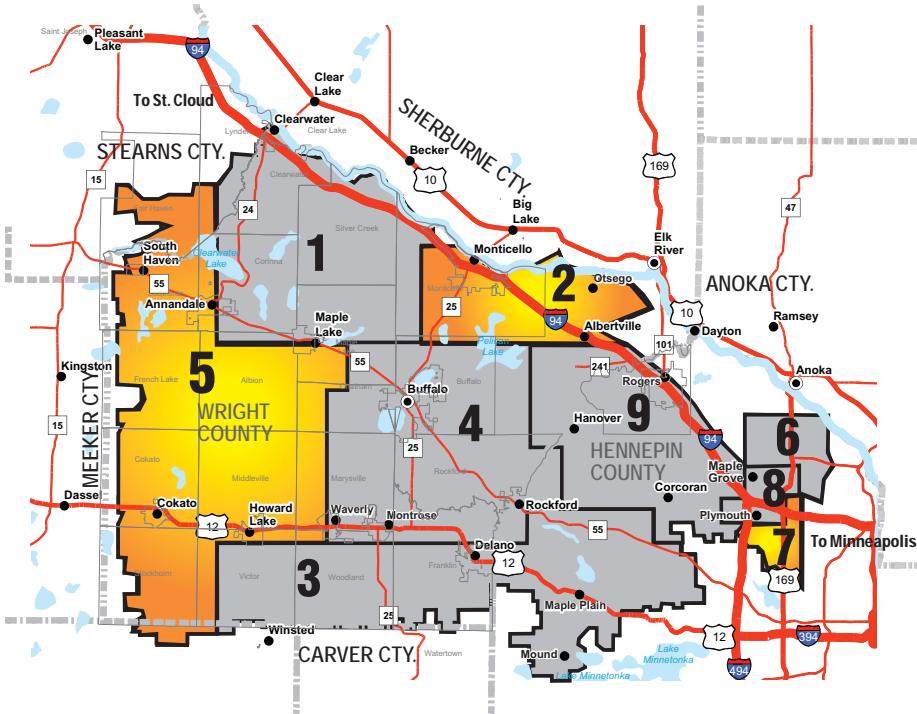
If you are unsure which district you live in, refer to your mailing label on this month's newsletter. The district number is shown on the first line of the label, just above your name. The "BD" stands for board district.

Incumbent directors up for re-election in 2014 are: Duane "Butch" Lindenfelser, District 2, Monticello; Chris Lantto, District 5, French Lake; Kenneth Hiebel, District 7, Plymouth.

All of these directors have declared their intent to seek re-election. Members in these districts who would like to compete in the election need to file a "director nominee application form." The form can be found on WH's website (www.whe.org then click on the "About Us" section, then "Board Of Directors.").

The completed forms can be mailed, along with a resume, to: Wright-Hennepin, Attn: Dale Jans, Board Secretary/Treasurer, P.O. Box 330, Rockford, MN 55373. 

Application deadline is January 29, 2014.



Industry News

U.S. carbon dioxide emissions fall in 2012

Residential consumers were responsible for half of the overall drop in energy-related emissions, while the transportation sector contributed to 22 percent of the decline. The report also credited the natural gas surge for providing a substitute to coal-fired generation, which has a higher carbon output.

"Innovations in hydraulic fracturing and horizontal drilling have helped make the U.S. the biggest developer of natural gas in the world, and these technologies are a great example of how we can grow the economy, create jobs and clean the air," Howard Feldman of the American Petroleum Institute said in a statement on EIA's report.

EIA said it is too early to determine the effects of the decline on future emissions due to the 2012 year leading off with warm temperatures in the first quarter.

Source: *The Hill.com*

Polls show energy doesn't spark Americans' interest

What is Minnesota's new solar energy law?

The U.S. is a rising energy power with soaring oil and gas production and lots of big decisions to make about pipelines, fracking, the future of wind and solar power, and how to tackle climate change. But the public may not be paying much attention.

Recent polls show that Americans are largely disengaged from the fierce energy debates that embroil the capital and that many people know few details — or even the larger trends — about where the U.S. gets its energy and how much it costs. Most don't know that U.S. energy production is going up, and a large majority think the nation's biggest oil supplier is Saudi Arabia. (The correct answer: Canada.) And some polls reveal apparent inconsistencies in people's opinions on big energy questions: They want more natural gas production but oppose fracking, the technology that produced the U.S. gas boom. They like wind and solar energy but don't want to pay extra for them.

That's no way to make smart policy, some energy experts say. "It's a no-brainer — the more people understand where energy comes from, where it goes and how energy markets work, the better they can develop informed views on energy-related policies and controversies like Keystone XL, hydraulic fracturing or climate change," said Margot Anderson, executive director of the Bipartisan Policy Center's Energy Project.

Carol Browner, the former top climate and energy adviser to President Barack Obama, calls energy "an issue that most people, as the president likes to say, only think about when their lights don't turn on. So yeah, I think it does hinder everyone's ability to have an informed debate when people don't necessarily know the basics," she said.

Source: *Politico*


Accepting applications for Youth Tour

Each year, Wright-Hennepin (WH) sponsors one high school junior from its electric service territory to attend the Electric Cooperative Youth Tour program, which is held in Washington, D.C. More than 1,500 students from 43 states participate in the tour. Attendees are chosen by individual electric cooperatives across the nation.

The youth tour gives high school students a glimpse into how our nation's capital operates and a flavor for our nation's history. Students selected to participate in the program have the opportunity to travel to Capitol Hill to meet some of Minnesota's senators and representatives. Additionally, a full itinerary is planned for the students, which typically includes trips to the Jefferson and Lincoln Memorials, Arlington Cemetery, Marine Sunset Parade, Smithsonian Museum and much more.

"I would encourage other students to apply for this wonderful experience.

During this trip students will gain so much, including great friendships, memories and history that cannot be found anywhere else," said Jessica Read, who was selected to participate in last year's Youth Tour program. "Every day was full of countless sights and things to learn. There was symbolism every direction you turned. It was great to see how much work and thought went into building our country's Capitol and I learned something new and amazing each day."

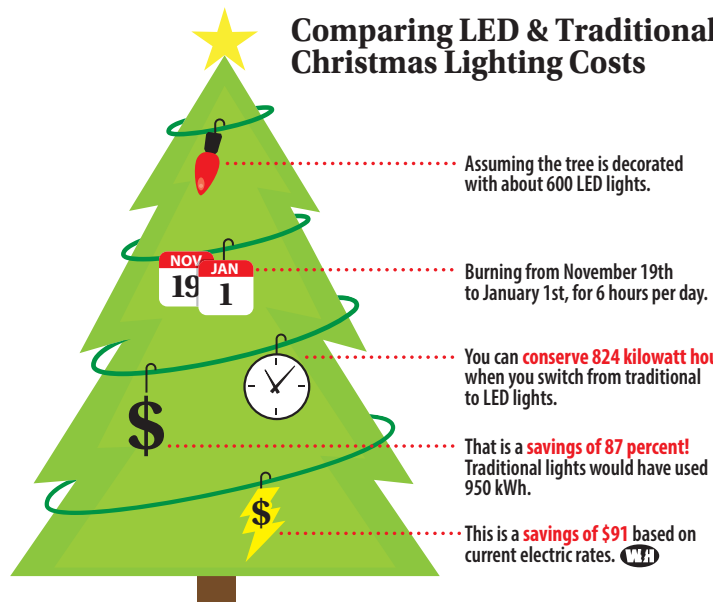
High school juniors are encouraged to submit an application for a chance to be selected to attend an all-expense paid trip to Washington, D.C. from June 14-19, 2014. Applications need to be postmarked by March 7, 2014. To receive an application, please visit <http://goo.gl/Y84WEU>. More information can be received by visiting www.youthtour.coop. 



Why LEDs are best choice for holiday lighting

For many of us, Christmas lights on our trees, around our mantels and outside our home are essential for seasonal decorating. However, holiday lights consume a lot of energy. The good news is LEDs (light emitting diodes) use a fraction of the energy that conventional light bulbs do. Additionally, LEDs have the following advantages over conventional lights:

- **Savings:** A typical incandescent bulb in a strand of holiday lighting uses 6 watts, while an LED bulb uses only 0.8 watts.
- **Affordable:** The price of LED lighting has dropped over the years. Today, a strand of LED holiday lights typically costs between \$20 and \$30.
- **Safer:** LEDs are much cooler than incandescent lights, reducing the risk of fire.
- **Longer lasting:** One LED string can last up to 100,000 hours or more indoors and 50,000 hours or more outdoors.
- **Sturdier:** LEDs are made with epoxy lenses, not glass, so they are much more resistant to breakage.
- **Variety:** LED holiday lights come in a variety of colors and styles, including icicles, snowflakes, ball shapes and much more.



Wright-Hennepin members donate more than \$31,000 to help local organizations

Wright-Hennepin's (WH) Operation Round Up (ORU) participants donated grants totaling \$31,500 in October 2013. ORU participants allow their electric bills to be rounded up to the nearest dollar. The rounded amount is then used for donations to fund community programs. ORU's trust board of directors manages the generated money, which is held in a trust fund. Through a selection process and review of guidelines, the board evaluates funding requests on a bi-monthly basis. The ORU trust board approved the following donations on behalf of WH members for October 2013:



Clown Arounds received a \$2,000 donation from ORU to purchase a portable sound system.

- \$1000, Annandale Food Shelf, funds to support the "Back Pack" program at Maple Lake School and Annandale schools
- \$1,000, Boy Scout Troop #312, Montrose, funds for a replacement troop trailer
- \$500, Boy Scout Troop #358, Buffalo, funds to replace the broom ball rink at the Buffalo Covenant Church.
- \$4,000, Buffalo Rotary, funds to help families in need receive warm clothing
- \$5,000, Buffalo Toys for Tots, funds for purchasing toys for the Buffalo and Montrose areas
- \$300, Camp Friendship Auxiliary, funds to raise money to send kids to camp
- \$500, CEAP Quilters, funds to purchase batting for quilts
- \$5,000, Community Toys for Tots, funds to purchase toys for Monticello and the surrounding area
- \$1,200, French Lake Sunshine Club, funds to help the needy in the area and residents of the Annandale Care Center
- \$3,500, Hammer Residences, Inc., funds to support the Quality of Life Fund
- \$1,000, Hillside HOPE thru Hooves, funds to offer scholarships for clients in need
- \$200, Monticello Grad party, funds to support a graduation party
- \$400, Rockford Special Olympics, funds to support a Special Olympics team
- \$200, Watertown Mayer Post Prom, funds to support an all-night drug free party
- \$500, Wright County Area Blue Star Mothers, Chapter 13, funds to defray shipping costs for care packages to deployed military personnel
- \$2,000, Wright County 4-H Federation, funds to make improvements to a poultry barn's infrastructure, as well as provide new cages

Since the ORU program began in 1994, WH members have donated more than \$2.8 million to programs in need. Each participant annually contributes six dollars on average. For those interested in applying for funds, the next application deadline is February 1, 2014. To receive an application, visit WH's website at www.whe.org, send an email to oru@whe.org, or call Lisa Zipp and leave a message at (763) 477-3000 ext. 6126.

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

Special Offer: Receive a **free** freeze sensor with a new 3-year monitoring agreement. Certain restrictions apply. Offer expires 1/10/14

WH offering 20 scholarships to local students in 2014

With college already on the minds of many high school seniors, Wright-Hennepin (WH) will again award 20 scholarships this spring to help local students continue their education. The following scholarships are funded through WH, WH Holding, unclaimed capital credits and local families:

WH Local Schools Scholarships

The cooperative is awarding scholarships to one student at each of the following public schools in WH's service territory: Annandale, Buffalo, Dassel-Cokato, Delano, Howard Lake-Waverly-Winsted, Maple Grove, Maple Lake, Monticello, Orono, Osseo, Rockford, Rogers, St. Michael-Albertville, Watertown-Mayer and Wayzata. WH also offers one "at-large" scholarship to students from private schools within, and schools that neighbor, WH's service territory. Each school listed has its own application deadline. The "at-large" application deadline is March 31, 2014.

Elwyn and Hazel Knickerbocker Memorial Scholarship

Elwyn and Hazel Knickerbocker played a crucial role in bringing electricity to Wright and Hennepin counties. To honor their efforts, their family began a scholarship in 2005. This \$1,500 scholarship is awarded to a local individual who plans to pursue an electrical line worker career. The application deadline for this scholarship is April 25, 2014.

Edward R. Slebiska Memorial Line Worker Scholarship

Ed Slebiska played a leading role in bringing electricity to rural homes in Wright and Hennepin counties in 1937. He went on to become WH's first CEO, holding the post until his retirement 40 years later in 1977. Two scholarships are awarded annually to students looking to pursue the line worker profession, each in the amount of \$3,000. The application deadline for this scholarship is April 25, 2014.

Basin Electric Power Cooperative scholarship

Basin Electric Power Cooperative (BEPC) of Bismarck, N.D., one of WH's power suppliers, is offering a \$1,000 scholarship to dependents of WH members. The application deadline for this scholarship is February 15, 2014.

Where and how to apply

For additional scholarship details and application forms, please visit <http://goo.gl/ndWJH>. If you have any questions regarding the application process, call (763) 477-3000.



Wright-Hennepin (WH) will again award 20 scholarships this spring to help local students continue their education.

Capital Credit Refunds

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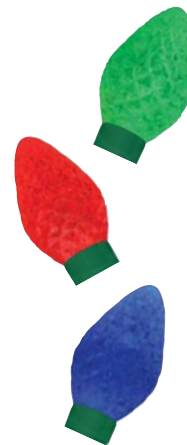
offset the cost of debt for the construction and maintenance of the electric distribution system. This working capital represents the members' ownership equity in WH.

WH retires portions of annual margins faster than many electric co-ops in the nation because of a board-recommended bylaw amendment passed by the membership in 1998. This amendment has resulted in more members being eligible for a refund each year.

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

"Capital credits are the cornerstone of the cooperative way of doing business," said WH Board Chair Chris Lantto. "The board of directors is again pleased to return margins to members despite so many challenges in the economy at this time."

Since the first capital credit refunds were made by WH in 1957, \$32 million has been returned to the members. This is the 33rd consecutive year that the board has distributed capital credit refunds to WH's members. Recently, the board began the distribution of capital credits to coincide with the holiday season. You will receive your capital credit refund on your December electric invoice.



Happy Holidays!

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

As always, electric and security dispatchers will be available 24 hours a day even when the main office is closed.

Cut down your winter heating costs!

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

Contact a representative today:

(763) 477-3000 or (800) 943-2667

www.whe.org or info@whe.org

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.



Hotline Update Staff

KRISTINA MORITZ kmoritz@whe.org
Communications Specialist

ANDREA UNGER aunger@whe.org
Marketing Coordinator

JERRY KRANZ jkranz@whe.org
Production Manager

Office Hours:

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

Customer Call Center Hours:

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

To report an outage:

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

WH Security monitoring:

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

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HeatMyFloors.com makes customer's bathroom a comfortable space

Jane Mark of Maple Plain, Minn. is thrilled to be enjoying HeatMyFloors.com's STEP Warmfloor product.



"This past October, I had HeatMyFloors.com's STEP Warmfloor installed under the porcelain flooring in my bathroom and it has been absolutely wonderful in keeping my bathroom and me toasty warm. I'm very happy that I will be comfortable throughout the winter months ahead," said Mark.

STEP Warmfloor is a self-regulating, low-voltage radiant floor heating system comprised of a tough, thin and flexible material. This makes it ideal for use under any flooring surface – including hardwood and carpet – and for retrofit projects in existing homes. In addition, the radiant floor heating system provides consistent and efficient heat, as people and objects are in direct contact with the heat source.

"What appealed to me most about STEP Warmfloor is the product's ease of use. There is no boiler, pumps or valves to

Lance Kenyon, a contractor at Kenyon Premier Enterprises, Inc. of Buffalo, Minn., installed HeatMyFloors.com's STEP Warmfloor product in a Wright-Hennepin member's bathroom.

maintain when you have the system. The thermostat is also very user-friendly and simple to use," said Mark.

A contractor at Kenyon Premier Enterprises Inc. of Buffalo, Minn, Lance Kenyon installed the system for Mark and is particularly excited about how STEP Warmfloor is energy-efficient.

"The product is very energy-efficient compared to a forced air heating system and I enjoy informing customers of the saving benefits. The heating elements self-regulate, meaning the elements act as a sensor and shut off before they overheat. In addition, because users are in direct contact with the heat source, they are comfortable at a lower thermostat setting using less energy and helping save on their electric bill," Kenyon said.

For more information about HeatMyFloors.com's Step Warmfloor product, call a representative at (763) 477-3665 or visit <http://goo.gl/L59fui>. 



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WH SERVICES
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Protect your home while away this holiday season

The holiday season is a time for celebrating with friends and family, but it is also a prime time for break-ins and theft. In fact, the FBI reports that nearly 400,000 burglaries occur in the United States in November and December each year. Taking precautions for a safe and secure home is important to ensure peace of mind, especially if you are traveling during the holidays. The following are easy steps you can take to help keep your property and valuables safe while you are away:

Prepare in advance:

Prepare before you leave on vacation by checking all doors, locks and deadbolts in your home. It is also important to store valuables in a secure place and securely lock up ladders, tools and other objects that could be used to break into your home. For extra protection, have someone you trust stop by your home periodically to make sure everything is in order. This individual should help hide the signs of vacancy to fool potential thieves. They should make your home appear occupied by picking up your mail, turning on and off lights, shoveling snow or even parking their car in your driveway.

Unplug appliances:

Unplug all unnecessary appliances that are not on timers. This will help protect your home from an electrical fire or power surge while you are away. Make sure to unplug large items like TVs and computers, as well as small appliances such as your toaster or coffee maker.

Check your pipes:

The cold weather can put your pipes in danger of freezing during the winter. Ask a friend to stop by and check your faucets. If he or she turns on a faucet and only a few drops of water come out, your pipes may be frozen. Take extra precautions such as making sure your pipes are properly insulated and keep your heat on at a lower temperature while you're away. Another option is to have WH Security's freeze sensors installed. These environmental sensors are typically centrally mounted in the home and detect if the in-home temperature drops to 42 degrees. If this situation occurs, the sensor will alert our monitoring sensor. For more information, call (763) 477-3664 or visit: <http://goo.gl/nCYsnB>.

Don't broadcast your plans on the Internet:


An easy way to protect your home is by keeping your vacation plans undisclosed. Do not change your voicemail messages to indicate you are out of town and avoid posting information on social media websites such as Facebook and Twitter. Sharing vacation plans on the Internet will tip burglars off that you will be leaving an empty house behind. The same applies for the time while you are on vacation. You shouldn't post photos until you are home from your trip.

Create an inventory of your valuables:

Keep a detailed inventory of your valuable possessions, including a description of the items, original value, date of purchase and serial numbers. You should also keep a copy in a safe place away from home. Aside from burglaries, this is a good precaution in case of fires or other environmental disasters. Another option is to make a photographic or video record of valuable objects. Most insurance companies can provide assistance in making and keeping your inventory as well.

Keep a watchful eye:

WH Security offers Control My Home services powered by Alarm.com to help users keep an extra eye on their home while away. With the Control My Home interactive system, users can control their home's thermostat, lights, locks, security system and outlets from anywhere they have an Internet connection. For example, a user can make their home appear occupied while on vacation by controlling when their lights turn on and off. They can also view the current temperature in their home at all times.

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

Do not advertise your travel plans on social media while away for the holidays.




Some spots remain in the second WH Solar Community

On the heels of its successful solar community that was put into service on September 9, WH is now moving ahead with a second array. The next project, which is about seventy percent subscribed, will be located at WH's headquarters in Rockford, Minn. and adjacent to the first solar community.

Just as with the first WH solar community, the second array is an easy and affordable way for members to own solar energy for their home or small business. Through the second WH solar community, you can buy and use solar panels without installing equipment on your property and without worrying about maintaining the system. Members can purchase one or more panels up to the amount needed to serve their annual energy needs and will then receive a kilowatt-hour (kWh) credit on their energy bill each month. The credit is based on the number of panels the member has purchased, as well as the amount of the energy produced by the solar array each month.

The foundation for WH's second solar community was built during the construction of the first array. Although the groundwork is complete, 72 solar panels will need to be installed and wired to the grid before the second array will begin generating power. Tentative plans are for the remaining construction to begin early next year and the second solar community to be in service by April 2014.

WH is taking reservations for panels in a second solar community. If you are interested in learning more about this program, please visit www.whsolarcommunity.com or call a representative at (763) 477-3000. 



The groundwork for the second WH Solar Community was completed during the construction of the first community.

WH Appliance Repair



An extended warranty for your appliances, and peace of mind for you

For just \$17.99 per month, WH Appliance Repair covers parts and repairs on:

- ✓ Refrigerator
- ✓ Clothes dryer
- ✓ Heating system
- ✓ Range
- ✓ Water heater

Additional appliance coverage available

For more info:

Visit www.who.org, click on "For My Home," then "WH Appliance Repair" or call (763) 477-3000.

*With 1-year agreement




Wright-Hennepin
Cooperative Electric Association
A Touchstone Energy Cooperative

Members who heat with electricity may be eligible for a sales tax exemption

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

Minnesota law provides that electricity sold to residential users where electricity is the primary heat source are exempt from Minnesota and local sales tax during the months of November through April of each heating season. All electricity used through the same meter, whether for heating purposes or not, is exempt during the six month time period.

If you qualify under the terms outlined above, Wright-Hennepin (WH) can provide you with the exemption from sales tax when you complete, sign and return an exemption certificate. If you've completed the form in a previous year, you do not need to re-submit it. Additionally, if you've changed your method of heating since filling out the form, please notify us so we can remove you from the exemption.

To fill out the form, visit <http://goo.gl/xHQg8d> or you can call (763) 477-3000 to have a paper copy sent to your home. 



WH may be able provide you with the exemption from state and local sales tax during the heating season.

Energy-Saving Tip:

Keep your fireplace damper closed unless a fire is burning. Keeping the damper open is like keeping a window open during the winter, it allows warm air to go right up the chimney.



Why winter tree trimming is ideal


Many individuals put their gardening tools away in late fall, however they should not be retired for winter. Did you know that winter is the perfect time to trim trees? Trimming during the cold months provides a variety of benefits to your landscape.

In addition to improved appearance and growth stimulation, trees that are trimmed in the winter will be safer and healthier because they are in a dormant state. This dormant time is the best to trim trees because it minimizes the chance of disease happening after the trimming. Ash, oak and elm trees especially benefit from being trimmed while they are dormant because of various diseases that can attack them. Other sensitive fruit and nut trees should be trimmed during this time as well. In addition, the dormant state means fresh wounds will only be exposed for a very short length of time before new branches and leaves start to grow.

Next, branches are gone and you can see the tree's overall appearance in the winter.

Without foliage to obstruct views, structural problems are more visible, making it easier to choose which branches to remove or shorten. This also reduces damage to plants such as perennials and annuals on the ground. Without leaves, it is also easier for workers to maneuver their equipment and reach dead branches.

While tree trimming in the winter has many benefits, it is important to know that poor work can be damaging to trees and each cut can change the growth of the tree. You must have the proper tools and knowledge before tackling a tree trimming project.

If you would like assistance with your tree trimming project, the professionals from WH Services and Bear Tree Care can help. They can also help remove downed trees that are left over from summer storms. For more information, call a representative at (763) 477-3000. 

Winter pruned trees will be healthier come spring.



Request your free calendar

Free 2014 calendars featuring tips to help you save energy are now available, courtesy of Wright-Hennepin. Stop in or call (763) 477-3000 for your complimentary calendar. You can also send a request to info@whe.org.

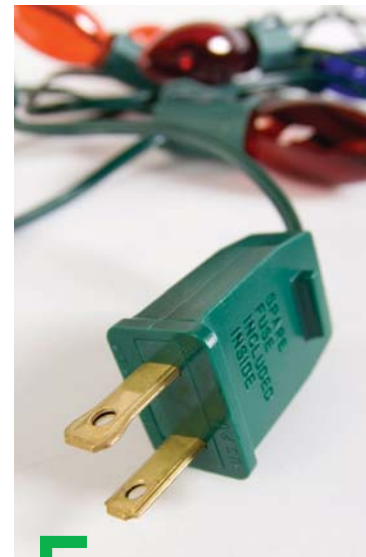


Energy-saving tips for the holiday season


The holidays are a time for celebration and cherished company. They are also a time of increased energy use. Many traditions such as entertaining, extra baking and decorating your home with lights have the potential to raise your energy consumption.

By following these simple tips, you can save energy during the holiday season:

- Switch from standard lights to LED lights.
- Put your lights on a timer so they are off during the day and automatically run from dusk until you go to bed.
- Rather than adding additional lights to your Christmas tree, try enhancing the existing lighting with mirrored ornaments, tinsel or other reflective decorations.
- Turn your thermostat down when you're doing a lot of cooking or have a large number of guests over.
- Cook as many dishes as possible in your microwave over the holidays. Because microwaves cook food so quickly, the typical model uses less energy than a conventional oven.
- If you do use your oven, bake several holiday dishes at the same time.
- If you own a second refrigerator, unplug it and keep extra beverages and holiday leftovers cold by storing them in your garage or on the porch if temperatures permit.
- When cooking on your stove top, match the size of the pan to the heating element so that more heat will get to the pan and less will be lost.
- Only use space heaters in rooms where you need additional heat the most.
- If you are traveling during the holidays, turn off all electronics before you leave.



If your holiday lights are not on a timer, always unplug them before going to bed or leaving the house.

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

tenKsolar Winner



BRUCE NESS of Otsego wins a credit for 32 kWh, October's output from WH's tenKsolar panel array.
PAUL KUBINSKI of Otsego wins a credit for 52 kWh, November's output from WH's tenKsolar panel array.

Solar Winner



ERIC & CHRISTIE LEANDER of Annandale win a credit for 184 kWh, October's output from WH's solar panels.
NANCY SCHREIFELS of Clearwater wins a credit for 164 kWh, November's output from WH's solar panels.

Wind Winner



DAVID G. THOMPSON of Otsego wins a credit for 855 kWh, October's output from WH's wind generator.
VICTOR GERVAIS of Annandale wins a credit for 1,340 kWh, November's output from WH's wind generator.

Average monthly energy output over 12 months:

Wind generator: 752 kWh
Solar panels: 216 kWh
tenKsolar system: 172 kWh

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