



Wright-Hennepin  
Cooperative Electric Association

A Touchstone Energy Cooperative

# HOTLINE UPDATE

## \$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 director's recently declared a capital credit return of \$1.2 million - \$200,000 more than last year - to members who purchased electricity from the cooperative during 1987, 2009 or 2010.

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 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, more than \$31 million has been returned to the members. This is the 31st 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. 



This is the 31st consecutive year that WH's board has given capital credit refunds to the membership.

## New blog launched on Wright-Hennepin's website

Get energy-saving tips, browse through energy-industry articles and hear directly from Wright-Hennepin's (WH) CEO and board members. You can do all of these things by simply checking out WH's new blog.

This blog is made up of four major categories. The first category listed, "Energy Saving Ideas," will have posts

that explain easy, seasonably-relevant ways to save energy around your home. These tips will involve low cost/no cost solutions that can help you reduce your monthly energy bills.


The next category, "From the CEO's Desk," will contain insights from WH's President and CEO Mark Vogt. Much like his column in the Hotline Update, Vogt's

posts will elaborate on industry issues and advancements. He will help keep WH's membership informed on how these items will affect the cooperative.

The "Energy Think Tank" section will contain recently published articles regarding energy industry news, serving as a "food for thought" article repository.

Finally, the "Director Files" section will feature posts from each of the members

of WH's board of directors. Through this forum, they'll give you a director's perspective about the things happening at WH.

All of these sections give visitors the capability to provide feedback by commenting on any blog post they choose. Start saving energy and learn more about your cooperative today by checking out the new blog at <http://goo.gl/uB18A>. 



WH's new blog is a great resource for energy-saving tips, industry news and the things happening at your cooperative.

### Inside this ISSUE

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## Three ways WH is building the “smart grid”

You are probably hearing the term “smart grid” a lot. This term has many interpretations in the press and industry, but generally, the smart grid system is:

- A combination of intelligent electronic devices placed on the poles, wires and other utility equipment to help workers automate the electric grid
- Communications technology and software applications to help customers better understand and control the power usage in their homes and businesses

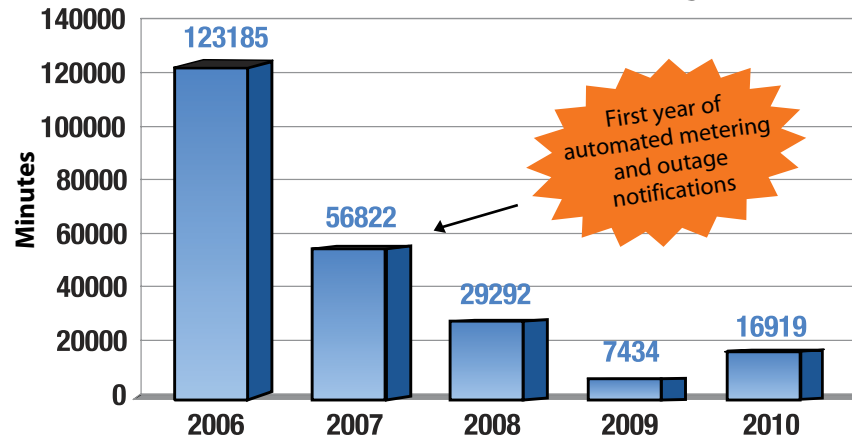
WH has been an early-adopter in getting this technology applied to our grid. Approximately \$20 million has been invested in recent years, making WH’s electric distribution system one of the most advanced in the area. WH’s smart grid strategy derives from three technology needs:

**1. Member technology:** WH’s smart grid now provides every member with a computer the ability to directly interface with our system, helping them to understand and take action on their families’ power use in real time or near real time. The best example of this is the MyMeter application, which is available free to all WH members on [www.whe.org](http://www.whe.org) in the “Quick Links” section on the home page. Future plans for this energy management capability include “pay as you go” electricity billing (coming right after the first of the year). “Pay as you go” electricity billing is just like buying gas for your car: You go to the WH website and buy as much electricity as you want, when you want it, without worrying about the utility’s timetable for billing. It allows you to more conveniently manage your family’s budget and cash flow. Studies show that electric use typically goes down about 10 percent on this plan because members are more conscious of how much electricity is in their “tank.”

Throughout 2012, we also plan to introduce cell phone text messaging capabilities for:

- Outage reporting, notification and restoration updates
- Load management alerts
- Voluntary conservation requests on peak usage days
- Trending alerts regarding your average daily usage if it is running higher than normal for the month
- Bill payment
- Account information

Outage time improvements at WH with automated metering



We also intend to introduce new Web, smart phone and iPad apps for:

- System outage maps
- MyMeter home usage graphs
- Bill payment
- Account information
- Daily energy and money saving tips
- Service-request forms and progress reports for all of your needs from WH, WH Security and HeatMyFloors.com
- The Hotline Update

While I was writing this column, I met with a group of entrepreneurs who are perfecting a “smart receptacle” that will allow you to control any appliance plugged into it from your PC, iPad or smart phone. It will give you operating reports on each of these appliances. This is the kind of innovation that the smart grid is starting to make possible for electric consumers – and it’s only the beginning.

**2. Office technology:** WH’s smart grid investments have automated metering and meter reading, load control, on-site generation, switching and restoration – all while monitoring power quality and system status in real or near real time from the office. Previously, we had to physically send an employee to locations in the service territory to manually collect the data or operate the system. This new capability has already provided noticeable decreases in outage times (see graph above). As important, it has prevented countless numbers of outages because it allows us to spot and fix trouble on the power lines before outages happen.

**3. Mobile technology:** Every one of our service vehicles is now equipped with a computer and high-speed communications technology, which enables employees to view the grid’s current

status at any time from inside the cab of their vehicles. It also gives employees the ability to access work orders and electronically communicate with the office while in the field. In short, it enables WH’s employees to work for you more efficiently, creatively and safely.

We believe our current capability, along with the 2012 smart grid projects noted above, will provide a package of enhanced consumer services and benefits unmatched by other electric utilities in this area. In addition to the competitive rates and higher reliability our smart grid technology already provides, WH’s early adopter approach to this technology is another way we can highlight the advantages of an electric cooperative.

Finally, from our family to yours, we wish you all the blessings of the Thanksgiving holiday.

*Mark Vogt*

### Read more from CEO Mark Vogt on his new blog

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

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

**October 5:** *In the spirit of Edison, WH and its members are part of ground breaking technology, innovation*

**September 28:** *You can teach an old CEO new tricks*

### Also, read recent blogs from your board directors

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

**October 31:** *Hello and goodbye* by Sarah Evenson, Plymouth, Minn.

**October 17:** *Why is my power company a cooperative?* by Tim Young, Annandale, Minn.

**October 5:** *A message from your board chair* by Chris Lantto, French Lake, Minn.

### October board meeting highlights:

The monthly meeting of the board of directors was held October 11, 2011. A quorum of directors was present.

Board action taken:

- Approved general capital credit retirement of \$1,200,000 to current members as credits on electric bills during the upcoming holiday season.
- Approved 2012 board meeting dates.
- Approved appointment of Kari Jarl to serve as District 5 Operation Round Up director.
- As required by the National Rural Electric Cooperative Association, board approved resolutions of formal intent of withdrawal from the RS plan and 401k plan.
- Reviewed annual write-off of bad debt.
- Reviewed the results of second and third quarter American Customer Satisfaction Index survey. WH received a score 86 on its second quarter and 88 on its third quarter surveys.
- Heard reports from directors on recent industry meetings.
- Reviewed and filed the monthly CEO, legal, financial and operations reports.
- Guests included:
  - Basin CEO Ron Harper joined the meeting by teleconference to give his thoughts on the industry.
  - ACES Power Marketing CEO David Tudor provided an overview of the MISO market wholesale power costs, transmission, and key drivers for the next five years. Great River Energy VP Member Services Jon Brekke also attended this portion of the meeting.

### 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
Sarah Evenson.....	District 7
Donald Lucas.....	District 8
Erick Heinz.....	District 9

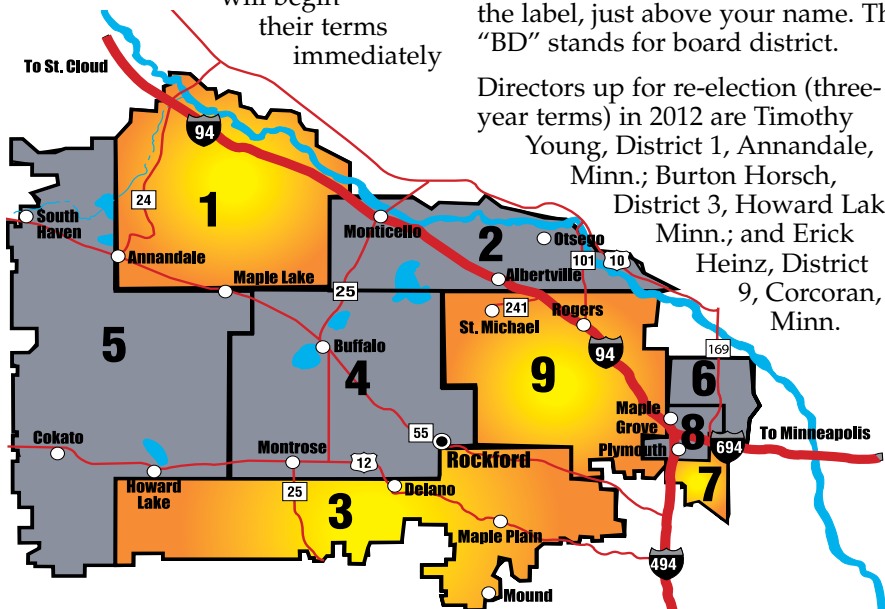
The board of directors meets monthly at the cooperative’s office in Rockford, Minn. Regular meetings are generally scheduled the second Tuesday of each month for 2011. Members with items of interest are encouraged to contact the president and CEO to confirm meeting date and time.

### WH and WH Holding LLC’s Management Team

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

# 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 March 29, 2012.

If you are unsure which district you live in, 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 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](http://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.

## Industry NEWS

### ND governer, environmentalists clash on coal-plant haze rules

North Dakota's governor and attorney general say the Environmental Protection Agency should let the state adopt its own plan to reduce haze from coal plants.

The EPA advocates a method that it says will reduce nitrogen oxide emissions by 90 percent, reducing haze from power plants and improving the view. Gov. Jack Dalrymple and Attorney General Wayne Stenehjem said the method may not work with North Dakota coal plants, stating that a state plan to cut pollution has worked before and will cost less.

Source: *Minot Daily News*

# Landis+Gyr recognizes WH staff member

Landis+Gyr – a leading global provider of energy management products – recently presented Wright-Hennepin's (WH) Vice President of Energy Distribution Lance Hovland with a plaque in recognition of his contributions to the company's User Advisory Council.

Composed of seven members from across the nation, the User Advisory Council provides insights and suggestions to aid in the development of Landis+Gyr's energy-management products and smart meter technologies.

These products allow meters to automatically transmit energy use data to utilities. The council helps shape the development of new products by bringing a customer and utility perspective to Landis+Gyr's process. Additionally, the council provided guidance to Landis+Gyr on corresponding software enhancements, customer support and field services. Hovland served on the council from 2007-2011.

"Serving on the User Advisory Council provided a unique opportunity to give insights

to technology experts and provide Landis+Gyr with Wright-Hennepin's perspective on product features that would benefit our membership," said Hovland.

WH uses Landis+Gyr's smart meter technology throughout its service territory to obtain precise meter reads and convey daily energy-use information to its membership through MyMeter, which can be accessed through the "Quick Links" section at [www.whe.org](http://www.whe.org).

### Residential electricity use expected to decrease

Despite an increase in the number of appliances and electronic gadgets at home, residential electricity use per person is projected to decrease between now and 2020, according to a data analysis completed by the Electric Power Research Institute (EPRI). "The main drivers behind the decrease are new efficiency codes and standards, technological innovations, and more spending on efficiency by states and utilities," EPRI Senior Project Engineer Sara Mullen said.

"We're still looking into broader implications of the data, particularly how use may change on a per-person basis," Mullen said. "New trends in household formation may also prove to be a contributor to projected reductions."

Source: *CFC solutions*

### CapX2020 route may shift

The main path for the new high-voltage transmission line that will run from Monticello to Fargo has been decided, but minor shifts in the route are under consideration. Xcel Energy and the other utilities behind the CapX2020 project are asking for permission to make 12 adjustments in the route.

The approved route follows Interstate Highway 94 from Fargo to Sauk Centre, then veers south near Freeport and follows county and township roads through farmland before connecting with a new substation in St. Cloud. The proposed reroutes were brought forward by landowners who suggested alternatives to having the line run in front of their homes.

The changes are not expected to significantly alter the cost of the St. Cloud-to-Fargo segment, which is estimated at \$255 million. Construction on that segment is expected to begin this year.

Source: *St. Cloud Times*



WH's Vice President of Energy Distribution Lance Hovland (right) accepts a plaque from Landis+Gyr in recognition of his work on the company's User Advisory Council.

# Electric heating options to help you save money on winter bills



## Wright-Hennepin offers a variety of products that efficiently enhance the comfort of your home

Whether you are looking for a more cost-efficient method of heating your whole house, or interested in warming up a cold room, Wright-Hennepin (WH) has many electric heating options

to help you keep your home comfortable at a reasonable price. These products are energy efficient, which will help you manage your costs throughout Minnesota's extensive heating season.

Most products also qualify for WH's Dual Fuel program. Through this program, members who heat their home with electricity, who also have a non-electric

back-up heating source, can save money by allowing WH to control their electric heating during times of peak energy demand. This allows participating members to receive a reduced electric rate for their heating system.

Call a representative at (763) 477-3000 or visit us online at [www.whe.org](http://www.whe.org) for more information about any of the products listed on these pages.

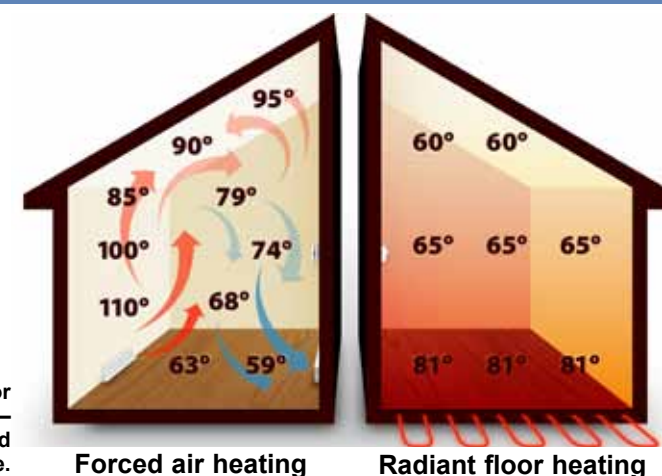
## Under floor radiant heating systems

Under floor heat is a comfortable, efficient and an extremely versatile way to heat your home. WH's under floor radiant heating systems add a luxurious feel to your home instantly. That's why radiant heat is one of the fastest growing home-heating methods for both new construction and remodeling projects.

With under floor heat, warmth radiates from the floor to heat the surrounding space. These heating systems produce the most comfortable heat available, because you are close to the heat source.

Under floor heat also uses less energy than conventional forced air systems, allowing you to be comfortable at a lower thermostat setting, therefore saving you money on your energy bill.

Unlike forced air heating systems, under-floor heating warms your body and objects, not the air – eliminating inconsistent room temperatures and keeping the heat where you are.



## HeatMyFloors.com offers three types of under floor heating products:

### Low voltage electric systems

If you've been considering replacing your existing flooring or adding an addition to your home, now is the perfect time to consider installing STEP Warmfloor. We refer to STEP Warmfloor as the best under floor heating system available because of its versatility, reliability and low energy use.

STEP Warmfloor offers easy installation and can be fastened right to the sub-floor with thin-set, nails or staples without ruining the integrity or performance of the product. It may be used with any non-conductive floor covering including: natural stone, ceramic and porcelain tiles as well as hardwood, laminates and carpet.

STEP Warmfloor is the ultimate under floor heating product. This specially designed electric heating mat provides a comfortable, even warmth and is the only low-voltage self-regulating system available.



### Seisco hydronic systems

Hydronic under floor radiant heat consists of a system of tubing that is placed in the concrete slab of your home or under the subfloor that carries hot water into specific rooms, dispersing the heat throughout the floor surface. Because tubing is installed under the floor, hydronic heat is ideal for new construction and remodeling projects.

These hydronic systems are powered by the Seisco boiler and can be installed under tile, vinyl and carpet. They are competitively priced, easy to install and require little maintenance. There are no filters to change and no tune-ups required.

Seisco electric hydronic boilers do not use ductwork to circulate air throughout the home, therefore they are quiet and will not circulate dust and allergens.



### Danfoss cable systems

The Danfoss cable system is an economical, electric under floor radiant heating system that produces a gentle, rising heat, which is great for bathrooms, kitchens, and basements or anywhere that you want a warm tiled floor.

The Danfoss mats include a heating cable, which is woven into an adhesive-backed fiberglass mesh, allowing for simple roll-out installation and eliminating the need to worry about cable spacing. The floor warming mats are pre-determined for use with 120 and 240 volts, and are available in various lengths of 24-inch widths to accommodate any room's layout.

Unlike other electric cable systems, the Danfoss Cable System is made from high quality components that are backed by a 10-year comprehensive manufacturer's warranty. If the product malfunctions within the warranty period, Danfoss will not only replace the product, but also the flooring that needs to be removed to make repairs.



## Space Heaters

Do you have a cold room or part of your home that never seems warm enough? Or perhaps you have a garage or workshop that you would like to use during the winter months, but are discouraged from doing so because of the cooler temperatures.

Wright-Hennepin (WH) has a variety of convenient

electric space heating products to help keep you warm and comfortable. These heaters do not take up a lot of space and no ductwork is required. They're a fast and easy way to heat a small area.

**Heads up:** Several companies are currently promoting electric space heaters and fireplaces that claim they

will lower your gas bill. Unfortunately for customers, their gas bill may go down, but their electric bill can spike up. Beware of purchasing space heaters through unfamiliar companies. With some of these products, they are literally too good to be true.

## WH offers consumers three different kinds of space heaters:

### Berko portable heaters

The Berko provides warmth for large areas that are often difficult to heat, like garages and workshops.

The heater's advanced pull-through design draws air across the heating element for even air distribution, and the unit operates smoothly and quietly.

Two different sizes are available: 5,000 watt (W) (pictured below) and the 7,500 W. The 5,000 W heater will heat a two car garage, and the 7,500 W heater can heat a three stall garage.

This heater is durable, and easy to install as it comes with a ceiling/wall bracket. Its built-in thermostat will help you regulate the temperature in the space you're heating.



### Convectair heaters

Wright-Hennepin (WH) offers a wide range of Convectair heaters that blend into any décor and provide unequalled comfort. Once plugged in, they provide heat quickly and are equipped with an efficient, easy-to-use electric thermostat.

Unlike conventional space heaters you may find at the store, Convectair heaters are built with long-lasting, high-quality components that are backed by the reliability of a manufacturer with more than 20 years in the electric heating business.

They come in many sizes, and with a variety of features, including a unit designed to warm your towels.



### Qmark Workstation Warmer

The Qmark Workstation Warmer is a safe, comfortable solution for heating small spaces.

This radiant heat panel is safer to use than fan heaters, as there are no moving parts or visible heating elements. It also automatically shuts off if it tips over.

The light-weight heater only weighs 8 pounds, making it extremely portable. Because of its size and safety, the device is a perfect solution for cold office spaces.

The Workstation Warmer is also energy-efficient and consumes 86 percent less power than most other space heaters.



## Additional heating products to help you save

### Electric thermal storage heating (ETS)

An ETS whole house heating system has a centralized furnace that houses specially designed bricks to store heat generated during the night. The heat is then circulated throughout the home on demand, 24 hours a day.

You can heat your entire house or just cold areas of your home with individual room units that use the same ETS technology. Each room unit is sized to meet the heating needs of specific rooms or areas. With a variety of styles and sizes to choose from, ETS units are great for use in new additions or four-season porches.



### Metlund D'Mand hot water system

The Metlund D'Mand hot water system moves hot water much faster to where it's needed, compared to conventional plumbing. This greatly reduces wasted water, thus saving money and potentially thousands of gallons of water each year. Department of Energy testing indicates annual household water savings of 3,500 to 12,000 gallons with the system as well as energy savings of between 300 to 1,200 kilowatt-hours per year.

Additionally, the energy-saving Metlund system typically pays for itself in two to three years and can increase the life expectancy of a water heater by as much as 25 percent. The system is small (it easily fits under a sink) and is activated with a wireless remote or by the push of a button.



### Air source and ground source heat pumps

A heat pump is a system that heats your home during the winter and reverses that operation to cool your home during the summer.

Heat pumps do not create heat like combustion furnaces, but simply transfer heat from where it is to where you want it to go.

Ground source heat pumps use the ground's relatively constant temperature to regulate your home's temperature, whereas air source heat pumps use the temperature of outside air to perform the same process.

Because these devices do not actually generate hot or cold air, they are extremely energy efficient.

To learn more about heat pumps, check out October's issue of the Hotline Update, which can be found online at [www.whe.org](http://www.whe.org) under the "News & Events" tab in the "Newsletter Archive" section.

# Protect your home from freeze damage this winter

Like it or not, cold temperatures will soon return to Minnesota for the winter, and with those cold temperatures comes the risk of having freeze damage occur to your property.

If you worry about broken pipes and freeze damage, a low temperature sensor may be the perfect solution for you. This sensor alerts WH Security dispatchers who then alert you when the temperature inside your home falls below a predetermined level. Low temperature sensors can be added on to new and existing security systems.

These devices can save unoccupied homes or cabins from frozen pipes, water damage and frost.

Adding a low temperature sensor to a new or existing system is a smart choice for those that spend time away from home during the winter months or for those that have a cabin that is left unattended.

For more information on WH Security's low temperature sensors, please call (763) 477-3000. 



If you worry about broken pipes and freeze damage, a low temperature sensor may be the perfect solution for you.

## Donate gifts for families in need




Are you looking for a way to help others this holiday season? You can drop off unwrapped gifts for kids in need at WH's office in Rockford, Minn. The gifts will be given to the Riverworks Food Shelf's and the Rockford Fire Department's "Caring for Kids" campaign. Gifts can be dropped off between 8 a.m. and 4:30 p.m., Monday through Friday, and until 6 p.m. on Wednesdays. All gifts must be dropped off by December 16.

## Protect your trees from the emerald ash borer

The emerald ash borer is in Minnesota and could harm your ash trees if they're not properly treated.

The emerald ash borers' larvae feed on the inner bark of trees, disrupting the tree's transmission of nutrients. This causes branches – and eventually the entire tree – to die. Many trees lose 30-40 percent of their canopy within two years of infestation and die within three to four years if left untreated.

These unhealthy trees have been causing damage throughout the country as they can uproot and fall over once they've died. However, there are preventative measures that can be taken to protect your ash trees.

Through WH Services, Wright-Hennepin offers ash-tree treatments that will protect your high-value trees from this troublesome insect. Contact WH at (763) 477-3000 to learn more. 



If left untreated, many trees that are affected by the emerald ash borer die three to four years after infestation.

# 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.



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 such as opening doors and motion activity.

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



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

Wright Service is now:

# WH Appliance Repair

Eliminate concerns about unexpected repair bills by knowing repairs will be taken care of with **WH Appliance Repair**.



For just **\$17.99** per month, parts, labor and most repairs on the following appliances are covered:

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

Call for more information.



**(763) 477-3000**  
**www.whe.org**

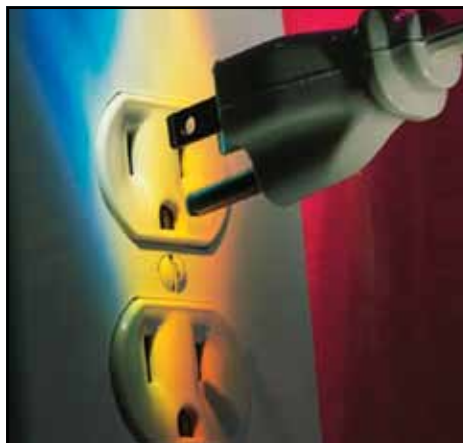
## Experiment shows advantages of new appliances

Wright-Hennepin (WH) is conducting an experiment to find out exactly what your old appliances are costing you. We've hooked up a new Energy Star refrigerator and a Frigidaire model – which was built in the early 70s – to meters that will track both units' usage over the next three months.

Through this set-up, we'll be able to track the exact amount of energy that both of these devices are using and compare them throughout the three-month period.

The experiment began on September 27, and as of this writing, the 1970s refrigerator has used nearly three times more energy than the new Energy Star refrigerator. The older refrigerator has used 82 kWh (costing \$8.36), whereas the Energy Star refrigerator has only used 27 kWh (costing \$2.75).

You can follow the stats on WH's website at [www.whe.org](http://www.whe.org). Progress reports will be available under the "Quick Links" section on the home page 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.

## 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:

**John Vassar of Maple Plain** wins a credit for 488 kWh, August output from WH's wind generator.

**Keith Hovland of Buffalo** wins a credit for 263 kWh, August output from WH's solar panels.

### Average monthly energy output year-to-date:

WH's wind generator = 606 kWh  
WH's solar panels = 188 kWh  
Average monthly energy use per household = 1,100 kWh

## Contact INFORMATION

### Hotline Update Staff

Lindsay Scherer – [lscherer@whe.org](mailto:lscherer@whe.org)  
Communications Specialist

Andrea Nies – [anies@whe.org](mailto:anies@whe.org)  
Marketing Coordinator

Jerry Kranz – [jkranz@whe.org](mailto:jkranz@whe.org)  
Production Manager

### Office Hours:

8 a.m. to 4:30 p.m. Mondays, Tuesdays, Thursdays and Fridays  
8 a.m. to 6 p.m. Wednesdays.

### 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 string of LED holiday lights!

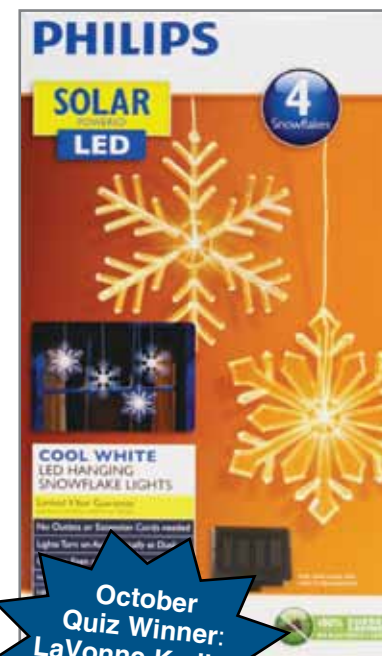
Complete WH's quiz with the correct answers and be entered for a chance to win a prize!

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](http://whe.org) on the "Newsletter Archive" page, found under the "News & Events" section. **\*Completed quizzes are due by December 15, 2011**

Name: \_\_\_\_\_ Phone: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

1. WH's new \_\_\_\_\_ features information on the cooperative, electric utility industry and energy-saving tips.
2. WH's board of directors returned \_\_\_\_\_ in capital credits to WH's membership.
3. \_\_\_\_\_ heat is a comfortable, efficient and an extremely versatile way to heat your home.
4. " \_\_\_\_\_ " basically means increased automation throughout the electric grid.
5. \_\_\_\_\_ is a service that will protect you from unexpected appliance repair bills.

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



October Quiz Winner:  
**LaVonne Kadlec,**  
South Haven

# Protect yourself from high appliance repair bills with WH Appliance Repair

The WH Appliance Repair program (formerly Wright Service) is designed to protect you from large, unexpected appliance repair bills. For only \$17.99 per month, your refrigerator, clothes dryer, heating system, range and water heater are all covered for both parts and labor expenses.

If you want additional appliance protection, optional add-on coverage is also available for most appliances for \$5.25 per month. Almost every appliance that you currently own will qualify for this program.

When a breakdown occurs on one of your covered appliances, all you have to do is call our dispatch center and an authorized technician will be contacted. They will make the necessary repairs between 8 a.m. and 4:30 p.m. weekdays and test your appliance to be sure that it is once again operating at peak performance. Emergency service for gas leaks and refrigerators is included in your plan and available 24 hours a day, seven days a week for no extra charge.

Preventative maintenance coverage is available as an add-on to the basic WH Appliance Repair plan to ensure that your furnace, air conditioner,

geothermal system and/or fireplace are in the best possible condition.

Finally, if you need to ultimately replace your appliance, you'll receive up to a 10 percent rebate towards the purchase price of a new replacement appliance if the cost of the repair your

appliance needs exceeds its repaired value. This includes your optional covered appliances.

For more information on the WH Appliance Repair plan, call (763) 477-3000 or visit our website at <http://bit.ly/tB5E3A>. 



The WH Appliance repair program is designed to protect you from high appliance repair bills. The program offers a variety of options to meet your individual needs.

## Cooperative vehicles for sale by sealed bid

WH is selling the following vehicles "as is" by sealed bid:

- 2005 Chevrolet half-ton extended cab pickup
- 2001 Ford Explorer
- 2000 International 4900 Digger Derrick and 6 x 6 45' boom
- 2000 8020 Ditch Witch Trencher
- 30' Tilt Bed Trailer with 24' tilt

The vehicles can be seen during regular business hours at WH's office in Rockford, Minn. For more information, please call Jeff Hofford at (763) 477-3126.

Bids must be received by November 23. Bids can be mailed or faxed to: Wright-Hennepin, Attn: Marianne Galles, P.O. Box 330 Rockford, MN 55373; fax (763) 477-3054. WH reserves the right to reject any and all bids. The winning bidder will be notified by phone following bid opening.

## Request your free calendar

Free 2012 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](mailto:info@whe.org). Quantities are limited.



## WH office closed for Thanksgiving holiday

Wright-Hennepin's office will be closed November 24-25 in observance of the Thanksgiving holiday. As always, electric and security dispatchers are on call 24 hours a day, if you should experience any problems over the long weekend (phone numbers are available on pg. 7).

## 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](http://www.whe.org) or [info@whe.org](mailto: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>

Hotline Update (USPS 000839) is published and distributed monthly from the cooperative's office in Rockford, Minn. Periodicals postage is paid at Maple Lake, Minn. 55358-0330. Subscription is \$1 annually. POSTMASTER: Send address changes to Hotline Update, PO Box 330, Rockford, Minn. 55373-0330 ©2011 Wright-Hennepin Cooperative Electric Association.