



Wright-Hennepin
Cooperative Electric Association

A Touchstone Energy® Cooperative 

Wright-Hennepin Cooperative Electric Association's

Hotline Update

October 2013

Wright-Hennepin celebrates historic solar community with a grand opening

Almost 300 member-owners and guests attended Wright-Hennepin's (WH) historic dedication of the WH Solar Community on September 9. The event put into service Minnesota's first solar community and the first one in the nation that uses batteries to store power. WH President and CEO, Mark Vogt, began the evening with a short presentation and ribbon cutting ceremony. During his speech Vogt discussed what made the event unique.

"It strikes me that this event is historic in many ways. In addition to this being the first community solar project in the state, this event might be the largest gathering of leaders from the traditional electric industry, the renewable industry and our public policymakers to date. I'm amazed in the number of national industry leaders that have flown in for the event tonight," Vogt said.

Deputy Commissioner from the Minnesota Division of Energy Resources, Bill Grant, spoke from a public policy point of view.

"On behalf of Governor Mark Dayton, Commissioner Mike Rothman and the Minnesota Department of Commerce, we want to congratulate WH on their new solar project. The concept of solar communities, in which WH is really pioneering here in Minnesota, is something that a growing number of individuals want," Grant said.

During his speech, Grant explained how utility members want to produce their own electricity from clean sources, such as solar power and wind, but there were a number of obstacles in their way in the past. **continued on page 4**



WH President and CEO, Mark Vogt, led a presentation and ribbon cutting ceremony at the WH Solar Community grand opening.

Inside

- 2 A message from the CEO
- 3 WH awards \$27,000
- 4 Fire prevention tips
- 5 Power cost adjustment explained
- 6 Electric heating options
- 7 Keeping trick-or-treaters safe
- 8 Choosing the right lighting

Member saves using Dual Fuel Off-Peak program

Wright Hennepin's (WH) Dual Fuel program helps countless members save money and energy during the winter months.

"I cannot rave about this Dual Fuel program enough. I relax and enjoy my low energy costs without noticing a difference in the coziness or comfort level of my home. I recommend that every WH member joins an Off-Peak program," Raymond Cunningham of Maple Grove said.

The Dual Fuel program is for members that use electricity to heat their homes, while still having a non-electric backup heating source. Participants receive a reduced electric rate of 4.9 cents per kWh for their heating system. In return for that discounted rate, members' electric heating systems are automatically shut off and the backup heating systems are used during times of peak energy demand.


Cunningham joined the Off-Peak program in 2000 and is happy to participate.

"The program has worked extremely well. I have a plenum heater and use a gas forced air furnace as my backup heating source. During the first year that I joined, I immediately began noticing that I was saving money on my electric costs. The payback for the installation of a backup heat source is quick," said Cunningham.



Raymond and Donna Cunningham of Maple Grove stand by their electric plenum heater.

A plenum heater is an electric resistance heating device that is installed in the plenum, which is the spot in the ductwork system where the ducting and furnace join. Air is heated as it flows across electric elements and is then distributed through the existing ductwork. Adding a plenum heater is a low-cost way to upgrade your heating system and turn your fossil fuel furnace into a dual-fuel system, allowing you to take advantage of WH's Off-Peak rates.

To sign up, or for more information on Off-Peak programs, contact a representative at (763) 477-3000 or visit <http://goo.gl/YwYxZ>. 



CEO's Memo

MARK VOGT WH President & CEO

READ MORE!

from CEO Mark Vogt on his blog:
<http://goo.gl/GW339D>

Solar Community dedication brings back memories of WH's founding; foretells an important new mission for your cooperative

I often think about the founding members of WH, about the vision and leadership they provided in starting this organization at the height of the Great Depression; about how their pursuit of a dream improved thousands of lives in rural Wright and western Hennepin counties when power lines finally reached this area.

A history written about WH some years back offers a picture of what life was like here before electricity came in 1937. The author described daily routines as a "drudgery" of hand pumping and then hauling every gallon of water used in the home or on the farm. Each four-gallon pail used for the task weighed about 32 pounds.* Lighting was so bad that it was not uncommon for adults to form deep vertical lines between their eyebrows from squinting. Kerosene lamps of the day provided only about 25 watts of illumination – and then in just a small circle of light. People learned to live with the soot and smell given off by the flickering lamps. It was one of the prices to be paid for "getting a tiny bit of light to fall more productively on a page or a piece of embroidery," a best selling author recently wrote in describing conditions before electricity. In this way and many others, life for residents of rural Wright and western Hennepin counties up through the 1930's was much the same as it had been for the colonists who came to America in the 1600's – especially after sunset.

But then a group of local citizens formed Wright-Hennepin Cooperative Electric Association. Think about attempting something like that today! With a loan from the Rural Electrification Administration (REA) in 1937, power lines started being strung across the local landscape. An oft-told story in this newsletter describes the raw joy felt by WH's first member, C.O. Anderson, near Cokato.

"When we plugged in the meter and the lights came on," a WH employee at the scene remembered, "Anderson ran from building to building, laughing like a kid at Christmas time. I wish we could have taken a movie of it."

A year after C.O. Anderson's farm was energized; WH's founding CEO, Ed Slebiska, sent a letter to the several hundred WH members who by then had power extended to their homes. The letter asked those members to turn on all their lights on a particular night, to help celebrate WH's first anniversary.

On the prescribed night, Slebiska parked his car on a high hill in Wright County, waiting in the darkness to see the light.

Many turned them on," Slebiska remembered of his lighting request. "It was a satisfying feeling."

I felt something of the same sensation on September 9 when we threw the switch

to start power production from WH's – and Minnesota's – first solar community, located on our business campus in Rockford. In that hot, brilliant autumn dusk, with the members who purchased the first panels in WH's solar community looking on, joined by your board of directors, employees and several hundred electric industry and renewable energy leaders from around the country, your cooperative did something meaningful for the next generation. The solar community became the vehicle we were looking for to help bring renewable energy into the mainstream for WH's members – and as it turns out, for many others.

WH's Solar Community is already being replicated by dozens of other electric utilities throughout the state and nation. Your cooperative's leadership on this project has been spotlighted in the USA Today, Star Tribune, St. Cloud Times and other regional daily newspapers across the nation, not to mention the generous coverage we've received in each of our weekly local newspapers and countless industry publications.

"WH intends to transfer its business model from one that was exclusively focused on delivering central station power for 76 years, to one that will now encourage our consumer-owners explore the choices and enjoy the independence of generating their own power."

Speaking in front of the group that assembled for the dedication on September 9, I couldn't help but think about how this event paralleled the start of your cooperative in the 1930's. A third of the way through the 20th century, local residents formed WH to deliver electric power of any kind to light a bulb. On September 9, local members turned to their cooperative to help fulfill a more modern-day dream – to capture the sun's energy to power lights, appliances and countless electronic devices of a 21st century home.

Going forward, this emphasis on renewable energy will give WH new purpose. At their strategic planning session two weeks after the solar dedication, your Board of Directors changed the cooperative's long-standing mission statement. It now reads, "Our cooperative will deliver safe, reliable and competitively priced grid or self-generated power to our members." While the reference to "self generated" might not sound like much, its importance lies in the recognition that WH intends to transfer its business model from one that was exclusively focused on delivering central station power for 76 years, to one that will now encourage our consumer-owners explore the choices and enjoy the

independence of generating their own power at home or at their businesses. I'll bet there isn't another utility in the nation that has specifically called out the self-generated aspect of renewable power production in their mission statements. How appropriate that this industry movement should start at a consumer-owned cooperative.

WH's solar project would not have been possible without the foresight of the board of directors who offered constant encouragement about this project, without your employees who overcame numerous hurdles to make this happen, and most of all, without the 24 trailblazing members who purchased the first 171 panels in the solar community. They are:

- Al & Teresa Bruns - Maple Lake
- Russ & Pam Bushman – Montrose
- Matt & Amber Christian – Maple Grove
- Gazula Family – Maple Grove
- Larry & Mary Gillette – Mound
- Brian Hart – Clearwater
- Erick & Teresa Heinz – Corcoran
- Dale & Karen Jans – Buffalo
- Lantto's Store Inc. – French Lake
- Pete Larson – Maple Lake
- John & Julie Lesser Family – Maple Plain
- Rod & Elaine Nikula – Buffalo
- Lee & Linda Norquist – Elk River
- Ted & Angie Pribyl – Maple Lake
- Roder Family – Maple Grove
- Robert & Carolyn Rudin – Maple Grove
- Jerry Sandell – South Haven
- David & Beth Schmidt – Corcoran
- Michael & Bonita Schollmeyer – Maple Grove
- David, Lynda & Tammie Spencer – Loretto
- Karen Tracy Sutherland – Maple Lake
- Tim & Nancy Young – Annandale
- West Family – South Haven
- Thomas & Cynthia Zander Family – Maple Lake



After the dedication on Sept. 9, with the sun sinking into the horizon and throwing off extra red tones as if to mark a special moment, I got to talk with many of the above-named members. Their words conveyed genuine enthusiasm about what they had started. And in their eyes, I think I saw the excitement of C.O. Anderson.

Mark Vogt

* Interestingly, the EPA's website says an average family of four now uses up to 400 gallons of water per day. Imagine having to pump and haul just a quarter of that amount of water every day!

Board Report

August Board Meeting Highlights:

The regular monthly meeting of the Board of Directors was held August 13, 2013. A quorum of directors was present. Board action taken:

- Approved an investment in a LED lighting feasibility study.
- Directors shared highlights of meetings they attended on behalf of the cooperative.
- Approved retirement of a plow, trencher unit and trailer.
- Reviewed and filed the monthly CEO, legal, financial and operational reports.

Guests included:

- CoBank CEO Bob Engel, Denver, shared his economic and political outlook for the electric industry. CoBank is one of WH's three primary lenders.

Continued on Page 7

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

Energy efficiency grant awarded to Whole Foods Market

Wright-Hennepin (WH) recently presented Whole Foods Market with a \$27,735 grant to help with the installation of energy-efficient innovations at its new location in Maple Grove, Minn.

"Whole Foods has made energy conservation a top priority by investing wisely in state-of-the-art equipment in the construction of their facility. We were really impressed with the level of sophisticated systems employed by the Whole Foods Market in Maple Grove" said WH Key Account Executive Lane Wilson.

The Whole Foods Market in Maple Grove used the funds to help cover the cost of high-efficiency heating and cooling systems, as well as low wattage fluorescent and LED lights. In addition to the kWh savings, the market will reduce their peak demand by an estimated 100 kW each month. Energy grants are awarded to businesses that install energy-efficient equipment, reducing electricity consumption. 



Industry News

U.N. panel 95 percent certain climate change is man-made

Top scientists from a variety of fields say they're about as certain that global warming is a real, man-made threat as they are that cigarettes kill.

They're as sure about climate change as they are about the age of the universe. They say they're more certain about climate change than they are that vitamins make you healthy or that dioxin in Superfund sites is dangerous.

They'll even put a number on how certain they are about climate change: it's 95 percent.

One climate scientist involved says the panel may even boost it in some places to "virtually certain" and 99 percent.

In science, 95 percent is the gold standard for certainty. But to the general public, and to climate-change deniers especially, 95 percent is just not good enough, specialists say.

That is an issue because this week, scientists from around the world have gathered in Stockholm for a meeting of a U.N. panel on climate change, and they will probably release a report saying it is "extremely likely" - which they define in footnotes as 95 percent certain - that humans are mostly to blame for temperatures that have climbed since 1951.

"Uncertainty is inherent in every scientific judgment," explained Johns Hopkins University epidemiologist Thomas Burke. "Will the sun come up in the morning?" Scientists know the answer is yes, but they can't really say so with 100 percent certainty because there are so many factors out there that are not quite understood or under control.

Source: CBSNews.com

No Need to Panic About Global Warming

In September, Nobel Prize-winning physicist Ivar Giaever, publicly resigned from the American Physical Society (APS) with a letter that begins: "I did not renew [my membership] because I cannot live with the [APS policy] statement: 'The evidence is incontrovertible: Global warming is occurring.'"

In spite of a multidecade international campaign to enforce the message that increasing amounts of the "pollutant" carbon dioxide will destroy civilization, large numbers of scientists, many very prominent, share the opinions of Dr. Giaever. The reason is a collection of stubborn scientific facts.

Perhaps the most inconvenient fact is the lack of global warming for well over 10 years now. The lack of warming for more than a decade—indeed, the smaller-than-predicted warming over the 22 years since the U.N.'s Intergovernmental Panel on Climate Change (IPCC) began issuing projections—suggests that computer models have greatly exaggerated how much warming additional CO2 can cause. Faced with this embarrassment, those promoting global warming have shifted their drumbeat from warming to weather extremes, to enable anything unusual that happens in our chaotic climate to be ascribed to CO2.

Source: The Wall Street Journal

Guiding principles that make electric cooperatives unique

Since 1930, America has observed and celebrated National Co-op month in October. All across America, cooperatives are recognized for the qualities that make their business model unique - including Wright-Hennepin (WH).

First and foremost, an electric cooperative is owned by its members. This member-ownership means that cooperatives are focused on their members' needs and priorities, while providing special benefits and needs to them. In addition, cooperatives take things a step further by supporting their communities and returning margins back to their members in the form of capital credits.

Electric cooperatives are guided by the seven principles below:

1. Voluntary and open membership

Cooperatives are voluntary organizations, open to all persons able to use their services and willing to accept the responsibilities of membership, without gender, social, racial, political or religious discrimination.

2. Democratic member control

Cooperatives are democratic organizations controlled by their members, who actively participate in setting policies and making decisions through the elected board of directors. These elected representatives are accountable to the membership. WH has nine members on its board of directors that guide the cooperative.

3. Members' economic participation

Members contribute equitably to, and democratically control, the capital of their cooperative. At least part of that capital is usually the common property of the cooperative and is used for a time to help offset the cost of debt for items such as power line construction, transformers, trucks, inventory and other equipment.



This money is then returned to members in the form of capital credits. WH has returned capital credits to members since 1957.

4. Autonomy and independence

Cooperatives are autonomous organizations controlled by their members.

5. Education, training and information

Cooperatives provide education and training for their members, elected representatives, managers and employees so they can contribute effectively to the development of their cooperatives. They inform the general public, particularly young people and opinion leaders, about the nature and benefits of cooperation.

6. Cooperation among cooperatives

Cooperatives serve their members most effectively and strengthen the cooperative movement by working together through local, national, regional and international structures.

7. Concern for community

While focusing on member needs, cooperatives work for the sustainable development of their communities through policies accepted by their members.


Source: NRECA 

Solar community grand opening continued from cover

"You have a traditional utility in the business of providing traditional energy sources conflicted by their own members who want to move forward with their own energy production. Those two ideas can be in conflict with each other, but what WH is showing is that those two ideas can work together in a productive way," Grant added.

Along with a ribbon cutting ceremony and presentation, attendees were given tours of the WH Solar Community and enjoyed a complimentary wine and cheese reception under a large tent.

The WH Solar Community is an easy and affordable way for members to own solar energy for their home or small business. Members can purchase one or more panels, up to the amount needed to serve their annual energy needs. They 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.

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



Member-owners and guests enjoyed a complimentary wine and cheese reception under a tent at the WH Solar Community grand opening.



A sign in front of the WH Solar Community lists the member-owners.

Deputy Commissioner Bill Grant spoke on how WH is helping utility members meet their growing desire to produce their own electricity from clean sources, such as solar and wind.




Member-owners of panels from the WH Solar Community helped participate in the ribbon cutting ceremony.

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 following the 2014 Annual Meeting on March 20, 2014.

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

Members in these districts who would like to compete in the election need to file a director nominee application form. To apply, print out, complete and sign the form found on WH's website by visiting www.whe.org, then click on "About Us" on the top of the page, and then "Board Of Directors" on the left hand side. Mail the form along with a resume to:

Wright-Hennepin Cooperative Electric Association, Attn: Dale Jans, Secretary/Treasurer, P.O. Box 330, Rockford, MN 55373. The application deadline is January 29, 2014. 

Are you prepared for Fire Prevention Month?

According to the National Fire Protection Association (NFPA), home structure fires were reported every 87 seconds in 2009. Is your family prepared for a fire emergency? October is National Fire Prevention Month and it serves as an excellent time to examine your preparedness. Here are some tips:

Prevention:

To prevent possible fires in all areas of your home:


- Avoid plugging several appliance cords into the same electrical socket and make a habit of placing matches, gasoline and lighters in a safe place, out of children's reach.
- In the kitchen, never leave a hot oven or stovetop unattended and keep items that could catch fire away from the stovetop.
- If you burn candles, always blow them out when leaving a room or before you go to sleep and keep candles at least 12 inches away from anything that can burn.
- Remember to keep space heaters at least three feet away from anything that can burn.

Staying prepared:

Make sure all family members know what to do in the event of a fire by creating and practicing a fire escape plan. In addition:

- Install smoke alarms in every sleeping room, outside each sleeping room and on every level of your home.
- Smoke alarms should be tested monthly.
- Keep a fire extinguisher on every floor of your home and in your kitchen.



WH Security can provide you with extra protection from fire with monitored smoke and heat sensors. In the event of a fire, whether you're at home or away, WH Security's sensors detect and alert our WH Security dispatchers of the presence of fire so that emergency personnel can be quickly dispatched to your home. Having monitored fire sensors does not increase the cost of monthly monitoring. With non-monitored smoke detectors, if you are not home to hear the alarm your home could suffer significant damage by the time flames are detected. For more information, visit <http://goo.gl/HMJG6A> or call a representative at (763) 477-3664. 

Understanding the Power Cost Adjustment on your electric bill

We are often asked why we include a charge on member's electric bills each month called the Power Cost Adjustment (PCA). This fee appears as a separate line item on the bill statement, under the "new charges" category. The PCA reflects an adjustment for the actual cost of wholesale power and cost of distributing that power during each billing period – above or below WH's base rate.

Why is a PCA necessary?

In order to generate the electricity you consume, WH's wholesale power suppliers – Great River Energy and Basin Electric Power Cooperative – obtain their electricity from many sources, including coal, natural gas and wind. Because fuel prices change on a daily basis, wholesale power costs vary from month-to-month. WH's base electric rate stays the same, while the PCA adjusts based on fluctuations in fuel cost. Think of it like fueling your car. The price of gasoline changes every time you fill up. That very same thing happens to the price of fuel to turn the turbine that creates your energy.

How is my total PCA calculated?


Members can calculate their own PCA each month by multiplying the PCA on their electric bill by the kWh used for the billing period. This formula charges all WH members equally for the increase or decrease in the cost of generating electricity, based on fluctuating fuel prices.

Do other electric utilities use a PCA?

While WH has among the lowest PCA of utilities around us, the fact is that all energy suppliers have a monthly adjustment for fluctuating fuel costs related to power production. The terminology may vary. You may hear PCA's referred to as a "Wholesale Power Adjustment" or "Fuel Cost Adjustment," or other terms, but they are all fundamentally the same.

How can I help reduce the PCA on my bill?

From adjusting your thermostat to joining one of WH's Off-Peak programs, there are a number of inexpensive ways to reduce energy consumption and therefore your power cost adjustment. For energy conservation tips, tools and resources, visit www.whe.org and click on "For My Home," then "Energy Conservation."

If you have additional questions or would like more information about WH's PCA, call a representative at (763) 477-3000. 

Trust your trees to us!



WH Services offers the following:

- Tree and stump removal
- Pruning and shaping
- Emerald ash borer treatment
- Storm damage clearing
- Lot clearing

90 day, no-interest financing available!

WHSERVICES
(763) 477-3000

Cooperative vehicle for sale by sealed bid!

WH is selling a used 2007 Chevrolet Impala 4-door Sedan "as is" by sealed bid, with a minimum accepted bid of \$5,500.

The Impala has 140,000 miles. Features include: V6 engine, automatic transmission, power windows and locks, cruise control and AC.

Bids must be received by November 30 and can be mailed or faxed to: Wright-Hennepin, Attn: Marianne Galles, PO Box 330 Rockford, MN 55373; or fax (763) 477-3054.

For more information about the vehicle, please call Jeff Hofford at (763) 477-3126.



Winter charges construction notice:

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

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

Please contact a representative at (763) 477-3000 for more information.

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:

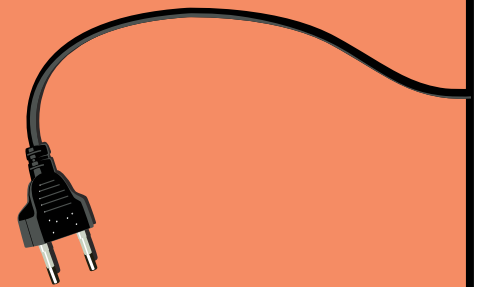
Security dispatchers are available 24/7

Call: (763) 477-4275 or (800) 858-7811



ENERGY TIP:

Unplug small appliances such as cell phones and iPad chargers when they're not in use. If left plugged in, they are still drawing power.



tenKsolar Winner

DENNIS EVJEN of Buffalo wins a credit for 276 kWh, August's output from WH's tenKsolar panel array.

LISA & KEITH QUADY of Waverly win a credit for 137 kWh, September's output from WH's tenKsolar panel array.



Solar Winner

MITCHELL LITFIN of Albertville wins a credit for 302 kWh, August's output from WH's solar panels.

PERRY PETERSON of Plymouth wins a credit for 248 kWh, September's output from WH's solar panels.



Wind Winner

CARMEN CHAN-TRAM of Maple Grove wins a credit for 319 kWh, August's output from WH's wind generator.

DOMINICK CHOU of Maple Grove wins a credit for 572 kWh, September's output from WH's wind generator.

Average monthly energy output over 12 months:

Wind generator: 664 kWh

Solar panels: 214 kWh

tenKsolar system: 185 kWh

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

Electric heating options to help you save money on winter bills

Whether you are looking for a cost-efficient method of heating your whole house, or are interested in warming up a cold room, WH has many electric heating options to help you keep your home warm and comfortable at a reasonable price. The following products are energy efficient, helping to manage your costs throughout Minnesota's long 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 manage their electric heating during times of peak energy demand. This allows participating members to receive a reduced rate on the electricity used for their heating system.

Call a representative at (763) 477-3000 or visit us online at 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 very comfortable, efficient and versatile way to heat your home. HeatMyFloors.com, a subsidiary of WH, offers under floor radiant heating systems that instantly add a luxurious feel to your home. 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.



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. STEP Warmfloor is 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 on the market. In addition, STEP Warmfloor has a 20-year warranty.



Hydronic tubing 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, as well as a boiler hooked to the tubing and used to heat the water, radiating the heat throughout the floor surface. Because tubing is installed in the slab or under the floor, hydronic heat is ideal for new construction.

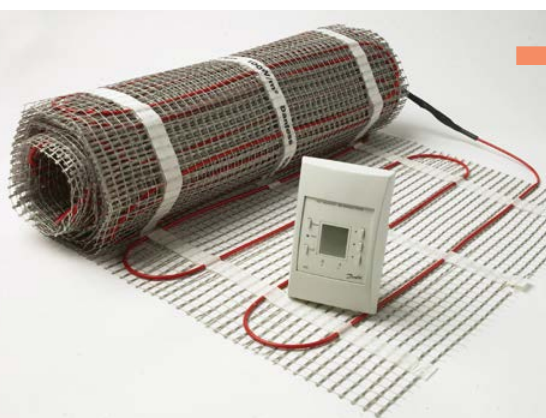
Hydronic systems can be installed under any floor covering, including tile, vinyl and carpet. They are competitively priced, easy to install and require little maintenance. There are no filters to change and no tune-ups required. Hydronic boilers do not use ductwork to circulate air throughout the home; 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 gentle heat, which is great for bathrooms, kitchens, and basements or anywhere that you want a warm tiled floor.

The Danfoss mats include a thin 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 available for use with 120 and 240 volts. They are available in various lengths of 24-inch widths to accommodate any room's layout. In addition, the Danfoss cable system is easy to install.

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.

WH has a variety of convenient electric space heating products to help you stay 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. WH offers consumers two 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 to the left) and 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:

WH offers a wide range of Convectair heaters that come in many sizes and blend into any décor, providing unequalled comfort. Once plugged in, they provide heat quickly and are equipped with an efficient, easy-to-use electronic 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. Test one for yourself by asking about our FREE rental program with onvectair heaters!


To learn more about these products, contact a representative at (763) 477-3000. 

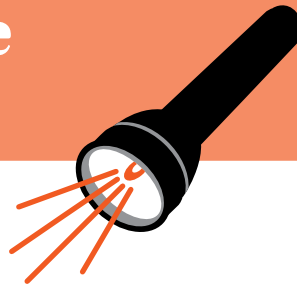
Tips to keep trick-or-treaters safe this Halloween:

Halloween is just around the corner and many children are anticipating a night of fun, costumes, tricks and treats. While everyone enjoys a good scare on Halloween, no one wants it to be related to children's safety. The following are some tips to make sure this spooky night is safe and enjoyable for your child:

- Purchase or make costumes that are brightly colored. If dark colored materials are an important part of the costume, use reflective tape on the material.
- Choose or make costumes that are labeled "flame-retardant."
- Keep costumes short and avoid oversized shoes to prevent trips or falls.
- Have your child try using make-up instead of a mask, which can obstruct their vision and cause danger when they are crossing streets or using stairs.

- Provide your child with glow sticks or flashlights to help them see and be seen by drivers.
- Inspect all candy in a well-lit place by looking for signs of tampering. If candy is open or has torn wrappers, discard it immediately.

In addition, if your child is mature enough to trick-or-treat without supervision, ensure they travel in a group and are aware of a safe route. Similarly, remind them to never go inside anyone's home or respond to strangers who try speaking to them. If you and your children follow these safety tips, everyone is sure to have a safe and fun Halloween. 



Cold Weather Rule will go into effect October 15

Wright-Hennepin (WH) would like to remind members about Minnesota's Cold Weather Rule. This rule is designed to help keep families warm this winter, especially those who may be struggling to pay their monthly utility bills.

The Cold Weather Rule states that a cooperative must not disconnect and must reconnect the utility service of a residential customer during the period between October 15 and April 15 if the disconnection affects the primary heat source for the residential unit and all of the following conditions are met:

- A customer enters into and makes reasonable timely payments under a payment agreement that considers the financial resources of the household.
- A customer receives referrals to energy assistance, weatherization, conservation, or other programs


likely to reduce the customer's energy bills.

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

"As always, we will work with members to prevent disconnection of electric service between October 15 and April 15, just as we do throughout the year," said Angie Pribyl, WH's chief financial officer. "We want to give members with past-due accounts an

opportunity to work out a feasible payment schedule with us."

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

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



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 who use electricity to heat their homes, while still having a non-electric, automatic backup heating source.

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



Board Report

Continued from Page 2

- Great River Energy's (GRE's) director of member services and demand side management, Gary Connett, briefed the board on an Off-Peak water heating program.
- Heilux's CEO John Golle presented an LED lighting concept to the board.
- Delano Municipal Utilities' management, board and the City's Mayor joined WH board to discuss items of mutual interest.

September Board Meeting Highlights:

The monthly meeting of the board of directors was held September 10, 2013. A quorum of directors was present. Board action taken:

- Approved moving up a scheduled loan draw to take advantage of very favorable interest rates for future line construction and system improvements.
- Approved implementing a new Off-Peak Water Heating Program.
- Reviewed and filed the monthly CEO, Legal, financial and operations reports.

Guests speakers included:

- National Rural Utilities Cooperative Finance Corporation (CFC) Representative Mike Bunney presented the 2012 Key Ratio Trend Analysis report and congratulated the board and management on the cooperative's excellent financial condition.
- National Rural Telecommunications Cooperative's (NRTC's) CEO Tim Bryan and CTO Kurt Schaubach presented NRTC's vision about where the electric industry is heading with regard to technology.
- tenKsolar's CEO Joel Cannon discussed trends in the solar industry.
- Cameron Macht, regional analyst with the Minnesota Department of Employment and Economic Development, presented updated local economic statistics and trends.
- Heartland Security Services' (HSS) CEO Guy Adams presented the board with a \$20,000 dividend check. HSS has now provided WH \$100,000 in dividends. WH's original investment into the company was \$40,000.
- Attorney Scott Kelly joined the meeting by teleconference to provide an update on a stray voltage legal action being reviewed by the Supreme Court.



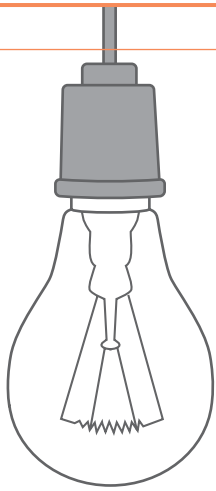
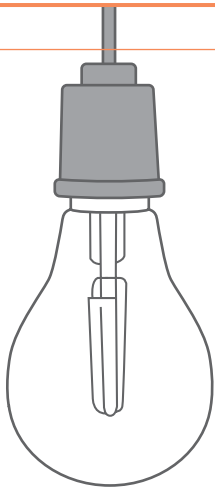
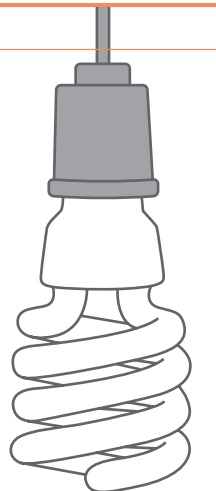
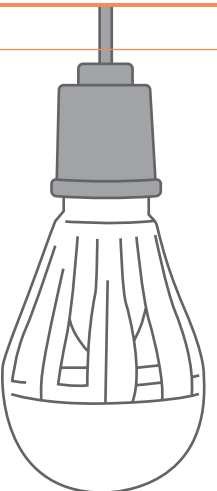
Like us on Facebook!

Go to www.facebook.com/WrightHennepin and click the "Like" button!

You will find energy-saving tips, news and updates about the cooperative!

Lighting choices to save you money

There are many choices available when it comes to lighting. The three most common energy-efficient lighting types are energy-saving incandescents, CFLs and LEDs. You can find these in most hardware and home improvement stores, and they are all more energy-efficient than traditional incandescent bulbs.

# of watts to get 1,600 lumens	Energy-Saving Incandescents Traditional	Halogen	Compact Fluorescent Lights (CFLs)	Light-emitting diodes (LEDs)
		100 watts	77 watts	23 watts
				
Bulb Life	750 hours	1,000 hours	10,000 hours	20,000 hours
Average Cost	\$0.37 per bulb	\$1.59 per bulb	\$2.23 per bulb	\$45 per bulb
Estimated cost to operate for 5,000 hours	\$56.82 per bulb	\$43.75 per bulb	\$13.07 per bulb	\$9.09 per bulb

Energy-saving, or halogen, incandescents were the first upgrade after the incandescent bulb was invented. These light bulbs use a very similar technology to what incandescents use when converting electricity into light. However, halogen bulbs have a capsule inside that holds gas around a filament to increase bulb efficiency. This type of incandescent bulb is about 25 percent more efficient and can last up to three times longer than traditional incandescent bulbs. They are available in a wide range of shapes and colors, and can be used with dimmers.

Compact fluorescent lights (CFLs) use 75 percent less energy than regular bulbs, last 10 times longer and generate 70 percent less heat. Unlike previous fluorescent lights, new CFLs are quiet and have warmer, color corrected tones. Because they use less electricity than traditional incandescents, typical CFLs can pay for themselves in less than nine months, and then start saving you money each month. Although the bulbs contain far less mercury than other household items, care needs to be taken to prevent breakage. When CFLs burn out, they should be recycled.

Light-emitting diodes (LEDs) are a type of solid-state lighting – semiconductors that convert electricity into light. The lighting technology is long-lasting and extremely energy-efficient. ENERGY STAR-qualified LEDs use only 20 to 25 percent of the energy and last up to 25 times longer than the traditional incandescent bulbs they replace. LEDs provide only directional light, not diffused light, making them ideal for under-counter task lighting.

Save \$2 per string on your next LED holiday lighting purchase:
 Look for WH's instant in-store rebate of \$2 per LED holiday lighting string in November!
 The in-store rebate will be valid at the Buffalo and Maple Grove Target locations from November 17 to 30. 

Wright-Hennepin's Postal Statement of Ownership, Management, and Circulation:

UNITED STATES POSTAL SERVICE Statement of Ownership, Management, and Circulation (All Periodicals Publications Except Requester Publications)

1. Publication Title: **HOTLINE UPDATE** 2. Publication Number: **00000839** 3. Filing Date: **09-30-13**

4. Issue Frequency: **BIMONTHLY** 5. Number of Issues Published Annually: **7** 6. Annual Subscription Price: **\$1.00**

7. Complete Mailing Address of Known Office of Publication (Street, city, county, state, and ZIP+4®): **WRIGHT-HENNEPIN COOPERATIVE ELECTRIC ASSN. 6800 ELECTRIC DRIVE PO BOX 330 ROCKFORD MN 55373-0330**

8. Complete Mailing Address of Headquarters or General Business Office of Publisher (Not printer): **6800 ELECTRIC DRIVE PO BOX 330 ROCKFORD MN 55373-0330**

9. Full Names and Complete Mailing Addresses of Publisher, Editor, and Managing Editor (Do not leave blank):
 Publisher (Name and complete mailing address): **WRIGHT-HENNEPIN COOPERATIVE ELECTRIC ASSN. 6800 ELECTRIC DRIVE PO BOX 330 ROCKFORD MN 55373-0330**
 Editor (Name and complete mailing address): **Sonja Bogart 6800 ELECTRIC DRIVE PO BOX 330 ROCKFORD MN 55373-0330**
 Managing Editor (Name and complete mailing address): **MARK VOGT 6800 ELECTRIC DRIVE PO BOX 330 ROCKFORD MN 55373-0330**

10. Owner (Do not leave blank. If the publication is owned by a corporation, give the name and address of the corporation immediately followed by the names and addresses of all stockholders owning or holding 1 percent or more of the total amount of stock. If not owned by a corporation, give the names and addresses of the individual owners. If owned by a partnership or other unincorporated firm, give its name and address as well as those of each individual owner. If the publication is published by a nonprofit organization, give its name and address.)
 Full Name: **WRIGHT-HENNEPIN COOPERATIVE ELECTRIC ASSN.** Complete Mailing Address: **6800 ELECTRIC DRIVE PO BOX 330 ROCKFORD, MN 55373-0330**

11. Known Bondholders, Mortgagees, and Other Security Holders Owning or Holding 1 Percent or More of Total Amount of Bonds, Mortgages, or Other Securities. If none, check box: None

12. Tax Status (For completion by nonprofit organizations authorized to mail at nonprofit rates) (Check one):
 Has Not Changed During Preceding 12 Months
 Has Changed During Preceding 12 Months (Publisher must submit explanation of change with this statement)

13. Publication Title: **HOTLINE UPDATE** 14. Issue Date for Circulation Data Below: **10-14-13**

15. Extent and Nature of Circulation

	Average No. Copies Each Issue During Preceding 12 Months	No. Copies of Single Issue Published Nearest to Filing Date
a. Total Number of Copies (Net press run)	39,343	39,200
b. Paid Circulation (By Mail and Outside the Mail)		
(1) Mailed Outside-County Paid Subscriptions Stated on PS Form 3541 (Include paid distribution above normal rate, advertiser's proof copies, and exchange copies)	36,798	38,834
(2) Mailed In-County Paid Subscriptions Stated on PS Form 3541 (Include paid distribution above normal rate, advertiser's proof copies, and exchange copies)		
(3) Paid Distribution Outside the Mails Including Sales Through Dealers and Carriers, Street Vendors, Counter Sales, and Other Paid Distribution Outside USPS®		
(4) Paid Distribution by Other Classes of Mail Through the USPS (e.g. First-Class Mail®)		
c. Total Paid Distribution (Sum of 15b (1), (2), (3), and (4))	36,798	38,834
d. Free or Nominal Rate Distribution (By Mail and Outside the Mail)		
(1) Free or Nominal Rate Outside-County Copies Included on PS Form 3541		
(2) Free or Nominal Rate In-County Copies Included on PS Form 3541		
(3) Free or Nominal Rate Copies Mailed at Other Classes Through the USPS (e.g. First-Class Mail)		
(4) Free or Nominal Rate Distribution Outside the Mail (Carriers or other means)	244	274
e. Total Free or Nominal Rate Distribution (Sum of 15d (1), (2), (3), and (4))	244	274
f. Total Distribution (Sum of 15c and 15e)	39,042	39,108
g. Copies not Distributed (See Instructions to Publishers #4 (page #3))	301	92
h. Total (Sum of 15f and g)	39,343	39,200
i. Percent Paid (15c divided by 15f times 100)	99.4%	99.3%

16. Publication of Statement of Ownership
 If the publication is a general publication, publication of this statement is required. Will be printed in the **OCTOBER** issue of this publication. Publication not required.

17. Signature and Title of Editor, Publisher, Business Manager, or Owner
 Signature: *Sonja Bogart* Date: **10-14-13**

I certify that all information furnished on this form is true and complete. I understand that anyone who furnishes false or misleading information on this form or who omits material or information requested on the form may be subject to criminal sanctions (including fines and imprisonment) and/or civil sanctions (including civil penalties).

PS Form 3526, September 2007 (Page 1 of 3) (Instructions Page 3) PSN 7530-01-000-9011 PRIVACY NOTICE: See our privacy policy on www.usps.com



Control the comfort and security of your home from anywhere you have an Internet connection.

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

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

Special Offer: Receive a **free** smoke sensor with a new 3-year monitoring agreement. Certain restrictions apply. Offer expires 11/8/13