



**Wright-Hennepin**  
Cooperative Electric Association

A Touchstone Energy® Cooperative 

Wright-Hennepin Cooperative Electric Association's

# Hotline Update

**October 2014**

## Member saves using Dual Fuel Off-Peak program

Wright-Hennepin's (WH) Dual Fuel program has been around for almost 30 years and it is a great way to save on your home's heating bills.


"My wife and I joined WH's Dual Fuel program in 2013 because we were concerned about the rising cost of fossil fuel prices. While gas prices continue to fluctuate, the cost of electricity has remained stable. By joining the program, our energy costs are now significantly lower and our home remains comfortable during the cold months," said Mike Mutterer of Buffalo, Minn.

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 shut off and the automatic backup heating systems are used during times of peak energy demand.

"We installed a plenum heater and use a gas forced air furnace as our backup heating source. WH alerts us ahead

of time when our electric heating system will be turned off and managed, but we have never noticed a difference in our home's temperature. Joining WH's Dual Fuel program is a great energy-saving option for members because participation is simple," added Mutterer.

A plenum heater is an electric resistance heating device that is installed in the plenum, which is the spot in the duct work system where the furnace joins with it. Air is heated as it flows across electric elements and is then distributed through the existing duct work. 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 low Off-Peak rates.

To sign up, or for more information about Off-Peak programs, contact a representative at (763) 477-3000 or visit <http://goo.gl/YwYxZ>. WH members are also invited to attend WH's Fall Heating Information Open House on October 21 from 4 p.m. to 8 p.m. The event will be held at WH's headquarters located at 6800 Electric Drive, off of Highway 55 in Rockford, Minn. 



**Mike and Jennifer Mutterer of Buffalo, Minn. stand under their electric plenum heater (upper right corner of photo).**

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## Learn about WH Solar's offerings at an upcoming informational meeting

WH recently introduced a first-of-a-kind solar offering by pairing two popular options: community solar with \$0-down pricing. Community solar allows members to purchase solar-generated energy for their homes or businesses without the hassle of installing and maintaining solar panels on their roofs. These solar energy options are being offered under the cooperative's newest diversified business: WH Solar, LLC.

The first \$0-down community solar offering will be a large, 150 kilowatt array to be located on a property owned by WH. The new array will be four times larger than the first two arrays previously built at WH. New to this solar community offering will be the introduction of \$0-down pricing with locked-in 20-year electric rate options.

In the near future, WH Solar's offerings will also include rooftop solar installations for commercial, institutions and farm customers.

For those who wish to learn more about these exciting offerings, there will be an informational meeting taking place at WH's headquarters in Rockford on November 5 from 6:00-7:30 p.m.

For further information or to sign up for an informational meeting, visit WH's website at [www.whe.org](http://www.whe.org) and click on "WH Solar," or call a WH representative at (763) 477-3000. 



**An informational meeting about WH Solar and the new solar community offering, with many exciting new features, will take place at WH's headquarters in Rockford, on November 5.**



# CEO's Memo

**MARK VOGT** WH President & CEO

## Here's why "electricity is cool"

A conversation not long ago with a "20-something" Wright-Hennepin (WH) member provided a pleasant surprise when he offered the opinion that "electricity is cool." He was checking out WH's solar community, interested in electric vehicles, and was impressed by our home automation capabilities and online tools to help members understand their electric usage.

Shortly after this conversation, I came upon an industry article that described electricity created by solar panels as "guilt free power." Amazing! I've worked in the industry a long time. I've heard electric power described many different ways – some not so flattering – so the evolution to "cool" and having electricity described as the right thing to do was really satisfying to hear.

*"In the weeks and months ahead, we've put together a number of events at our Rockford facility to reacquaint you with the "cool" of electricity."*

Whether you are "20-something" or a "boomer" like me, the new developments and capabilities of electric power really are amazing. To help showcase some of these advancements, we've put together a number of events/new offerings in the weeks and months ahead to help reacquaint you with the "cool" of electricity.

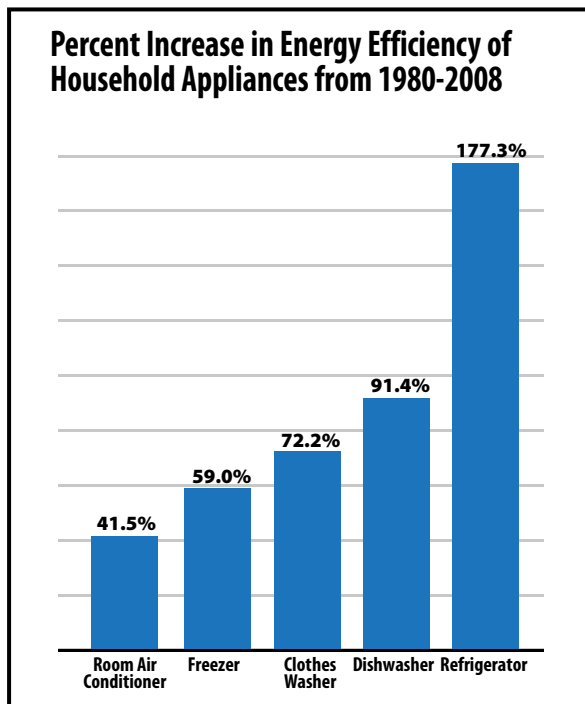
**Bringing solar power into the mainstream:** This summer, your cooperative announced plans to build its third and largest community solar project to date. Consisting of 300 solar panels, 80 percent of the output of this newest project is already committed to by WH members! Based on this continuing favorable response, we will continue to increase the construction of solar facilities in WH's service territory during the next three years. Watch for the announcement of our fourth community solar project soon. This project will again offer \$0 down financing for any member in good standing who wants to participate in the excitement and satisfaction of making their own power. If you are interested in subscribing to the output of a panel or panels in our solar community, please call (763) 477-3000 or email [snisbet@whe.org](mailto:snisbet@whe.org). Our next solar information meeting is scheduled for November 5 at our Rockford headquarters, from 6 p.m. to 7:30 p.m.

**Making LED lighting affordable to reduce your electric bills:** Speaking of announcements, by year end we will provide details of an exciting new LED lighting offer from WH. We have spent the last 14 months negotiating special pricing on LED lights for your home and we intend to pass those savings on to you. To make it easier to convert to these energy efficient lights, WH's board has authorized \$0 down financing to any member in good standing with the cooperative. We've structured the package such that if you are presently lighting your home with incandescent bulbs, your monthly savings with LEDs will be more than your payback for the financing. Lighting represents about 20 percent of the average home's energy use. If you want to lower your electric bills immediately, this is how to do it. And these bulbs are have a warranty to last at least three years.

**Come learn about electric cars:** At the August board meeting, I invited a group of WH members to share their experiences in owning electric vehicles (EVs). We had Tesla, Volt and Leaf owners from the area share some incredible stories, not the least of which was "range anxiety doesn't exist." Finding out about the tremendous value these members were getting compared to gasoline powered vehicles and the sheer "fun" of driving this new mode of transportation was also fascinating. We plan to repeat this event for the interested public by hosting an electric vehicle meeting at our Rockford headquarters in early December. If you are interested in EVs, we will try to get some of these members back to share their experiences with you. We will also have Great River Energy's EV expert talk about other interesting issues surrounding this emerging technology. My staff will round out the meeting by letting you know how to get the most economical electric rates and easy interconnection. As a result of the board meeting with members who own EVs, WH has made the commitment, beginning in 2015, to start building EV chargers in our electric service territory.

**New electric heating options expo:** If you have not experienced stepping your bare feet onto a warm floor on a cold winter morning, you are missing one of the simple pleasures of life. And with WH's unique selection of electric heating products, it's easier and more affordable than ever to treat your feet or comfort control your entire home. We will be hosting an expo at our Rockford office on October 21 from 4 p.m. to 8 p.m. to showcase the many ways you can retrofit a bathroom or bedroom with our under floor heating products and to share WH's easy financing plan to help you make it all happen. Put all these products on our Off-Peak program and save big money along the way. I think you will find all of our heating products, programs and services quite interesting.

**Smart appliances on parade:** At the September board meeting, your directors got an update on the revolution taking place with electric appliance efficiency and home automation. Take a look at the graph below that shows how typical home appliances are becoming stunningly more energy efficient. Not only that, they are getting smarter too. That's being enabled by the fact that 80 percent of all cell phone users now have a smart phone, meaning with the right appliance and app, you can turn on or off or schedule your oven, dishwasher, washer or dryer from a remote location. And increasingly, appliances are being made more "smart". Window shades, faucets, lawn sprinklers, front door surveillance can now all be pre-programmed to operate at convenient or least-cost times, or controlled to your desire



by your smart phone. Lighting now comes in "TV watching mode", "dinner mode", and even "romance mode" or can be made to come on automatically as you move about the house. Lighting colors can now change as the lighting changes outside. Smart phones with WH's home security technology can track the elderly, kids, vehicles, lone workers, pets and other things. Smart refrigerators can tell you when you need to pick up some eggs, and in fact build a grocery list for you, or suggest a menu from the existing foods you have in the fridge. In the first quarter of 2015, we will sponsor a Saturday morning event where you can come to our headquarters and take a look for yourself at the revolution taking place with electric appliances. And we will demonstrate all the web applications and home automation projects that WH and WH Security have available for you, too.

No wonder the "20-something" I talked with recently said "electricity is cool!" I agree.

*Mark Vogt*

## Board Report

### August Board Meeting Highlights:

The regular monthly meeting of the Board of Directors was held August 22, 2014. A quorum of directors was present. Board action taken:

- Heard reports on how consumer interest in home automation and home energy management products have helped accelerate sales for WH Security and WH International Response Center.

**Continued on Page 7**

### WH's Board of Directors

Chris Lantto, board chair	District 5
Erick Heinz, vice chair	District 9
Dale Jans, secretary-treasurer	District 4
Timothy Young	District 1
Butch Lindenfelser	District 2
Burton Horsch	District 3
Thomas Mach	District 6
Kenneth Hiebel	District 7
Donald Lucas	District 8

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 2014. Members with items of interest should contact the president and CEO to confirm meeting date and time.

### WH & WH Holding Management Team

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President & CEO  
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# Wright-Hennepin awards over \$9,800 to the RiverWorks Thrift Store

Wright-Hennepin (WH) recently presented the RiverWorks Thrift Store, a WH commercial member, with a \$9,802 grant to help with the installation of energy-efficient equipment at its store in Rockford, Minn. Energy grants are awarded to businesses that install energy-efficient equipment, reducing electricity consumption. As a non-profit organization, the RiverWorks Thrift Store qualified for these funds to assist with conservation.

The RiverWorks Thrift Store used the funds to help cover the costs of a new rooftop HVAC (Heating, Ventilation and Air Conditioning) system. The new system is estimated to reduce electricity use by more than 5,200 kilowatt hours annually.

"We are very thankful that WH presented us this grant. As a nonprofit organization, the RiverWorks Thrift Store needs to be aware of its expenses, as utilities can be a huge part of our operating budget. The less we spend on utilities, the more we can use at our thrift store. This will help us accomplish our vision of connecting the community, creating hope and creating a quality of life in which all people thrive," said RiverWorks Executive Director Denise Kesanen.

Each year, WH invests more than \$500,000 in residential and commercial conservation programs per requirements of the Minnesota Department of Commerce. This includes about \$100,000 in energy efficient grants to commercial customers.

"This was the best possible scenario to implement improved energy efficiencies while benefiting a great charitable organization like RiverWorks. As Denise points out, everyone in the community benefits from this project," said WH Key Account Executive Lane Wilson. 



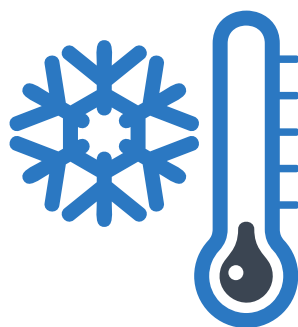
RiverWorks Executive Director Denise Kesanen (middle) and RiverWorks General Manager Annette Tryon (right) receives a grant from WH Key Account Executive Lane Wilson (left).

## 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:

- The customer enters into, and makes reasonably timely payments, under a payment agreement that considers the financial resources of the household.
- The 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, 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 WH's Vice President, Finance & CFO Angie Pribyl. "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 bills 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. 

## Industry News

### Electric cars cheaper to insure than gasoline equivalents

Electric cars tend to be cheaper to insure, says a new study by online comparison-shopping program CoverHound Insurance. On average, drivers save \$200 a year on insurance when they switch from gas to electric, CoverHound's CEO Keith Moore says.

After selling about 20,000 policies, Moore says, "we found the electric cars were much cheaper to insure than what people were driving before they switched. "A driver ditching a Cadillac CTS for a Chevy Volt could save \$600 a year, CoverHound's data show. Shifting from a Nissan Maxima to a Nissan Leaf could save \$300 a year.

Those savings do not include the cost of acquiring an electric vehicle -- which can often cost more than its internal combustion equivalent. But the savings are additional, Moore said, to fuel cost savings. Gassing up a Corolla for a year would run, on average, \$1,830. Powering a Nissan Leaf might be as little as \$328. Overall, Nissan's Leaf won the award for least expensive electric car to own and operate. Most expensive? Tesla's Model S.

Source: *LA Times*

### How to cut residential energy use

It's a nearly universal maxim in the energy world: efficiency is a vast, barely tapped resource that can be unlocked with the right policies and incentives. The trick is finding the key.

The payoff could be billions of dollars in energy savings. A recent report by McKinsey & Co. says that up to 20 percent of U.S. residential energy use can be cut by a few changes in consumer behavior, from slight changes in thermostat adjustments to shorter showers. "There are lots of attractive options for efficiency" that wouldn't greatly inconvenience consumers but that aren't being widely adopted, says Humayun Tai, a senior partner and a leader of McKinsey's energy practice.

One fairly modest new technique has proved remarkably effective: telling consumers how their energy use compares with that of their neighbors. Several times a year, households in one program receive a two-page sheet that compares their energy use with that of similar homes and "efficient" homes in the area. It also includes tips for saving energy, such as turning off the water heater while on vacation.

Rebates are another way to get people to save energy, by encouraging them to purchase energy-efficient appliances or light bulbs, which typically are more expensive than less efficient options. But the hassle of rebates, which often involve clipping a coupon and waiting for a check, is enough to keep many people from considering more-efficient products.

Source: *The Wall Street Journal*

# The guiding principles of electric cooperatives

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 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 these seven principles:*

## 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 more than \$32 million in 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. 



# The growing appeal of electric vehicles

When electric vehicles (EVs) first hit the streets, many individuals would point and stare in amazement. EVs seemed futuristic and a temporary fad, but time has proven otherwise. EVs are the future of transportation that provide the following benefits:

- EVs offer a fuel-saving benefit because they run without using any gasoline.
- Instead of filling EVs with fuel, you recharge the cars by plugging them into an electrical outlet.
- EVs are environmentally friendly because they do not produce pollution associated with internal combustion engines.
- EVs have rechargeable battery packs that can be plugged into a standard household outlet, an upgraded home charging system or a quick-charge station.
- A typical EV only costs about three cents per mile to run.
- A typical EV battery lasts about five years.
- EVs are quiet to drive.




**Mike Karch of Minnetrista, Minn. stands by his Tesla Model S.**

In addition, Wright-Hennepin (WH) offers a special Off-Peak electric rate for those who would like to charge their EVs from 11 p.m. to 7 a.m. Mike McChesney of Annandale, Minn. is one of several WH members who own an EV and participate in WH's Off-Peak rate program.

"I decided to purchase a Tesla Model S85 because I wanted to get away from ever-increasing gas prices. Electric prices are more stable and the Off-Peak rates and charging times that WH offer are convenient and cost-wise. I also enjoy the simplicity of EVs. They do not require oil changes, spark plugs, transmissions, fuel filters, and so on, so they also cost less to own," said McChesney.

Mike Karch of Minnetrista, Minn. also owns an EV and is on WH's Off-Peak rate.

"After reading about how great the Tesla Model S was, I took it for a test drive and quickly purchased the EV. I could not believe how comfortable and technologically advanced it is. The controls are easy to understand and the car is fun to drive. I drive about 1,500 miles per month and with the Off-Peak rate, I only spend what is equivalent to \$35 in gas money. I love the cost savings. Tesla also has about 100 charging stations around the country, so a Tesla owner can easily drive from coast to coast for free," said Karch.

If you have an electric vehicle or are thinking about getting one, call a WH representative at (763) 477-3000 for more information about WH's Off-Peak electric program. 

## Hotline Update Staff

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Production Manager

## Office Hours:

8:00 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

## 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




## Conveniently pay your electric bill with EZ Pay or E-billing

To make your electricity bill payment as simple as possible, Wright-Hennepin (WH) provides various payment options. The following choices can help you conveniently pay your bill each month:

**EZ Pay (automatic bank draft):** With the EZ Pay automatic bank draft option, paying your bills is easy. Your payments will be made automatically from your bank account or credit card each month. There is no need to worry about late fees and you can pick from a range of due dates. In addition, you also have the option of going paperless by signing up for E-billing.

**Online payments (E-billing):** Save a stamp by using the Internet to view and pay your bill online, via a secure website. By signing up for this service, you will receive an email when your bill is ready. You will have the option to pay your bill with a credit card (Visa, MasterCard or Discover), debit card or e-check.

To sign up for EZ Pay or E-billing or to learn about additional payment options, visit <http://goo.gl/jjCAS2> or call a representative at (763) 477-3000. There are no service fees to join. 



**WH provides various payment options that allow you to review and pay your bill online.**

## Dual Fuel test dates set for October 16, 18


Wright-Hennepin (WH) will convert its summer Off-Peak cycling to winter load management beginning October 16. Following this date, instead of air conditioning, Dual Fuel heating will be managed during times of peak energy demand.

Two test dates are planned to ensure back-up heating systems turn on during periods of management. The first test will run October 16 and the second will run October 18. Both tests will take place between 6 p.m. and 9 p.m.

Members should make sure their back-up heating system functions properly during this test period. After October 15, members who are enrolled in WH's Dual Fuel program can expect to have their heat managed only during peak demand times.



**WH will be testing Dual Fuel back-up heating systems on October 16 and 18.**


If you have any questions about heat management periods, or if you are interested in saving on your electric heating expenses by enrolling in the Dual Fuel program, call (763) 477-3000. 

## 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.

Electricity sold to residential consumers who use electricity as their main heat source (more than 50 percent) is exempt from Minnesota and local sales tax from November through April of each heating season. All electricity used through the same meter, whether for heating purposes or not, is also exempt during the six-month time period.

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

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



**You may qualify for a sales tax exemption if your primary residential heat source is electricity.**

**Protect yourself against unexpected appliance repair bills!**



**Compare us to the competition**

WH Appliance Repair:	Local Competitor:
No deductible or trip charge. Most labor and parts covered.	No deductible or trip charge. Most labor and parts covered.
<ul style="list-style-type: none"> <li>✓ Clothes dryer</li> <li>✓ Heating system</li> <li>✓ Range</li> <li>✓ Water heater</li> <li>✓ Refrigerator</li> </ul>	<ul style="list-style-type: none"> <li>✓ Clothes dryer</li> <li>✓ Heating system</li> <li>✓ Range</li> <li>✓ Water heater</li> </ul>
\$17.99 / month	\$18.50 / month
Additional appliance coverage available	Additional appliance coverage available

**WH Appliance Repair**


**Sign up today!**  
Visit [whe.org](http://whe.org), or call (763) 477-3000

# 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 and 9. Members elected to these positions will begin their terms immediately following the 2015 Annual Meeting on March 26, 2015.

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 <http://goo.gl/y55jze>. Mail in the form along with a resume to:

Wright-Hennepin Cooperative Electric Association, Attn: Dale Jans, Secretary/Treasurer, P.O. Box 330, Rockford, MN 55373. The application deadline is February 4, 2015. 

## Stay warm and save with remote thermostat control

Winter is just around the corner. This means that staying warm while reducing heating costs are on the forefront of many homeowners' minds. While there are a number of ways to save on heating expenses during the winter, one of the most effective is by using remote thermostat control.

Remote thermostat control allows users to access their thermostat remotely through the Internet or a mobile device. There are an abundance of advantages to remotely accessing your thermostat. For example, you can turn your home's heating system on and off or adjust the temperature of your thermostat from anywhere you have an Internet connection. In the same manner that you wouldn't leave your car running while you are at work because it would waste fuel, it doesn't make sense to leave your furnace running full blast when you are away from home. In addition, you can also set schedules - ensuring your home is at the right temperature when you are there, while not wasting energy when you are not.

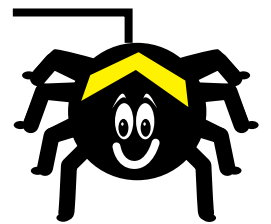
To help you save, WH Security provides a remote thermostat control service that is powered by Alarm.com. This service can help you reduce your energy use without sacrificing personal comfort. For more information on remote thermostat control, as well as other home energy management services, visit <http://goo.gl/8QVc7p> or call a representative at (763) 477-3664. 




## Make Halloween safety part of your holiday fun

From the candy to the costumes, Halloween is a fun-filled time for kids and parents alike. To help make this year's festivities fun, follow these Halloween safety tips:

- Place candlelit pumpkins on a sturdy surface away from curtains and other flammable objects and never leave candlelit pumpkins unattended.
- 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."
- To avoid tripping, make sure your child's costume is not too long, and that shoes are the proper size.
- Have your child try using makeup instead of a mask, which can obstruct their vision and cause danger when they are crossing streets or using stairs.
- Make sure your child has a flashlight, especially if they are staying out after dark.
- Teach your child to stay on the sidewalks and cross the street at corners.
- Teach your child to only go to houses with porch lights on and to never enter anyone's house.



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 child follow these safety tips, everyone is sure to have a safe and fun Halloween. 

## Keeping an eye on Fido just got easier

The Image Sensor, powered by Alarm.com, is a compact, all-in-one device that combines a traditional motion sensor, a still camera, and interactive controls so you can see what's happening real time at your home when you're not there. Simple to use and highly affordable, Image Sensors can be placed in any room and will take pictures day and night. "Peek in" at your home while you are away to see what is happening with your pets, kids, etc. Contact WH Security to learn more today.

The Image Sensor  
Instant Awareness... Peace of Mind



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

(763) 477-3664  
[www.wh-security.com](http://www.wh-security.com)



# 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 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, while also having 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 rate on the electricity used for their heating system.

Call us 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 below.

**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.

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 duct work is required. They're a fast and easy way to heat a small area.

**WH offers two different kinds of space heaters:**

**1. 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 at right) 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.



**2. 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 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 25 years in the electric heating business.



**Under-floor radiant heating systems:** Under-floor heat is a comfortable, efficient and extremely 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. Our products can be used under any floor cover including tile, carpet, wood, laminate and more. With under-floor heat, warmth radiates from the floor to heat the surrounding space. These heating systems produce the most comfortable heat available, because your body is close to the heat source.

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

**1. 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 without ruining the integrity or performance of the product. It may be used with any floor covering, including tile, carpet, wood, laminate and more.



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.

**2. Danfoss cable systems:** The Danfoss cable system is an economical, electric under-floor radiant heating system that produces a gentle, rising heat. It 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 and installation, 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.

**3. 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 sub floor. This tubing carries hot water, dispersing the heat from the water throughout the floor surface. Because tubing is installed under the floor, hydronic heat is ideal for new construction.



Hydronics can be powered with electric boilers 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. Like other radiant floor heat options, electric hydronic boilers do not use duct work to circulate air throughout the home; therefore they are quiet and will not circulate dust and allergens.

To learn more about these products, contact a representative at (763) 477-3000 or visit [HeatMyFloor.com](http://HeatMyFloor.com)'s space heating web page at: <http://goo.gl/J8tX9n>. 

## 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 November 15 and April 15.

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

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

## Board Report

Continued from Page 2

### Guests included:

- Great River Energy's Senior Marketing Specialist David Ranallo presented the potential of electric cars. Following his presentation, a panel of WH members who own electric vehicles (Steffen Brandt of Otsego, Mike Karch of Minnetrista, Mike McChesney of Annandale, and Mandy Stangl of Buffalo) offered insight into their firsthand experience.
- Attorney Scott Kelly joined the meeting by teleconference to provide an update on the stray voltage case.
- Accepted 2013 pension plan annual audits.
- Reviewed and filed the monthly CEO, Legal, financial and operational reports.
- Directors shared highlights of meetings they attended on behalf of the cooperative.

## September Board Meeting Highlights:

The monthly meeting of the board of directors was held September 9, 2014. A quorum of directors was present. Board action taken:

- Approved updated legal documents for WH Holding businesses.
- Reviewed and filed the monthly CEO, Legal, financial and operations reports.

### Guests included:

- One of WH's primary lenders presented the 2013 Key Ratio Trend Analysis report and congratulated the board and management on the cooperative's excellent financial and operating condition.
- Steven Kihm, Principal and Chief Economist of the Energy Center of Wisconsin shared details of his recent article "Does Disruptive Competition Mean a Death Spiral for Electric Utilities."
- Phil Kairis of NRG, the largest wholesale supplier of electricity in the U.S., provided an overview of their "Beacon 10" and other emerging distributed generation technologies for the home.



*You're invited...*

**WH's Fall Heating Information Open House  
Tuesday, October 21, 4 p.m. - 8 p.m.**

**Come for the free pumpkin pie, and learn about electric heating solutions that can save you money while keeping you warm this winter:**

- Electric space heating solutions
- Electric floor heating
- Whole house heating
- Ground Source heat pumps

Looking for cost effective heating solutions for your home? Come learn more on October 21. Product and Customer Service Representatives will be available to answer your questions and explain the electric heating and Off-Peak options you have available.

WH headquarters • 6800 Electric Drive • Rockford, MN 55373

[www.whe.org](http://www.whe.org) • (763) 477-3000



**tenKsolar Winner**

**PETER N. WALDORF** of Hamel wins a credit for 242 kWh, August's output from WH's tenKsolar panel array.  
**SHANE PREVOST** of Corcoran wins a credit for 228 kWh, September's output from WH's tenKsolar panel array.



**Solar Winner**

**DAVID EPSTEIN** of Buffalo wins a credit for 257 kWh, August's output from WH's solar panels.  
**SHAWN HEPPER** of Albertville wins a credit for 249 kWh, September's output from WH's solar panels.



**Wind Winner**

**WILLIAM D. SPLETT** of Rogers wins a credit for 189 kWh, August's output from WH's wind generator.  
**HENRY SAYRE** of Monticello wins a credit for 474 kWh, September's output from WH's wind generator.

**Average monthly energy output over 12 months:**

**Wind generator: 911 kWh**  
**Solar panels: 224 kWh**  
**tenKsolar system: 161 kWh**

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

**Fuel prices have you on a crazy ride?**



**Off-Peak can help keep your costs level!**

While gas prices have fluctuated greatly over the past few years, the cost of electricity has remained very stable. Whether you have a cold room, or are looking for an efficient way to heat your whole home, Wright-Hennepin offers electric solutions to help save money on your home's heating bill. And, with the stable price of electricity, you won't have to worry about big swings in pricing – you can save those crazy rides for your next trip to the amusement park.

**Featured electric heating product:**

**Electric Plenum Heater:**

Now you have the power to control your energy bills by switching between electric heating and your existing gas, propane or oil furnace. Plenum heaters can be added to your home's duct work and allow you to switch fuel sources, depending on current prices. Plenum heaters qualify for Wright-Hennepin's low-cost Off-Peak rate.

- Plenum heaters offer you:
- Low operating costs
  - 100% efficiency
  - Clean operation
  - Safe performance
  - Unsurpassed comfort
  - No odors, fumes or carbon monoxide



**Call a representative today:  
(763) 477-3000**

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