

## RESIDENTIAL RATE SCHEDULE

May 2019



PO Box 330, Rockford, MN 55373-0330  
**Member Service:** (763) 477-3000; (800) 943-2667  
**Automated Payment by Phone:** (763) 477-3131  
**Website / Live Chat:** www.whe.org

**Emergency and Power Outages:** (763) 477-3100, (888) 399-1845

### GENERAL INFORMATION

#### Membership

When you receive electric service from Wright-Hennepin Cooperative Electric Association (WH), you are more than just a member of a utility - you are part owner of your electric cooperative. As a member of WH, you are entitled to a wide variety of benefits and programs.

If you are a new residential member, you should have received our welcome packet. Besides providing information about your electric cooperative, this packet also outlines the programs and services available to you.

If you are a new commercial member, you should have received a new member packet from a key account representative. This packet contains information about programs and services you are eligible for.

#### Service Charge

A one-time \$15 administrative fee is billed for each new account.

#### Billing Procedures

You will receive your electric bill by mail. To sign up for electronic notifications, please call a member service representative for details. WH offers a number of options for paying your bill:

- EZ Pay** allows automatic withdrawal from your bank account or credit card each month, saving you postage and the need to write a check.
- E-billing** allows you to pay your bill and manage your account online. Sign up by visiting our website at www.whe.org.
- Budget Billing** allows you to pay a set amount each month.
- Payment by Phone** allows you to pay your bill over the phone anytime by calling (763) 477-3131.
- Drop Boxes** are available at the following locations: Buffalo Cub Foods; Cokato Market Place; Clearwater Coborns; Corcoran Crossroads Marketplace; French Lake Lantto's Store; Maple Grove Bass Lake Center; Maple Grove Cub Foods; Monticello Cub Foods; Star Bank, Maple Lake; and WH's office in Rockford.

#### Meter Reading

Your meter is read on a monthly basis with automated meter reading (AMR) technology. The dates your meter is read, as well as the reading, are indicated on your monthly electric bill.

#### Late Payment Charges

Late payment charges are figured at 1.5 percent on the unpaid balance with a minimum late payment charge of \$1.

#### Moving

If you plan to move, please call our office to let us know the date when you will no longer need electric service. Please also provide your forwarding address, as well as the name of the new occupant or landlord if you have this information. You can also inform us by filling out the form at www.whe.org

#### 24-Hour Service

WH provides 24-hour emergency service. Should you experience a power outage or another related emergency, our dispatchers can be reached by dialing (763) 477-3100 or (888) 399-1845.

#### Right of Way Tree Clearing

Besides being a potential safety hazard, trees touching power lines can lead to power outages. Please do not attempt to trim trees near power lines - contact WH instead. WH trims trees near power line right of ways on a regular basis in order to reduce the frequency and duration of power outages. We attempt to notify landowners of trimming activity by letter or by phone.

#### RATE INFORMATION

##### Board Philosophy on Rates

WH's Board of Directors is committed to providing members with rates that are competitive with the major suppliers in the local area while keeping your cooperative in excellent financial condition. We take these goals very seriously and have a long track record of delivering on them. This rate schedule reflects this philosophy.

Members' monthly electric bills may be adjusted on a per kilowatt-hour basis consisting of the sum of the following components:

- Generation and transmission:** The bill shall be adjusted by 0.01 mill per kilowatt-hour for each 0.01 mill by which WH's total average wholesale cost of generation and transmission services is above or below 40.85 mills per kilowatt-hour (kWh) sold. Ancillary services from the generation and transmission provider will also be covered in this component.
- Distribution:** Based on the financial condition of the cooperative, the retail energy charge may be adjusted on a per kWh basis at a rate determined by management. The amount of this component may vary by rate class.
- Power Cost Adjustment (PCA):** The PCA will be rounded to the nearest 0.00001 cents per kWh sold and applied to all member bills served under tariffs subject to this clause. Members who elect seasonal billing on a semi-annual basis shall receive the average PCA for the preceding six months.

The PCA is shown on the electric bill as a separate line item, indicating the increase or decrease per kWh being applied to the bill. The general service (GS) "published rate" in this brochure indicates that the cost per kWh is \$0.094.

#### GENERAL SERVICE (GS) RATE

(Typically residential and small commercial)

##### Availability

Available to all residential and agricultural members with single-phase electrical service. The rate applies on a per-dwelling basis for both single and multi-dwelling residences.

This rate is also available to small commercial and/or industrial and multi-phase agricultural members meeting the following criteria:

- Members with single-phase service having recorded monthly energy usage of less than 15,000 kWh. If the member exceeds 15,000 kWh per month for 4 months or more during the preceding calendar year, the account shall be transferred to the Commercial and Industrial (CI) rate.
- Members with multi-phase service having recorded monthly energy usage of less than 5,000 kWh or a demand reading of less than 25 kW. If a multi-phase member on this rate records both a monthly energy usage of 5,000 kWh or more and a demand reading of 25 kW or more for 4 months or more during the preceding calendar year, the account shall be transferred to the CI rate.

##### Metered Water Storage:

New participants shall install a minimum of a 100-gallon water heating system with a mixing valve capable of maintaining adequate temperature for 16 consecutive hours. The Cooperative will furnish energy eight hours per day or as established by the Cooperative. In case of a system emergency/outage WH may not be able to furnish energy.

#### Conditions of Service

Usage and/or demand under this rate shall be metered separately. The member will furnish and have installed at their expense any special equipment and/or additional switching mechanisms necessary to permit load control and separate metering. The member may enter into an agreement with the cooperative. Members wishing to disconnect from the Off-Peak service shall make that request in writing and if disconnected, will be denied rejoining for a period of two years from the disconnection date.

#### QUICK CASH ENERGY-SAVING PROGRAMS

Under the Quick Cash program, the cooperative pays the costs of the necessary control equipment and the contractor fees to install the load control device for standard installation.

##### Quick Cash Air Conditioning (QCAC)

The member pays the applicable GS retail rate and receives a monthly credit on the electric bill of \$5 per month for QCAC during the summer months of June through September. Members on this program agree to let the cooperative control their central AC up to 200 hours per cooling season. During this time, WH will cycle your equipment on and off during the time of control.

##### Quick Cash Air Source Heat Pump (QCASHP)

The member pays the applicable GS retail rate and receives a monthly credit on the electric bill of \$5 per month during the months of June through November. Members on this program agree to let the cooperative control their ASHP up to 200 hours per cooling season. During this time, WH will cycle your equipment on and off during the time of control.

##### Quick Cash Water Heating

The member pays the applicable GS retail rate and receives a monthly credit on the electric bill of \$10 per month for water heating for every month participated. Members on the program agree to let the cooperative control their water heater for up to 16 hours daily.

Usage is not metered separately under any Quick Cash program. The member may enter into an agreement with the cooperative.\* Members wishing to disconnect from a Quick Cash program shall make that request in writing and will be denied rejoining for a period of two years from the time the cooperative is notified.

\*Credit will not be issued for months where usage falls below 200 kWh for the month with the Quick Cash Air conditioning program and 300 kWh for the month with the Quick Cash Water Heating program.

#### GROUND SOURCE HEAT PUMP ENERGY-SAVING PROGRAM

This program is available to members served by WH with a ground source heat pump rated at a minimum performance coefficient of 3.0 at design conditions. Service will be single or multi-phase, 60 hertz, at available secondary voltages.

#### Conditions of Service

- The member shall provide a ground source heat pump system capable of providing the entire space heating and cooling requirements of the home. Supplemental resistance strips or duct heaters will not qualify for the rate and must be placed on a

#### Monthly Rate

The GS rate consists of three components:

- Basic Charge = \$15.50 per month
- Energy Charge = \$.094 per kWh
- All energy sold under this rate will be subject to the PCA

A set monthly kWh energy usage shall be determined and applied for unmetered devices such as power supplies and boosters. The kWh energy usage shall be determined by the device amperage and voltage.

#### Minimum Monthly Bill

The minimum monthly bill under the GS rate shall be the basic charge where the required transformer capacity is 50 KVA or less. For members requiring additional capacity, the minimum will increase by \$.75 for each additional KVA or, as calculated by WH to recover the cost for investment in facilities necessary to provide the required capacity, whichever is greater.

#### Minimum Connection Period

The account will remain connected under this GS rate for a minimum of one year or until the account is transferred. If an account has been disconnected for a period of less than one year and the account is to be reconnected, the member shall pay the minimum bill for the months the service was disconnected, plus the applicable service charge.

#### SECURITY AND STREET LIGHTING RATE

Security and street lighting is available to all WH members at available secondary voltages. Aid to construction contribution may be required for line extensions or special poles. The lights will be unmetered and a street light contract may be required. The estimated energy used under this rate will be subject to the PCA rider. All equipment shall be UL approved. Premium and member specified lighting must be served under Service Plan Option II. Standard lighting may be served under Service Plan Options II or III.

#### Lighting Classifications

- Overhead Safety and Security:** may consist of any standard fixture to be attached to any existing pole.
- Residential Decorative:** may consist of any standard or premium lighting package and includes a cooperative-approved decorative pole and fixture 20 feet or less in height. These are typically applied in residential developments and installed in utility easements.
- Parkway Decorative:** may consist of any standard or premium lighting package that includes a cooperative-approved decorative pole and fixture over 20 feet in height. These are typically applied in commercial developments and installed at member specified locations such as parking lots or heavily traveled parkways and highways.

#### Lighting Service Plan Options

**Service Plan Option II:** Cooperative Maintained with Aid to Construction. This option is available to members who provide aid to construction toward the purchase and installation of lighting. All member-specified light poles and fixtures must be approved by the cooperative. The cooperative will replace bulbs and make repairs for normal wear. Catastrophic damage and/or replacement costs will be billed to the member or responsible party. Monthly pricing is as follows:

- Residential Decorative, 100 Watt HPS (40 Watt LED) - \$6.70
- Residential Decorative, 150 Watt HPS (40 W LED)- \$7.30\*
- Residential Decorative, 250 Watt HPS (120 Watt LED) - \$9.80
- Residential Decorative, 400 Watt HPS or MH (120 Watt LED) - \$13.90\*
- Parkway Decorative, 250 Watt HPS (120 Watt LED) - \$13.60\*

- Parkway Decorative, 400 Watt HPS or MH (175 Watt LED) - \$15.70
- Parkway Decorative, 2-250 Watt HPS (2-120 Watt LED) - \$21.90

**Service Plan Option III:** Cooperative Maintained without Aid to Construction. Under this option WH will furnish and install the light poles and fixtures. The light must be installed for a minimum two-year period. The cooperative will replace bulbs and make repairs for normal wear. If a light is vandalized three times in a one-year period it will be de-energized for six months. Monthly pricing is as follows:

- Overhead Safety and Security, 100 Watt HPS (40 Watt LED) - \$9.40
- Overhead Safety and Security, 150 Watt HPS (40 Watt LED) - \$10.90\*
- Overhead Safety and Security, 175 Watt HPS or MH (40 Watt LED) - \$11.90\*
- Overhead Safety and Security, 250 Watt HPS (120 Watt LED) - \$17.00
- Overhead Safety and Security, 400 Watt HPS or MH (120 Watt LED) - \$19.10\*
- Residential Decorative, 100 Watt HPS (40 Watt LED) - \$14.30
- Residential Decorative Acorn, 100 Watt HPS (40 Watt LED) - \$15.90\*
- Residential Decorative, 150 Watt HPS (40 Watt LED) - \$17.40\*
- Residential Decorative, 175 Watt HPS or MH (40 Watt LED) - \$19.10\*
- Residential Decorative, 250 Watt HPS (120 Watt LED) - \$22.30
- Parkway Decorative, 150 Watt HPS (40 Watt LED) - \$22.50\*
- Parkway Decorative, 250 Watt HPS (120 Watt LED) - \$25.70\*
- Parkway Decorative, 400 Watt HPS or MH (175 Watt LED) - \$29.00\*
- Parkway Decorative, 2-250 Watt HPS (2-120 Watt LED) - \$40.30

\* Closed to new accounts. All replacements will be moved to available service plan options at the time of maintenance.

#### Additional Charges

Additional items needed to complete the lighting project will be charged to the member at the prices listed in the most recent schedule of charges. Winter charges will be assessed on any trenching per schedule of charges.

#### OFF-PEAK ENERGY-SAVING PROGRAMS

##### Off-Peak Rate

The energy charge is \$.06 per kWh. The PCA does not apply to this rate. Demand charge for commercial and industrial rate accounts shall be \$4.25 per kW. This rate is available to all members served by WH. Service will be single or multi-phase, 60 hertz, at available secondary voltages. This rate applies to the following programs:

##### Storage Heat:

The member shall provide a space heating system capable of maintaining adequate temperature for 16 consecutive hours. The cooperative will furnish energy eight hours per day or as established by the cooperative. In case of a system emergency/outage WH may not be able to furnish energy.

##### Dual Fuel:

The member will have an electric heating system as their primary source of space heating. An approved, automatically started back-up heating system is required. The system must have the capacity to maintain an adequate household temperature. This automatic back-up system will consist of oil, gas or approved stored electricity. Automatically started back-up heating systems will start whenever the WH load control signal turns off the primary source of electric heat.

The control of the primary heating system can be up to twelve hours per day and up to 400 hours per heating season. Control occurs on days of high electrical demand, high wholesale energy prices, and system emergencies.