



A Touchstone Energy® Cooperative

Wright-Hennepin Cooperative Electric Association's Hotline Update

October 2015

Electric options for home heating

How does half-priced electricity for heating your home sound to you? With cooler temperatures just around the corner, now is the perfect time to give some thought to Wright-Hennepin's (WH) Dual Fuel Off-Peak heating program.

Designed for members who use electricity to heat their homes, but who still have a non-electric backup heating source, Dual Fuel gives participants a reduced electric rate for allowing WH to switch from your electric heating source during times of peak demand. As long as you have an automatic fossil fuel backup, there are a number of electric heating options that work with Dual Fuel. Some of these include:

- **Plenum heaters:** A plenum heater is the best option if you are using propane, because it gives you the ability to switch between fossil fuel and electric heat. Plenum heaters are installed directly into the ductwork above the A-coil in a standard whole-house furnace system.

- **Air source heat pumps:** An air source heat pump (ASHP) is a great way to supplement some of your heating, but when it comes to Minnesota winters, you will only be able to warm your home for 30 to 50 percent of the heating season.

- **Convectair space heaters:** Convectair space heaters can heat or supplement heat in a room or small area, and are equipped with an easy-to-use electric thermostat.

- More electric heating options are outlined on page 7.

This month, WH will switch its summer Off-Peak cycling to winter load management beginning October 15. Instead of air conditioning, Dual Fuel heating will be managed during times of peak energy demand after this date.

To ensure backup heating systems turn on during periods of load management, two tests will be completed during the month of October. The first test will run October 15 and the second



WH will complete two tests on October 15 and 17 to ensure backup heating systems turn on during periods of load management for members on Dual Fuel programs. Members should make sure their backup heating system functions properly during these tests.

will run October 17. Both tests will take place between 6 p.m. and 9 p.m.

During this test period, members should make sure their backup heating system functions properly. Members enrolled in WH's Dual Fuel program can expect to have their heat managed only during peak demand times after October 17.

If you would like to learn more about any of these options, want to be put in touch with a contractor, or have questions about the testing dates call (763) 477-3000, or visit <http://goo.gl/UAHsRT>.

Inside

- 2 A parting message from the CEO
- 3 New director of District 6 & CEO Vogt retires
- 4 Members may now file as director candidates
- 5 Cold weather rule goes into effect
- 6 Halloween safety tips
- 7 Electric heating options

America celebrates 85 years of recognizing cooperatives

For 85 years, recognition has been given to cooperatives across the country each October, which is celebrated as National Co-op month. Across America, the unique business model of cooperatives is recognized – including at Wright-Hennepin (WH).

Since electric cooperatives are owned by members, cooperatives focus on members' needs and priorities, while providing special benefits to them. But the cooperative way doesn't stop there, as cooperatives also regularly support their communities and members by returning financial margins 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.

Continued on Page 4



CEO's Memo

MARK VOGT

WH President & CEO

December 1996 - September 2015

Serving you has been the honor of my life

In 1990, ten years after I began working for Wright-Hennepin (WH), a writer named Steven Covey published a best selling business book called "7 Habits of Highly Successful People." I found the book so instructive that when I became President and CEO of your cooperative in 1996, one of the first things I did was provide each of my management team their own copy.

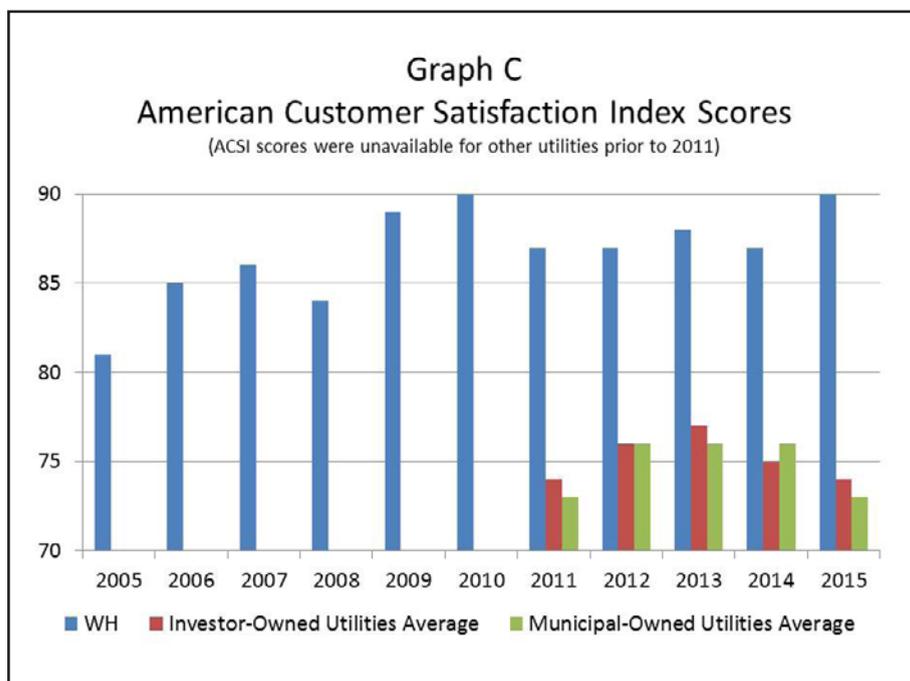
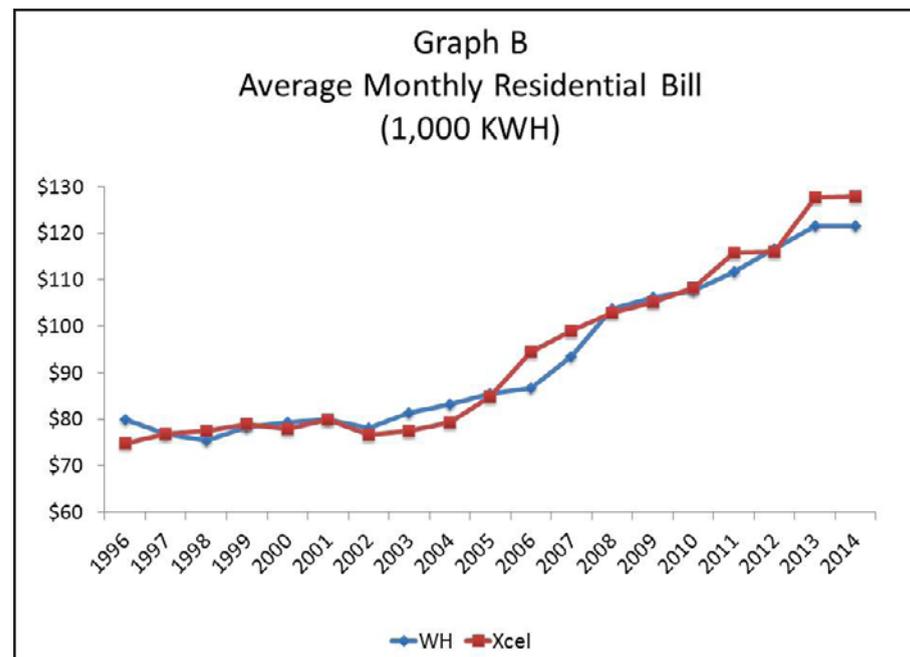
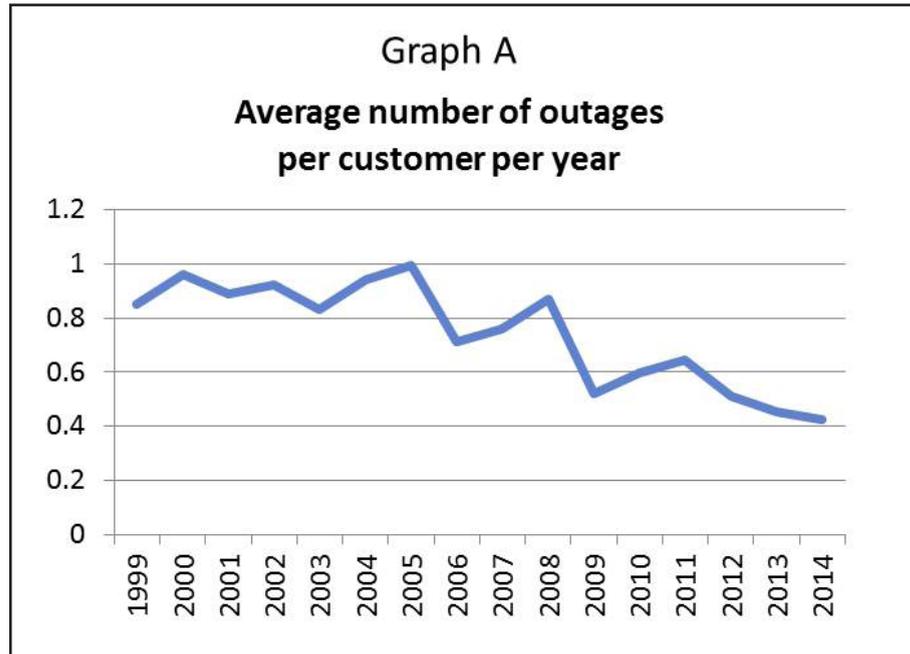
One of the key points Covey made in the book was that all planning should "begin with the end in mind." That was such sound advice and it has guided much of our work here over the years. But, for this last column that I write before my retirement, I am going to do just the opposite. I am going to end with the beginning in mind. By that I mean that I am going to revisit the first column I wrote to you in this position.

In that column I said our aim would be to "provide the best service in this energy marketplace and to continue to add value to your electric bills." On that score I am pleased to offer three graphs (to the right) that show our report card on these three important indicators. Graph A shows our electric reliability record. Graph B shows our record of competitiveness with Xcel. It shows that we have kept our price of electricity competitive with our neighboring utility. Graph C shows customer satisfaction rankings, based on surveys you have responded to, compared to other benchmarks in our industry. Each of these graphs show we took our pledge seriously when I became CEO in 1996.

Going forward, I know that my replacements have the very same commitment. I have known Tim Sullivan, the new CEO of Wright-Hennepin Cooperative Electric Association, and Sonja Bogart, the new CEO of WH Holding Company, for almost 20 years. They share an equal commitment to delivering on the things you feel are important. They are backed up by the finest Board of Directors, management team and employees in the business. With that team, my prediction is that WH's best days are yet to come.

By the time you read this, I will be retired. Serving you and this great organization for 19 years as president and CEO and as an employee for 35 years has been the honor of my life. Thank you.

2 *Mark Vogt*



Board Report

August Board Meeting Highlights:

The regular monthly meeting of the Board of Directors was held August 14, 2015. A quorum of directors was present. Board action taken:

- The board appointed directors to serve on a Vacancy Selection Committee to review district 6 applications and to make a recommendation of a new director to the full board at the September board meeting. The board intends to have a new director in place at the October board meeting.
- Approved solar rates for commercial customers.
- Approved two Utility Scale Solar projects totaling 6 MW dedicated to WH's resource portfolio.
- One of WH's power suppliers shared concepts to consider in

Continued on Page 7

WH's Board of Directors

- Erick Heinz, board chair District 9
- Timothy Young, vice chair District 1
- Dale Jans, secretary-treasurer District 4
- Butch Lindenfelser District 2
- Burton Horsch District 3
- Chris Lantto District 5
- Mike Tieva 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 2015. Members with items of interest are encouraged to contact the president and CEO to confirm meeting date and time.

TIM SULLIVAN, President and CEO, Wright-Hennepin Cooperative Electric Association, 763.477.3053, tsullivan@whe.org

SONJA BOGART, President and CEO, WH Holding Company, 763.477.3061, sbogart@whe.org

ANGIE PRIBYL, VP, Finance & CFO, 763.477.3104, apribyl@whe.org

LANCE HOVLAND, VP, Energy Distribution & Generation, 763.477.3105, lhovland@whe.org

ROD NIKULA, Chief Operating Officer, Heartland Services, LLC Power Supply, 763.477.3106, rnikula@whe.org

WENDY YOUNGREN, Vice President, National Business Development, 763.477.3144, wyoungren@whe.org

PETER LARSON, Vice President, Human Resources, 763.477.3039, plarson@whe.org

TONY HEID, Vice President, Information Technologies, 763.477.3008, theid@whe.org

Tieva brings a decade's worth of board experience to District 6

For the first time in 25 years, there's a new face representing the Maple Grove area on Wright-Hennepin's (WH) Board of Directors in newly appointed director of District 6 Mike Tieva.

Tieva is the president and an owner of Northland Mechanical Contractors, Inc. in New Hope, Minn., where he oversees strategic planning, operations, marketing and vision for the commercial mechanical contracting company.

A family man, Tieva resides in Maple Grove with his wife and three kids. They have lived there since 2004.

"The most important thing is family," Tieva said. "I love where I live. I love the community, and I am enjoying raising three active children and staying busy in the community along with my wife, Jennifer."

Tieva touts a decade's worth of experience on boards, starting back in 2005 when he was a director of the Minnesota Mechanical Contractors Association. Though he is no longer a director with that organization, Tieva remains a director or trustee on three



Maple Grove resident Mike Tieva was appointed as a board director in District 6 to replace Tom Mach, who retired after 25 years at the position.

boards with Pipe Trades Services of MN, and said he feels like this new endeavor is a "good way to give back to the community."

Director of District 7, Ken Hiebel, who headed the selection committee, said Tieva's background played a vital role in selecting him to represent District 6.

"I think he brings some real depth to the board," Hiebel said. "The fact that he has trade experience as well as executive experience really made him stand out as a candidate."

Board Chair Erick Heinz echoed Hiebel's praise of Tieva.

"He knows a lot about financials, which is very helpful on the board," Heinz said. "It seems like he did a lot of out-of-the-box thinking for his own company, and I think that will be a good advantage for us."

Coming into a field that is rapidly evolving, Tieva said he is conscious that changes are coming to the nation's electric utility industry. While eager to apply his knowledge and experience confronting issues, for the time being he plans to take in as much as he can from the rest of WH's seasoned board.

"Right now, it's important that I learn as much as I can to be an effective board member," Tieva said. "I just want to look out for the interests of the members of the cooperative, and ensure they're getting the best value they can for the electricity and services provided to them."

Tieva has been appointed to fill the vacancy in District 6 for the remainder of the term. This district will be up for election as part of the 2016 director elections (refer to page 4 for more information). 

Vogt retires as CEO of Wright-Hennepin

Mark Vogt, President and CEO of Wright-Hennepin Cooperative Electric Association (WH) and WH Holding Company (WHH) announced his retirement after 19 years as President and CEO and 35 total years as an employee of the Rockford-based cooperative.

Effective October 1, Timothy J. Sullivan assumed the title of President and CEO of WH, and Sonja L. Bogart became President and CEO of WHH. WH's Board of Directors decided to appoint Sullivan and Bogart president and CEOs of their branches.

Vogt jointly managed the companies since 1996, but rapid growth prompted the board of directors to provide full-time leadership for each of the companies.

"The board has determined that full-time leadership for both businesses will provide the best benefit for our members in the future," said Erick Heinz, board chair for WH.

Vogt, of Annandale, and the board of directors have been planning for leadership succession for several years. Earlier this summer the board took the first major step in the process by appointing Sullivan and Bogart as Chief Operating Officers of their respective branches, where both assumed day-to-day management functions. Vogt agreed



After 19 years as President and CEO of WH and 35 years with the cooperative, Mark Vogt retired from his position on Sept. 30, beginning a new era of leadership for both WH and its subsidiaries.

to stay on as president and CEO of both companies to direct an orderly transition.

"I am honored to have served the members of this organization for more than three decades and to serve as President and CEO for almost two decades," Vogt said. "I am grateful for the incredible support from the board of directors over the years and the high achievement turned in by my management team and employees."

Under Vogt, WH achieved numerous milestones, such as: saving members \$44 million over the past ten years by diversifying power suppliers; establishing several diversified businesses that contribute millions of dollars in rate relief annually; keeping electric

rates competitive with Xcel Energy; implementing Off-Peak programs; attaining a proven and sound reliability and safety record; becoming a leader in solar power in the electric utility industry; and raising WH's American Customer Satisfaction Index scores to the top tier in the nation.

"But without question, I am most proud of the entrepreneurial team of employees we built here and the culture of accomplishment we've created," Vogt said. "Without our employees and the guidance and support of the board of directors, the rest would not have happened."

WH Board Chair Erick Heinz praised Vogt, saying, "He's been an ideal CEO. He's worked for the betterment of WH, and was always looking out for the members.

Sullivan currently lives in Plymouth. He comes to WH from Touchstone Energy, the brand organization for the National Rural Electric Cooperative Association. He worked there for 15 years, most recently as its senior director of strategy and business development. In that role, he worked with electric cooperatives across the nation and was responsible for implementing best practices to improve operational performance.

Industry News

There's a big change coming to how we power our homes

Earlier this year, home energy received its biggest jolt since rooftop solar when Tesla Motors announced a home battery dubbed the Powerwall. Immediately useful for backup during power outages, the Powerwall also opens a broader doorway into a world of home energy storage. When paired with rooftop panels, the availability of storage brings us closer to a future in which homes could be generating much of the energy they need during the day, and then storing some of the remainder for use overnight.

But the Rocky Mountain Institute, a noted energy think tank, released a new report suggesting that there's a less noticed change underway in how we use energy at home – and pay for it – that could have similarly dramatic potential.

The institute calls it "demand flexibility" or the potentially catchier "flexiwatts." Both terms refer to the growing ability, through the use of a variety of timers and controls, for homeowners to determine precisely when during the day (or night) their home's energy hogs – like, say, the hot water heater or the electric car charger – draw their power.

Source: *Washington Post*

U.S. coal burn back down to early 1980s levels

U.S. electricity generation from coal fell by over 14 percent in the first half of 2015 compared to the same time in 2014 due to competition from natural gas-fired capacity and unit retirements, causing coal burn to slump to levels not seen since the early 1980s on an annualized basis. According to U.S. Energy Information Administration data released on Aug. 26, output was down sharply in all major coal-consuming regions. Coal generation dropped by 21 percent in the mid-Atlantic; 13.6 percent in east north central states including Ohio, Illinois and Indiana; 6.2 percent in west north central states such as Missouri and Iowa; 17 percent in south Atlantic states; and 5.6 percent in western mountain states.

The declines came as utilities ramped up reliance on gas in light of competitive prices and more abundant supply from shale plays. In the first half of 2015, natural gas' share of electric utility generation jumped to 23 percent from 18 percent in the same 2014 period. Its share of total electricity generation from all sectors climbed to 30 percent from 25 percent in the first half of 2014. Despite the gains, coal still contributed the largest single share of generation for electric utilities at 46 percent, down from 51 percent in January to June 2014. Its share of total electricity generation, including commercial and industrial, dropped to 34 percent from 40 percent a year before. A spate of coal unit retirements, both from cheap gas and to comply with the U.S. EPA's Mercury and Air Toxics Standards, also depressed generation from that energy source.

Source: *SNL Financial*

Continued on Page 5

WH rate study underway

Wright-Hennepin (WH's) Board of Directors has hired Power Systems Engineering (PSE), a local consulting firm, to perform a study of WH's retail rates.

The study is currently being conducted. It will include an analysis of all of WH's rate classes: residential, commercial and industrial.

The main purpose of the review is to ensure WH's electric rates:

- Are adequate to maintain a solid financial condition

- Provide the necessary revenue for the delivery of reliable electric service
- Avoid subsidization between rate classes
- Remain competitive with neighboring utilities

PSE will report their conclusions and offer recommendations to the Board for discussion and consideration. Any rate changes will go into effect in spring 2016 electric usage and will be communicated in the Hotline Update newsletter. 

National Co-op Month

continued from cover

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 \$28 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. 



Help keep line workers safe

To some people, a power pole might seem to be a convenient option to place signs, bird houses, planters or other objects. However, these items can become a hazard for electric line workers. Although many times workers are able to access poles with bucket trucks, some jobs and some locations require that workers climb the pole. Line workers are required to utilize special climbing harnesses when climbing poles, and objects attached to the pole can interfere with the safe use of these climbing straps and become a safety hazard. In addition, nails, tacks, screws and staples left in the pole after removing an object can tear or damage the insulation in gloves and clothing that are needed to protect line workers from the high-voltage hazards involved with their work.



In order to keep our line workers safe, please do not place signs, bird houses, or other objects on power poles.

Please help your cooperative keep its line workers safe and do not attach objects to utility poles. Feel free to contact us if you see a potentially unsafe condition on a utility pole at (763) 477-3000. 

Sales tax exemption available for members

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

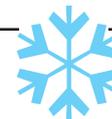
If more than 50 percent of the main heat source for a residence comes from purchased electricity, you are exempt from Minnesota and local sales tax during the months of November through April. All electricity used through the same meter, whether for heating purposes or not, is also exempt throughout this six-month time period.

Wright-Hennepin (WH) can provide you with this exemption when you complete



the online form at <http://goo.gl/6khNcP>, or call (763) 477-3000 to have a paper copy sent to you. **You do not need to re-submit the form if you have previously submitted one.** If you have changed your method of heating since filling out the form, please notify us so you can be removed from the program. 

Winter construction charges



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.

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 4, 6 and 8. Members elected to these positions will begin their terms immediately following the 2016 Annual Meeting on March 31, 2016.

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/UWLjSt>. Mail in the form along with a resume to:

Wright-Hennepin Cooperative Electric Association, Attn: Erick Heinz, Board Chair, P.O. Box 330, Rockford, MN 55373. The application deadline is February 10, 2016. 

Hotline Update Staff

JOSH RANDT jrandt@whe.org
Communications Specialist

ANDREA UNGER aunger@whe.org
Marketing and Customer Service Manager

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

Website: www.whe.org

Email: info@whe.org

Facebook: www.facebook.com/WrightHennepin

Twitter: @WrightHennepin

Printed on partially recycled paper.

Minnesota's Cold Weather Rule goes into effect October 15

It's time to remind all Wright-Hennepin (WH) members about Minnesota's Cold Weather Rule, which is designed to keep families warm during winter, especially those who may have challenges paying their monthly bill.

Per the Cold Weather Rule, WH must not disconnect and must reconnect, the utility service of a residential customer during the period of October 15 to April 15 if the disconnection affects the primary heat source for the residence and **all** of the following conditions are met:

- The member enters into, and makes reasonably timely payments, under a payment agreement that considers the financial resources of the household.
- The member receives referrals to energy assistance, weatherization, conservation or other programs likely to reduce the member's energy bills.
- The household income of the member 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 member is deemed to meet the income requirements of this clause if the member receives any form of public assistance that uses an income eligibility threshold set at or below 50 percent of the state median household income.



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

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

Vogt retires as CEO of Wright-Hennepin

continued from Page 3



Tim Sullivan,
President and CEO, WH Electric

Prior to working for Touchstone Energy, Sullivan worked as a director of public relations for an oil refinery from 1998 to 2000. He served as Minnesota Governor Arne Carlson's chief spokesman and director of strategic planning for the governor's office from 1994 and 1998. He started his career as press secretary to U.S.



Sonja Bogart,
President and CEO, WH Holding Company

Representative Vin Weber (Minn) from 1986 to 1994.

Sullivan holds a Bachelor of Arts degree in journalism, Summa Cum Laude, from the University of St. Thomas, St. Paul, Minn.

Bogart, who resides in Elk River, has worked for WH since 1997, first as a

marketing specialist, then energy and services manager and most recently as vice president of customer service, sales and marketing. In addition to her duties for the electric cooperative, Bogart has led several of the WHH business units since 2002.

Prior to working for WH, Bogart was employed by United Power Association, Elk River, where she served as a market research coordinator. She has also worked for Bankers Systems (now Wolters Kluwer Financial Systems) and EK Williams and Co. (now the Dwyer Group).

Bogart graduated with a Bachelor of Science degree in Business Administration from the University of Oregon, Eugene, Ore., where she double majored in marketing and finance. She earned her Master of Business Administration (MBA) from the University of St. Thomas, St. Paul, Minn. **WH**

Attention snowbirds:

If you're one of many Minnesotans who head south for the winter and are on one of Wright-Hennepin's (WH) Off-Peak metered programs, we must inform you that turning off any breaker may disconnect your Off-Peak meter. If this happens, you will be charged the regular rate instead of the discounted Off-Peak rate, as the meter will be unable to record the Off-Peak usage.

Since not all Off-Peak meters have been wired in the same manner, it is hard to determine who this will affect. If you are heading south for the winter and plan to turn your breaker/power off and think it may affect your Off-Peak meter, we suggest having a licensed electrician review your system's wiring.

You can also call WH at (763) 477-3000 if you have questions or concerns. **WH**

Protect yourself against unexpected appliance repair bills!



Special!
First two months **FREE** with 1-year agreement!

Compare us to the competition...

Us!

Covers 5 appliances:
Clothes Dryer
Heating System
Range
Water Heater
Refrigerator

\$17.99 /month
Additional appliance coverage available
No deductible or trip charge. Most labor and parts covered.

Competitor

Covers 4 appliances:
Clothes Dryer
Heating System
Range
Water Heater

\$18.50 /month
Additional appliance coverage available
No deductible or trip charge. Most labor and parts covered.

WH Appliance Repair

Sign up today!

Visit whe.org, or call (763) 477-3000

Track your home's energy use with MyMeter



mymeter
Data home kWh comparison
FREE MyMeter POWER computer
house **Energy-savings** electricity
Daily energy use **MyMeter** comparison
Temperature energy Reliability
Neighborhood comparison **awareness** Wright-Hennepin
Threshold **AWARENESS** kWh

Sign up at mymeter.whe.org or (763) 477-3000

How to prevent and stay prepared for in-home fires

Since October is National Fire Prevention Month, we'd like to take this time to highlight monitored smoke detectors, which can drastically improve the safety of your home. While any smoke detector is better than none, monitored smoke detectors through your home security system offer a lot more protection for your home and family.



Regular smoke detectors are great for alerting you to a fire when you're home, but what about when you're away from your residence? Monitored smoke alarms notify the security monitoring center whenever an alarm is triggered, regardless of whether your alarm is set and at no added cost for monitoring. The monitoring center is then able to dispatch the proper authorities.

We recommend having multiple monitored smoke alarms throughout your home to increase early detection. However, a smoke alarm is only useful when installed and located properly. It is recommended they be placed on every floor of your home, either high on the wall or on the ceiling.

Here are some tips for preventing fires and staying prepared:

Prevention:

- Avoid plugging multiple appliances into the same electrical socket
- Keep matches, gasoline and lighters in a safe place away from children
- Never leave a hot oven or stovetop unattended
- Never leave a candle burning unattended
- Keep space heaters at least three feet away from flammable objects like furniture and decorations

How to stay prepared:

- Test smoke alarms monthly, and clean them if needed
- Keep a fire extinguisher on every floor of your home and in your kitchen
- Talk with all household members about a fire escape plan and practice it twice a year

For more information, visit <http://goo.gl/DurfM8>, or call (763) 477-3664. 

Tips to keep Halloween safe and fun

Halloween is a fun and exciting time for kids and adults. The night is filled with costumes, and tricks and treats. But don't let the night get ruined by forgetting to take proper safety precautions. The following are some tips to make sure this excitement-filled night is safe and enjoyable for you and your child:

- Masks are always popular with kids, but they can obstruct vision and cause danger when crossing streets or using stairs. Try using non-toxic makeup or face paint if possible.
- Provide children with glow sticks or flashlights to help them see and be seen.
- Always use sidewalks or paths. If there aren't any sidewalks, walk facing traffic as far to the left as possible.
- Decorate costumes and bags with reflective tape or stickers.
- Candy should be thrown away if the wrapper is faded or torn, or if the candy is unwrapped.
- Enter homes only if you're with



Halloween is an exciting time of year, but don't let safety take a backseat to tricks and treats.

a trusted adult. Only visit well-lit houses, and never accept rides from strangers.

- Popular trick-or-treating hours at 5:30 p.m. to 9:30 p.m. so be especially alert for kids during those hours.
- Put electronic devices down and keep heads up while trick-or-treating.

If you and your children follow these safety tips, you'll greatly improve the chances of having a safe and fun Halloween. 

Save money and stay warm this winter with remote thermostat control

You wouldn't leave your vehicle running all day while you're at work, so why leave your furnace kicking out all that extra heat while no one is home this winter?

Remote thermostat control allows users to access their thermostat through the internet on a computer or mobile device. Gone are the days of wondering

whether you remembered to adjust your home's temperature before leaving for work or the weekend. Just access your thermostat through a mobile device and change your settings with ease. You can even alter and create your own schedules, ensuring your ideal temperature and saving on heating costs.

This service is available to WH Security customers

and requires a specific thermostat. Remote thermostat control is powered by Alarm.com, and can help you reduce your energy use without sacrificing personal comfort. For more information on remote thermostat control and other home energy management services, visit <http://goo.gl/5LfHaj> or call a representative at (763) 477-3664. 

Protect Your Home and Family with a home security system.

October special :

Receive a free monitored smoke alarm with a new security system purchase. Offer expires 11/13/15. Contact us today to learn more.



WH Security
The Power to Protect
The Twin Cities' Security Company

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

Electric heating options to help you save this winter

When we think of wintertime in Minnesota, we typically don't think of comfort. Images of blowing snow, frozen ponds and beard icicles tend to come to mind instead. But our homes often become the most comforting aspect of winter, because they shelter us from the harsh temperatures and elements. So why not add a little more comfort and save some energy this winter with electric heating options from Wright-Hennepin (WH) and its subsidiary HeatMyFloors.com?

Most of the products mentioned below qualify for WH's Dual Fuel program. With Dual Fuel, members who heat their homes with electricity and also have a non-electric fossil fuel backup heating source can save money by allowing WH to control their electric heating during peak energy demand times. By doing so, members receive a reduced rate on the electricity used for their heating systems.

All this talk of "winter" and "comfort" may be confusing, but if you would like more information on electric heating options featured on this page, call a representative at (763) 477-3000, or visit www.whe.org. 

Air source heat pumps:

Air source heat pumps (ASHPs) are an energy-efficient alternative to furnaces and air conditioners – providing supplemental heating and cooling for your home all from one source.

Delivering up to three times more energy than it consumes, an ASHP can heat your home in the winter – until the temperature drops to around 15 degrees F – and cool your home in the summer. ASHPs are easy to install and require little maintenance, and are available to put on WH's Dual Fuel program, saving you extra on bills.



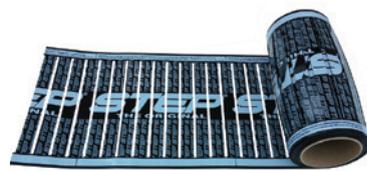
Underfloor radiant heating systems:

Where in the rules of owning a home does it state you have to heat the home through a mechanical ventilation system? Underfloor radiant heat from HeatMyFloors.com not only warms your floors, but evenly distributes heat throughout your home by radiating from the floor to surrounding spaces, keeping your home cozy and comfortable.

Products offered from HeatMyFloors.com are also extremely efficient and versatile. They can be used under any floor covering, including tile, carpet, wood, laminate and more.

Three types of underfloor heating products from HeatMyFloors.com:

Low voltage heating mats: STEP Warmfloor is the best option for adding underfloor heat to your home if you are remodeling or planning an addition. Versatile, reliable, low on energy use and about the same thickness as a penny, STEP Warmfloor is easily installed by fastening it directly to the subfloor. Nail and staple through it without worry. It can be used with any floor covering. You can even staple it under your floor joists and get the same results without having to remodel.



The only low-voltage and self-regulating system available on the market, STEP Warmfloor is the ultimate underfloor heating product. It also comes with a 20-year warranty, so your home will have energy-efficient underfloor heat for the foreseeable future.

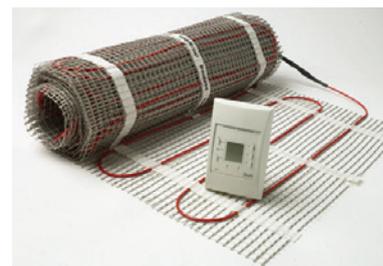
Danfoss cable heating: The Danfoss cable system is great for any room or area you would like to have a warm tiled floor. Utilizing a heating cable that is woven into an adhesive-backed fiberglass mesh, Danfoss mats allow for simple roll-out installation and eliminate the need to worry about cable spacing. 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.

Hydronic heating: The NextGen Boiler is an hydronic appliance that allows for professional installation for radiant heating applications. It takes the complexity out of your mechanical room, and creates a simple, pleasing appearance since all of the boiler parts and pieces are housed within a single unit.

Hydronic heating systems use electric micro boilers to heat water that is then circulated through tubes embedded in a concrete slab or floor, and radiates warm, comfortable heat. Because tubing is installed under the floor, hydronic heat is ideal for new construction.

Competitively priced, the NextGen Boiler is easy to install and requires 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 ductwork to circulate air throughout the home; therefore they are quiet and will not circulate dust and allergens. The NextGen Boiler is available through contractors only.



Board Report

Continued from Page 2

any new wholesale power supply contract.

- Continued discussion of leadership succession at WH.
- Directors shared highlights of meetings they attended on behalf of the cooperative.
- Approved an updated 2015 budget.
- Reviewed and filed the monthly COO, CEO, Legal, financial and operational reports.

September Board Meeting Highlights:

The monthly meeting of the board of directors was held September 15, 2015. A quorum of directors was present. Board action taken:

- Board approved the appointment of Michael Tieva as the new District 6 director.
- Board approved a plan to refocus the Cooperative Dispatch Center (CDC) into new areas.
- Continued discussion of leadership succession at WH.
- Directors shared highlights of meetings they attended on behalf of the cooperative.
- Reviewed and filed the monthly COO, CEO, Legal, financial and operational reports.

PURPA policy information available upon request

The PURPA (Public Utilities Regulatory Policy Act) of 1978 states that Wright-Hennepin Cooperative Electric Association is obligated to interconnect with and purchase electricity from co-generators and small power producers. Wright-Hennepin Cooperative Electric Association will provide information to all interested persons free of charge upon

request. Any disputes over interconnection, sales, and purchases are subject to resolution by the Public Utilities Commission upon complaint. If any member has questions regarding PURPA policies, contact Wright-Hennepin Cooperative Electric Association at (763) 477-3000, per Rule 7835.4600. 



tenKsolar Winner

DANA AND TAMMY SCHMIDT of Annandale win a credit for 253 kWh, August's output from WH's tenKsolar panel array.
TIM SCHWEITZER of Maple Grove wins a credit for 230 kWh, September's output from WH's tenKsolar panel array.



Solar Winner

BRENT SWANSON of Otsego wins a credit for 265 kWh, August's output from WH's solar panels.
MELVIN BELLAND of Waverly wins a credit of 251 kWh, September's output from WH's solar panels.



Wind Winner

PATRICK CARLSON of Montrose wins a credit for 549 kWh, August's output from WH's wind generator.
RON CUIRLE of Maple Grove wins a credit for 621 kWh, September's output from WH's wind generator.

Average monthly energy output over 12 months:

Wind generator: 815 kWh
Solar panels: 224 kWh
tenKsolar system: 202 kWh

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

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

1. Publication Title HOTLINE UPDATE	2. Publication Number 0 0 0 0 - 0 8 3 9	3. Filing Date 09-30-15
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 (Not printer) (Street, city, county, state, and ZIP+4®) WRIGHT-HENNEPIN COOPERATIVE ELECTRIC ASSN. 6800 ELECTRIC DRIVE PO BOX 330 ROCKFORD MN 55373-0330	Contact Person Jerry Kranz Telephone (Include area code) (763) 477-3000
---	--

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	Complete Mailing Address
WRIGHT-HENNEPIN COOPERATIVE ELECTRIC ASSN.	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 <input checked="" type="checkbox"/> None

Full Name	Complete Mailing Address
RURAL UTILITY SERVICE	STOP 1566-1400 INDEPENDENCE AVE. SW WASHINGTON, DC 20250-1566
NATIONAL RURAL UTILITY COOPERATIVE FINANCE CORPORATION	WOODLAND PARK 2201 COOPERATIVE WAY HERNDON, VA 22171

12. Tax Status (For completion by nonprofit organizations authorized to mail at nonprofit rates) (Check one) The purpose, function, and nonprofit status of this organization and the exempt status for federal income tax purposes: <input checked="" type="checkbox"/> Has Not Changed During Preceding 12 Months <input type="checkbox"/> Has Changed During Preceding 12 Months (Publisher must submit explanation of change with this statement)
--

PS Form 3526, September 2007 (Page 1 of 3 (Instructions Page 3)) PSN 7530-01-000-9931 PRIVACY NOTICE: See our privacy policy on www.usps.com

13. Publication Title HOTLINE UPDATE	14. Issue Date for Circulation Data Below 10-13-15
--	--

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)	40,464	40,400
---	---------------	---------------

	(1) Mailed Outside-County Paid Subscriptions Stated on PS Form 3541 (Include paid distribution above nominal rate, advertiser's proof copies, and exchange copies)	(2) Mailed In-County Paid Subscriptions Stated on PS Form 3541 (Include paid distribution above nominal 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®)
(1)	39,862	39,935		

c. Total Paid Distribution (Sum of 15b (1), (2), (3), and (4))	39,862	39,935
--	---------------	---------------

	(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)
d. Total Free or Nominal Rate Distribution (Sum of 15d (1), (2), (3) and (4))				244
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)	40,106	40,209
--	---------------	---------------

g. Copies not Distributed (See Instructions to Publishers #4 (page #3))	358	191
---	------------	------------

h. Total (Sum of 15f and g)	40,464	40,400
-----------------------------	---------------	---------------

i. Percent Paid (15c divided by 15f times 100)	99.4%	99.3%
--	--------------	--------------

16. Publication of Statement of Ownership <input type="checkbox"/> If the publication is a general publication, publication of this statement is required. Will be printed in the OCTOBER issue of this publication. <input type="checkbox"/> Publication not required.
--

17. Signature and Title of Editor, Publisher, Business Manager, or Owner <i>Sonja Bogart</i>	Date 10-13-15
---	-------------------------

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 2 of 3)

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 that can help save money on your home's heating bill when gas prices become too expensive. 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.



Call and ask about our
Off-Peak programs
today at (763) 477-3000