

In the season of giving, Wright-Hennepin gives \$3.6 million back to its members



From left to right: Board Chair Erick Heinz, District 9; Chris Lantto, District 5; Mike Tieva, District 6; Kenneth Hiebel, District 7; Casey Whelan, District 8; Secretary-Treasurer Dale Jans, District 4; Vice Chair and Chair of WH Holding Timothy Young, District 1; Burton Horsch, District 3; and Duane "Butch" Lindenfelser, District 2.

For the third year in a row, Wright-Hennepin (WH) is breaking records with the largest general retirement ever returned in the history of the cooperative. To cap off 2017, WH is proud to announce a \$3.6 million capital credit refund to members! This marks the 37th consecutive year that WH has returned capital credits to members. Members who purchased electricity from WH in 1993, 1994 and a portion of 2016 will receive a capital credit refund, as declared by WH's Board of Directors. Members will receive a check

in the mail if their refund is \$5 or greater unless they have opted to receive a bill credit (see your December bill insert or go online at whe.org). Members whose refund is between \$1.00 and \$4.99 will automatically receive a bill credit instead of a check.

WH is a not-for-profit cooperative owned by the members it serves. Our mission is to provide electric power at the cost of service. Any remaining "margins" collected after operating expenses are returned to you, the member-owners. Before returning

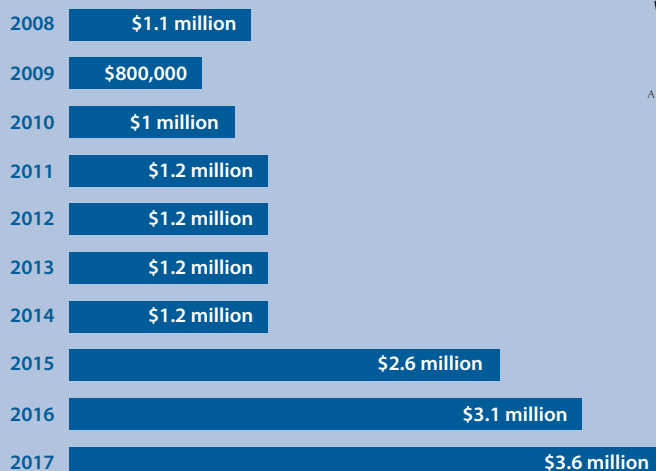
margins back to members, WH uses the capital to offset the cost of maintenance and construction of the electric distribution system.

"We're happy to show our members the value of their ownership through capital credits," said WH Board Chair Erick Heinz. "Based on the co-op's strong financial performance, we're pleased to return greater margins to our members for the third straight year."

In this issue...

- 2 A message from the CEO
- 3 Scholarship applications
- 4 Value of electricity
- 5 PURPA
- 6 Freeze Sensors
- 7 Solar winners
- 8 Operation Round Up

Capital credit refunds returned to members





CEO's Memo

Tim Sullivan, WH President and CEO

Mom Was Right: Safety First!

As Mom used to say: "It's all fine until someone gets hurt." And as usual, Mom was right—and her advice is especially worth heeding when it comes to electricity and electric safety.

Thankfully, given the billions of interactions each year, electricity's safety record is quite strong. But given the stakes, there are times when we must all exercise a special level of care. Consider:

- A summer thunderstorm knocks down a utility pole in your yard or across your street.
- You're doing a home improvement project involving "just a small wiring change."
- You're moving metal equipment, perhaps even a small step ladder, near a power-line.

These are just three common scenarios. But they highlight the importance of electrical safety awareness and education—something we take very seriously not only for our employees but for our members.

Our commitment to safety starts with our employees. Bear in mind the scope of this responsibility: Wright-Hennepin (WH) puts 80 vehicles on the road every day to help manage 24,000 transformers, 41,000 poles, 4,000 miles of line and 27 substations. Consequently, our commitment to safe equipment and training must be commensurate with this scale. Consider just a few of our practices:

- Our bucket trucks are inspected twice a year by an expert third party. Our drivers also conduct daily inspections.
- WH line crews are required to wear a variety of protective clothing, including a hard hat, safety glasses, insulated gloves and protective boots. Our rubber gloves are tested by a certified testing laboratory on a 30-day rotation.
- We implement a preventive maintenance program to find hot spots on our lines before they become an issue. WH inspects substations monthly, overhead lines annually and pad-mounted equipment (ground

level boxes) every five years. We conduct detailed inspections of utility poles on a 10-year rotation.

A safe work environment also means a commitment to safe procedures. We use "Lockout-Tagout" procedures to ensure circuit breakers, fuses and other disconnecting devices are properly shut off and locked out until maintenance or servicing work is complete downline. When a lineman works on a power line, the fuse or breaker is opened, de-energized and grounded and a tag is attached identifying the worker who placed it. The worker placing the tag is the only one who is allowed to remove it, preventing an accidental or hazardous incident.

Safety also depends on training. Our line crews attend a dozen safety training sessions and our internal office staff must attend four training sessions every year. To help us manage this, WH employs a full-time Safety Director in conjunction with our sister system, Minnesota Valley Electric Cooperative.

Our commitment to safety also extends to our members and the public at large. We promote safety awareness and education by conducting at least 30 Hotline Demonstrations each year. At these events, our employees speak to school children and community groups about the importance of practicing safety around the home and near power lines.

So, how are we doing? A key measure of employee safety in our industry is the "Days Away, Restricted Time" (DART) rate. Essentially, it measures lost time due to safety incidents. We're proud to say that, in three of the past five years, WH has performed among the country's top cooperatives. Through the first three quarters of 2017, we are on pace for a perfect DART rate.

Our commitment to safety starts at the very top, with our WH Board of Directors. They have challenged us to achieve safety performance among the top-10 percent among all electric co-ops in the country. So, our real goal is not only fewer incidents but zero incidents, zero lost time, zero injuries—all part of what we call the Quest for Zero. To achieve this, we know we must

Board Report

October Board Meeting Highlights:

The Wright-Hennepin and WH Holding monthly Board of Director meeting was conducted on October 16, 2017. A quorum of directors was present. Items discussed or Board action taken:

- Declared a general capital credit retirement of \$3.6 million during the upcoming Holiday Season. Those with refunds above \$5.00 will receive a check. Those whose refund totals \$1.00 to \$4.99, or those who have requested it, will receive a credit on their electric bill.
- Approved 2018 board meeting dates and strategic planning dates.
- Approved new policies on Holidays and Use of Cooperative Property.
- Approved a resolution adopting regulatory commission authority over Co-generation and Small Power Production and proposed rules.
- Approved adding Wright Technical Center of Buffalo to the list of schools to receive scholarships in 2018.
- Selected delegates to attend the 2018 Washington, D.C. visits with the Minnesota Rural Electric Association (MREA) and the National Rural Electric Cooperative Association (NRECA).
- Reviewed the annual write-off of bad debt.
- Heard reports from directors on recent industry meetings.
- Heard a report on hydrogen fuel cell technology for motor vehicles.
- Reviewed and filed the monthly CEO, legal, financial and operations reports.
- Guests included: Mike Steffes and Zac Edstrom from ACES, who shared the outlook on the Midcontinent Independent System Operator (MISO) market.

stay humble, focused and remain absolutely dedicated. We know we are just one oversight away from an incident, perhaps a serious one.

That's why safety for our employees and members must and will remain priority number one at WH. We want everyone in our greater WH family to enjoy the tremendous benefits of electricity well into a healthy, happy future. As always, thank you for your business.

High school juniors: Apply now for a free trip to Washington, D.C.

As a member, if your child is currently a high school junior enrolled within Wright-Hennepin's (WH) service territory, they are eligible for an all-expense paid trip to Washington, D.C., June 9-14, 2018.

Each year, WH sponsors one high school junior to attend the Electric Cooperative Youth Tour Program held in our nation's capital. Electric cooperatives across the nation send more than 1,500 students from 43 states to participate in the tour.

Students get an in-depth look at the inner workings of Washington, D.C., with a healthy dose of American history. Those who attend also get to meet some of Minnesota's senators and representatives on Capitol Hill. The itinerary also includes visits to the Jefferson and Lincoln memorials, Arlington National Cemetery, the Smithsonian Museum and much more!



Youth tour students from across the country.

"I had an amazing time in D.C. and would like to thank Wright-Hennepin for this wonderful experience," said Katelyn Lundeen, whom WH sponsored for last year's Youth Tour. "When I heard about the trip I started researching co-ops. I really like the business model of how you're a customer and a member. I didn't realize how much they do for the community."

Eligible students are encouraged to submit an application for a chance to be selected. Applications need to be postmarked by March 2, 2018, and sent to WH Ruth Potter at P.O. Box 330, Rockford, MN 55373. To receive an application, please visit <http://goo.gl/eEsWRq>. More information can be found by visiting www.youthtour.coop.

TAKE THE CHILL OFF COLD FLOORS



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Innovative and energy efficient STEP Warmfloor will work under tile, carpet and even wood floors. Transform the feel of your cold room today with this easy-to-install product!

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(763) 477-3665
www.heatmyfloors.com



Announcing Wright-Hennepin's 2018 Scholarships

The school year is nearly halfway complete and it's never too early to get a jump on scholarship applications. Wright-Hennepin (WH) is once again offering scholarships to students in the service area who are cooperative members.

The following scholarships are awarded and funded on behalf of WH and WH Holding through unclaimed capital credits and a contribution from WH Holding.

WH Local Schools Scholarships

WH will award a scholarship to one student whose family is a cooperative member at each of the following public schools in WH's service territory: Annandale, Buffalo, Dassel-Cokato, Delano, Howard Lake-Waverly-Winsted, Maple Grove, Maple Lake, Monticello, Orono, Osseo, Rockford, Rogers, St. Michael-Albertville, Watertown-Mayer, Wayzata and Wright Technical Center.

WH also offers one "at-large" scholarship to students and cooperative members' students from private or home schools within, and schools that neighbor, WH's service territory. Each school listed has its own application deadline. The "at-large" application deadline is April 2, 2018.

Edward R. Slebiska Memorial Line Worker Scholarship

Each year, WH awards two \$3,000 scholarships to students pursuing the line worker profession to honor the memory of Ed Slebiska, the cooperative's first CEO. This scholarship is open to high school seniors or older living within a 30-mile radius of Rockford. Enrollment in a Power Line Technical College is required.

The application deadline for this scholarship is April 15, 2018.

Basin Electric Power Cooperative Scholarship

Basin Electric Power Cooperative of Bismarck, N.D., will award a \$1,000 scholarship to dependents of WH members or descendants of employees who work at the cooperative. Basin is one of WH's power suppliers. The application deadline for this scholarship is February 9, 2018.

For additional scholarship details and application forms, please visit <http://goo.gl/GP4mSq>. If you have any questions regarding the application process, call WH representative, Ruth Potter, at (763) 477-3046 or email her at rpotter@whe.org. Applications can be mailed to: WH Ruth Potter at P.O. Box 330, Rockford, MN 55373.

Co-op Connections featured “Deal of the month”:

\$5 off any order of \$25 or more from Edible Arrangements, which creates magnificent, fresh fruit arrangements and gourmet chocolate dipped fruit to order. For pick-up or delivery, seven days a week, only at the Maple Grove location: (763) 420-3115.

For more information, visit <http://www.connections.coop/>. Lost your card? No problem. For a free replacement or to sign up your business, call (763) 477-3000. For more deals, visit <http://www.connections.coop/>, or use the Co-op Connections on your mobile device to find all your local deals and more!

Co-op Connections™ Card

WH

Wright-Hennepin
Cooperative Electric Association
A Touchstone Energy® Cooperative



How do I use a kilowatt hour?



See how your usage of kilowatt hours changes day after day using Energy Markers™ when an appliance or light fixture is replaced; Or plot usage in comparison to your historic data, and local temperature. There are many ways to track your kilowatt data.

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



Charging your phone for a year

Electricity continues to be a great value courtesy of your electric cooperative

50¢

Electricity remains a great value

Electricity continues to be a good value for the money and Wright-Hennepin (WH) works hard to keep costs at a minimum for our members.

The cost of powering your home rises at a similar pace to many other typical expenses. According to the U.S. Bureau of Labor Statistics Consumer Price Index, over a five-year span from 2011 to 2016, medical care costs rose 3 percent per year, average rent prices rose 3.3 percent per year, the cost of education rose 3.4 percent per year and the price of a pound of ground beef rose 4.1 percent per year. Meanwhile, during the same time period, the cost of electricity for WH members rose an average

of 3.38 percent per year since 2011, and rose just 1.02 percent in 2017.

Another way to look at the cost of electricity is to consider the \$4 you might spend on a cup of coffee purchased from a coffee shop. That same \$4 would allow you to charge a smart-phone once per day for 14 years, run an air conditioner for 10 straight hours or watch television for four hours a day for 50 days.

These are just a few examples of how low-cost electricity continues to be a good value for the money. To learn more, contact a WH Member Services Representative at (763) 477-3000.

Cooking a family meal set on low for 4 hours



Electricity continues to be a great value courtesy of your electric cooperative



Directors Lindenfelser and Tieva earn CCD Certificate


Wright-Hennepin Board Directors Duane "Butch" Lindenfelser, District 2 – Monticello, and Michael Tieva, District 6 – Maple Grove, recently received their Credentialed Cooperative Director (CCD) Certificate through the National Rural Electric Cooperative Association (NRECA). To receive this certificate, directors must attend five courses and successfully complete a learning assessment for each. The five courses were: director duties and liabilities, understanding the electric business, board operations and process, strategic planning and financial decision-making.

One of the key strengths of NRECA is its commitment to education and professional development. Of more than 7,200 active directors in the rural electric program today, nearly 65 percent have earned their CCD.




Board Directors Michael Tieva (left) and Duane "Butch" Lindenfelser (right) holding their Credentialed Cooperative Director (CCD) Certificates.

3 Energy-Saving Tips For The Holidays




1 Lighting

Use LEDs, fiber optics and candles in your decorations. Use regular sources of light less.



2 Unplug

Unplug TVs, DVDs, computers, monitors, printers, stereos and other electronics when leaving for vacation.



3 Heat

Use body heat, blankets, cooking and natural sunlight to help heat your home.

Local Democracy Update

Wright-Hennepin's (WH) Board of Directors decided at its October 16, 2017 meeting, to assume the distributed generator dispute and resolution originally delegated to the Public Utilities Commission (PUC). The Board determined this advanced the best interests of members. This authority now extends to Minnesota Statute Section 216B.164 (the "Co-generation Section"), concerning Co-generation and Small Power Production; within the co-ops service territory. The Cooperative is now exempt from regulation by the PUC under the Co-generation Section. Additional information can be found on our website at <http://goo.gl/biWi9L>.

PURPA policy information available upon request

The PURPA (Public Utilities Regulatory Policies Act) of 1978 states that Wright-Hennepin (WH) is obligated to interconnect with and purchase electricity from co-generators and small power producers. WH will provide information on its PURPA policies to all interested persons free of charge upon request. Any disputes over interconnection, sales, and purchases are subject to resolution by WH. If any member has questions regarding PURPA policies, contact WH at (763) 477-3000.

WH Appliance Repair

Hung Out to Dry?

Get **MORE** appliance coverage for **LESS** than the other guys.

With WH Appliance Repair your major appliances are covered for only **\$17.99 per month**. Parts and labor covered:

- ✓ Refrigerator
- ✓ Clothes Dryer
- ✓ Heating System
- ✓ Range
- ✓ Water Heater

Additional appliance coverage is available

Learn more by calling
(763) 477-3000 or visit

www.whe.org

and choose "Services and Products"

Beware of the freeze!

When the temperature begins to drop, it's time to think about the effect weather can have on our homes. For those of us who enjoy a winter vacation or those who leave the cold behind for an extended trip south, the cold Minnesota winters could potentially lead to thousands of dollars in damages to your home.

If the heat goes out in your home, the temperature may drop significantly, which could cause pipes to freeze and burst. A burst pipe will spray water, which can ruin floors, walls, appliances and possessions. WH Security offers freeze sensor technology that is designed to detect temperature drops in the home, alerting you to the potential of damage occurring.

How does it work? These environmental sensors are mounted in your home, often under the kitchen sink, and detect if the in-home temperature drops below 42 degrees. If this happens, the sensor alerts our monitoring center. Dispatchers will then inform you of the situation so you can take action to warm up your home before the pipes freeze and burst.

Freeze sensors are affordable to purchase and install and do not increase the monthly monitoring cost. Snowbirds who travel south for the winter, yet still maintain a Minnesota home, find these sensors especially helpful. Installing a temperature drop

sensor to your monitored alarm system allows less worry about your vacant home letting you enjoy your time away from the cold even more.

Instead of relying on someone to check your home while you are away, let WH Security monitor it for you. Contact a WH Security representative for more details.

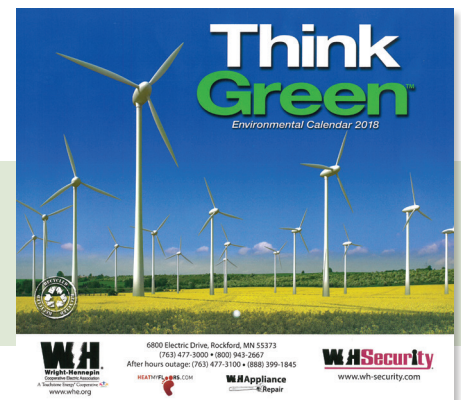
FREEZE
your worries
not your
PIPES

WH Security



Request your free 2018 calendar

Free 2018 calendars featuring energy saving tips are now available courtesy of Wright-Hennepin. Send a request to info@whe.org for a complimentary calendar (while supplies last). You can also stop in or call (763) 477-3000.



Members may now file for seats on board of directors

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 the board will begin their three-year terms immediately following next year's Annual Meeting on April 19, 2018.

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 second 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 by the deadline, **March 1, 2018**. To apply, print out, complete and sign the form found on WH's website by visiting <http://goo.gl/yGZTjN>.

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



Solar Winners

tenKsolar Winner



CHRIS GERYOL of Elk River wins a credit for 229 kWh, September's output from WH's tenKsolar panel array.

GLEN KROFT of Maple Grove wins a credit for 165 kWh, October's output from WH's tenKsolar panel array.

Solar Winner



BRYON GUSTAFSON of Buffalo wins a credit for 246 kWh, September's output from WH's solar panels.

BRUCE NESS of Otsego wins a credit for 169 kWh, October's output from WH's solar panels.

AVERAGE MONTHLY ENERGY OUTPUT OVER 12 MONTHS

tenKsolar system: 200 kWh

Solar panels: 216 kWh

Enter to win monthly output from WH's solar panels, go to: <http://goo.gl/QjyTM>.

WH celebrates Halloween!

Thank you for making our Halloween event a success! Witches, monsters, super heroes and princesses took over the Wright-Hennepin (WH) headquarters on Halloween to participate in our member event celebrating Co-op Month. Children were invited to dress up and trick-or-treat at our Rockford office between the hours of 3-5 p.m. Dozens of guests came out to celebrate the holiday with us. Children received treat bags and flashlights and played games to earn candy. Cookies, juice and coffee were served.



Operation Round Up – Donations for October

Organizations that received October donations include:

- \$5,000 to the Buffalo Rotary to provide coats and boots for children in need and support a mentoring program for at risk students in junior and high school
- \$5,000 to Annandale Youth First Inc. for student-to-student mentorship programs
- \$5,000 to Community Toys for Tots to purchase toys and gifts for children ages 0-17
- \$7,500 to MN Adult and Teen Challenge to support the "Know the Truth" drug prevention program
- \$5,000 to Toys for Tots Buffalo to purchase toys and gifts for children ages 0-17
- \$5,000 to Angel Foundation to support a financial assistance program for adult cancer patients
- \$500 to CEAP Quilter to purchase quilting supplies
- \$1,500 to French Lake Sunshine Club to support local outreach to assist families in need and to celebrate the birthdays of the residents of Annandale Care Center
- \$1,200 to Friends of the Maple Lake Library to purchase books and audio books for the library
- \$2,500 to Guardian Angels Senior Services to expand overall wellness education and fitness classes at the Engel Haus in Albertville
- \$5,000 to Second Change for Life Foundation to assist patients in need of heart transplant expenses
- \$1,500 to Wright County Blue Star Mothers to defray costs of shipping packages to deployed military personnel.

TOTAL OCTOBER DONATIONS:
\$47,765.00



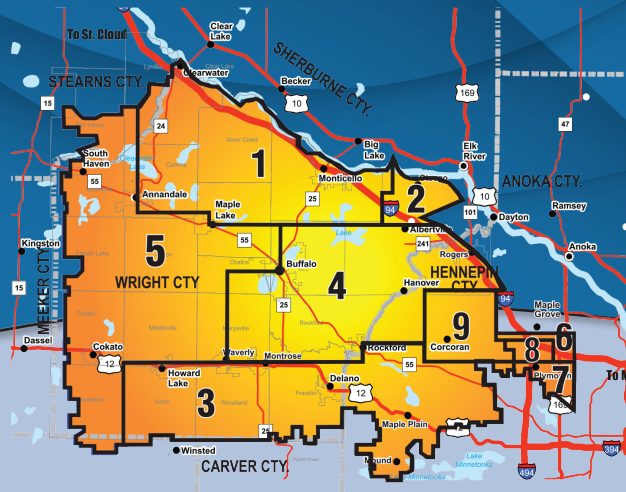
Board of Directors:

District 1: Timothy Young, Annandale
District 2: Duane "Butch" Lindenfelser, Monticello
District 3: Burton Horsch, Howard Lake
District 4: Dale Jans, Buffalo
District 5: Chris Lantto, Annandale
District 6: Mike Tieva, Maple Grove
District 7: Kenneth Hiebel, Plymouth
District 8: Casey Whelan, Maple Grove
District 9: Erick Heinz, Corcoran

WH President and CEO: Tim Sullivan

WH CFO: Angie Pribyl

WH Holding COO: Wendy Youngren



Hotline Update

December News for Wright-Hennepin members

Periodicals



Wright-Hennepin
Cooperative Electric Association

A Touchstone Energy® Cooperative

6800 Electric Drive
Rockford, MN 55373

Keep in touch with your cooperative!

Member call center hours (all year):

7:30 a.m. to 6 p.m. Monday – Friday
(763) 477-3000 or (800) 943-2667

Office hours:

8 a.m. to 4:30 p.m. Monday – Friday
(Labor Day – Memorial Day)

7:30 a.m. – 4:00 p.m. Monday – Friday
(Memorial day – Labor day)

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

REMINDER: Wright-Hennepin's Rockford headquarters will be closed December 25 and 26 in observance of Christmas. We will also be closed on January 1 in observance of New Year's Day. Our office hours are 8 a.m. to 4:30 p.m. Labor Day through Memorial Day.

● ORU helps families in need

An Operation Round Up (ORU) grant awarded to the Buffalo Rotary is helping families in Buffalo and Montrose this winter. Every Christmas for more than 15 years, the Rotary organizes the Adopt-A-Family program in which children 17 and under and disabled adults in need are provided with necessities like shoes, boots, coats, hats, mittens, pajamas, socks, underwear and clothing. While the Toys for Tots program provides toys and games to children in need, the Adopt A Family program provides clothing necessities.

Last year, the program helped a record 160 families (419 children) from the Buffalo and Montrose communities have a better Christmas — and the number is expected to grow this season.

Through the Adopt A Family program, families in need sign up for assistance or are referred to the program by others. They request specific items, sizes and colors and organizers do their best to provide exactly what they need. Individuals in those communities also volunteer to "adopt" a family in need and purchase the items on these wish lists. But those in need regularly exceed the list of those willing to help, which is where the ORU grant comes in.

"Without ORU's donation, we would not be able to fulfill the need of our community and we are incredibly grateful for the support!" said Sally Stevens, Buffalo Rotarian.

ORU recently awarded the Buffalo Rotary a grant for \$5,000 with \$4,000 going to the Adopt A Family program. The remaining \$1,000 will be used to support the Students Taking Renewed Interest in the Value of Education (STRIVE) program at Buffalo High School, which is a one-to-one mentoring program focused on motivating at risk high school juniors and seniors.



Gifts ready to be delivered to local families courtesy of Buffalo Rotary and Operation Round Up