

WH

Wright-Hennepin

Cooperative Electric Association

A Touchstone Energy® Cooperative

Hotline Update

News for Wright-Hennepin members

June 2017



Congratulations to all of the 2017 Wright-Hennepin local scholarship recipients!

Wright-Hennepin awards \$24,200 in scholarships to local students

On May 25, Wright-Hennepin (WH) awarded \$24,200 in scholarships to 19 local students to help them continue their education.

The ceremony was held at WH's headquarters in Rockford for recipients and their families. WH began awarding scholarships to local students in 1988. Now in its 29th year, the cooperative has awarded a total of \$681,650.

The scholarship fund was created after a state law was passed allowing unclaimed capital credits to be put into an education fund. In addition to unclaimed capital credits, contributions were made from the

Wright-Hennepin Holding Company subsidiaries — WH Security, WH Services and HeatMyFloors.com. This allows WH to invest in the area's youth without impacting electric rates.

WH Local Schools Scholarship

WH awards scholarships to students whose parent/guardian is a WH member. WH provides one scholarship to each school in its electric service area for an outstanding student pursuing higher education. WH also offers one "at-large" scholarship for students who attend private schools or schools that neighbor WH's electric service territory. The following recipients received a WH local schools scholarship:

Hailey Manninen, Annandale HS
Kayla Lehtola, Buffalo HS
Emma Erickson, Dassel-Cokato HS
Christine Whitcomb, Delano HS
Madeline Weninger, Howard Lake-Waverly-Winsted HS
Hyesu Kim, Maple Grove HS
Tyler Russell, Maple Lake HS
Matthew Baloun, Monticello HS
Paige Jensen, Orono HS
Joanna Lee, Osseo HS
Jacob Hall, Rockford HS
Megan Secrist, Rogers HS

Ethan Nesbit, St. Michael-Albertville HS
Hailee Bushman, Watertown-Mayer HS
Abhi Kamboj, Wayzata HS
Alexendra Robinson, Independence (at-large scholarship)

Edward R. Slebisika Memorial Line Worker Scholarship

Each year, the Edward R. Slebisika Scholarship is awarded in the name of the cooperative's first CEO to individuals planning to become electric line workers. During his time as CEO, Slebisika helped the cooperative bring reliable and affordable electricity to rural Wright County and Western Hennepin County. The recipient of the 2017 Edward R. Slebisika Memorial Line Worker Scholarship is Eli Hance, of Maple Lake.

Basin Electric Scholarships

Basin Electric Power Cooperative annually awards a scholarship to its distribution cooperative members. Basin is one of WH's wholesale power suppliers, and is headquartered in Bismarck, N.D. The recipient of this year's Basin Electric Scholarship is Alyssa Risch of Maple Grove. Basin also offers a scholarship to employees of its distribution co-ops. This year, the Basin Employee Scholarship recipient is Allison Zipp of St. Michael.

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CEO's Memo

Tim Sullivan, WH President and CEO

A look at Wright-Hennepin members by the numbers

As a cooperative run for those we serve, Wright-Hennepin (WH) has a special obligation to understand our members. To do that well, we strive to know more about our members than your account number and last month's billing amount. Consequently, we thought you might appreciate a look at WH's membership by the numbers — and to see what kind of story it tells about our area.

Compared to counterparts in the state and nation, Hennepin and Wright counties have very low unemployment (less than 4 percent). In addition, the annual median household income in our service area is well above state and national norms, or about \$85,000. In addition, almost two-thirds (63 percent) of our members are married. The single largest age group — or about one-third of our membership — is between the ages of 45-54. Almost half of the membership has a college degree and one in five has completed graduate school. Perhaps most impressively, fully 91 percent of our members own their home and stay in them on average between six and nine years.

So, what conclusions can be drawn from this information? It shows that, compared to most of the state and nation, WH has a very stable, successful and well-educated membership. At WH, we consider ourselves incredibly fortunate to serve this membership. But it can present challenges as well. One is that successful and well-educated consumers typically have higher expectations from their utility company. Another is that our membership tends to be less familiar with the special benefits and advantages of being a member-owner, something we call the Cooperative Difference.

So, let's talk more about how we're performing against your expectations. We're gratified that you gave us an American Customer Satisfaction Index (ACSI) score this spring of 85. That's higher than Google (84), Amazon (83) and Nike (80), to name a few. Fully 83 percent of those surveyed gave WH very

high ratings (either a 4 or a 5 on a five-point scale) on the survey question "WH has my best interests at heart." We're also pleased that 82 percent of you rated WH a 4 or a 5 on the question "WH returns money to members." We're delighted you are appreciating those capital credit checks! Moreover, an incredible 95 percent gave us high marks when it comes to minimizing longer outages and restoring power quickly.

While we're pleased with this overall performance, we know we have room to improve. One goal is to increase recognition that, with WH, you are a member-owner, not just a customer. In the last survey, about 40 percent of you identified as a member or an owner, a level well below national co-op norms. This matters because there are strong, unique and concrete benefits to being a member.

That's why we're trying to do a better job of talking about and demonstrating the Cooperative Difference. As you know, our Annual Meeting theme this spring was "80 Years of the Cooperative Difference." We've stepped up member features in our newsletter and we send capital credits back by check to demonstrate one benefit of being a member. Because we're member-owned, we make reliability and rate decisions based solely on what's best for you. And this local control and responsiveness pays off for you in WH's low outage rates and competitive pricing.

At WH, we are indeed grateful to serve this membership. It's the main reason we strive to demonstrate the Cooperative Difference in everything we do. And our fondest hope is the next time you're asked whether you're a customer of WH, you'll proudly say: "No, I'm not! I'm a member!"

Thank you for your business.

Board Report

April Board Meeting Highlights:

The Wright-Hennepin and WH Holding monthly Board of Director meetings were conducted April 11, 2017. A quorum of directors was present. Items discussed or Board action taken:

- Approved renewing WH's line of credit to Wright-Hennepin Holding Company.
- Approved updated rate and rider policies.
- Approved contracting with a firm to review WH's real estate and personal property taxes.
- Approved collecting city franchise fees from members in Plymouth as outlined in a schedule by the City of Plymouth.
- Heard a key customer report for the WH International Response Center.

May Board Meeting Highlights:

The Wright-Hennepin and WH Holding monthly Board of Director meetings were conducted May 9, 2017. A quorum of directors was present. Items discussed or Board action taken:

- Heard first quarter results on the 2017 Balanced Scorecard goals.
- Critiqued the 2017 annual meeting and approved the date of Thursday, April 19, 2018 for next year's annual meeting.
- Approved updated criteria for the winner of the annual Slebiska Line Worker Scholarship.
- Approved the National Rural Electric Cooperative Association's membership dues.
- Approved the name change of WH Response, LLC to WH Services, LLC.
- Reviewed and filed CEO, financial, and other reports.
- Directors shared highlights of meetings attended on behalf of the cooperative.

Guest:

- Peter Giacalone, President of Giacalone Associations, LLC, joined the meeting via webcast to provide an in-depth overview of the security and central station monitoring landscape.

● Wright-Hennepin safety demos teach safe electrical practices

Part of being a cooperative is caring for the community you serve. In fact, Cooperative Principle #7 is Concern for Community. That's why Wright-Hennepin (WH) performs electric safety demonstrations to inform the general public and youth on the importance of safe electrical practices through hotline demonstrations.

WH hosts these events at schools, community centers and even science club meetings to show children ways to avoid dangerous real-life circumstances with electricity. The training reviews the dangers of playing with toys or balls near power lines, of climbing trees near power lines, and of tampering with the green transformer boxes found in yards and more.



Through a community education partnership with Subway, free cookie coupons are provided to participants.

Attending children are also given a take-home sheet with information and a home-safety walk-through, as well as topics and tips to help families save energy.

So, if you're looking for a great way to teach kids about electric safety, call us at (763) 477-3000 to schedule a demonstration.



Energy Use Consultant Darrell Erickson educates a group of fourth-graders at Pinewood Elementary School how to avoid different electrical hazards.

● Ways to save energy this summer

Now that summer is upon us, follow these tips to keep your home cool and save money for recreational activities:

- Keep your drapes and blinds closed on bright sunny days to keep heat out. Open them in the evening when it's cooler to take advantage of natural light.
- Open your windows instead of running your air conditioner while you sleep.
- Use ceiling fans to circulate air, but turn them off when you leave the room.
- Set your thermostat as high as comfortably possible. The smaller the difference between the indoor and outdoor temperatures, the lower your overall cooling bill will be.
- Grill meals instead of using your oven or stove, which heats up your home.
- Have your air conditioner tuned up and clean or replace your filter monthly.
- Run your dryer and dishwasher after 8 p.m. to avoid times of peak energy demand. This will also keep your home cooler.



● Staying connected: update your contact information

Has your home address changed? What about your phone number, or your email? If so, please keep your contact information up-to-date with Wright-Hennepin (WH).

We may need to contact you to discuss your account, schedule an appointment or service, or respond to a power outage.

Another important reason to keep your contact information current is so that WH can provide you with your capital credit refund. WH makes multiple attempts to deliver capital credits to former and current members who may have moved from their last known address.

Please call WH at (763) 477-3000 to update your contact information. If you have not received your capital credit refund or know of someone who hasn't, contact us at the number mentioned above, or visit <https://goo.gl/TBphM8>.

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

15 percent off a fence or deck project of \$1,500 or more at Authority Fence & Deck, Inc. located at 1295 County Rd 75 NW, Clearwater, MN 55320.

Offer valid when showing your FREE Co-op Connections card to the cashier. Another benefit of being a WH member! 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 app on your mobile device to find all your local deals and more!



Stay cool and save on your electric bill with Energy-Saving Programs

Whether it's the heat or the humidity, beat the steam of summer and save on your electric bill with Wright-Hennepin's (WH) Quick Cash Air Conditioning program.

Virtually all homes that have air conditioning use electricity as the main source of cooling in the summer, according to the Energy Information Administration. So, it should come as no surprise that Minnesotans use just as much electricity, if not more, during warmer months as they do during the heating season. That's where Quick Cash comes into play.

With Quick Cash, members allow WH to cycle their air conditioners on and off for approximately 15-minute intervals during times of high energy demand — usually the hottest days of the season. In return, you receive a \$5 credit for each month from June through September.

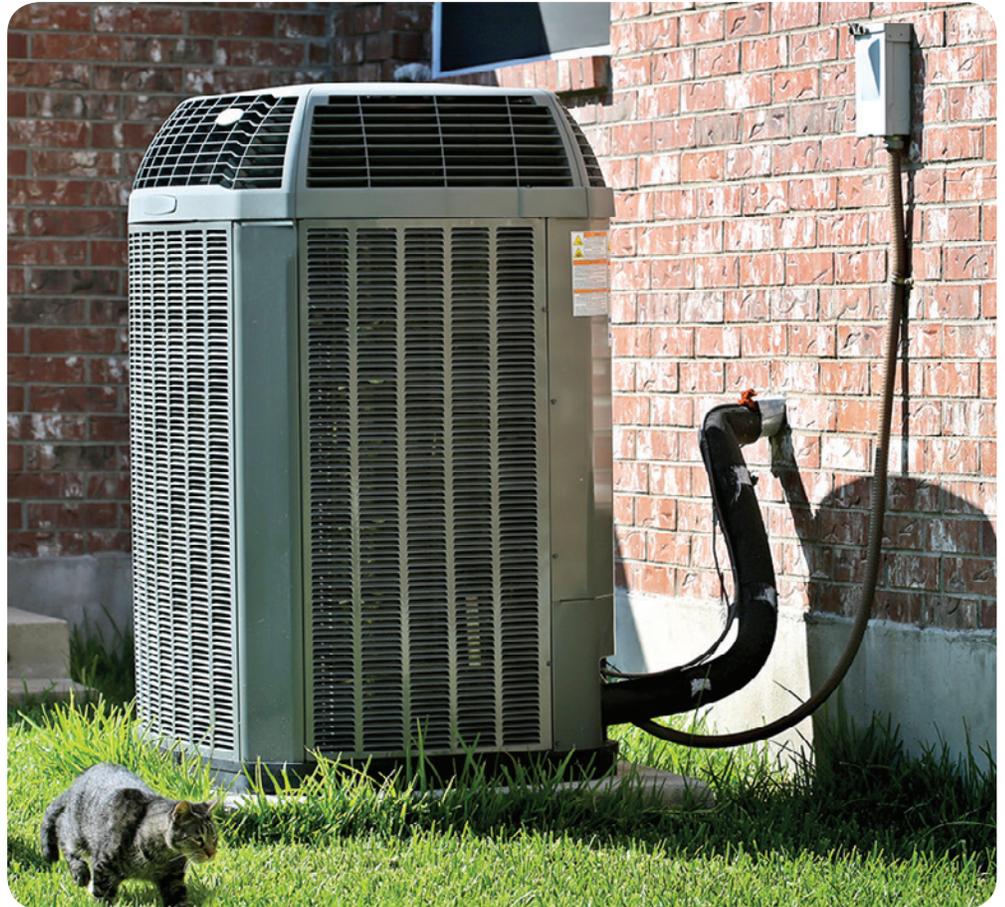
Purchasing a new air conditioner? WH has a rebate for up to \$200 for qualifying systems. Just call (763) 477-3000 or visit <https://goo.gl/YhACPF> for more information.

Other Energy-Saving programs and rebates

Listed below are additional Energy-Saving programs of which members can take advantage.

Quick Cash Air Source Heat Pump

Up to \$1,100 rebate
\$5 monthly bill credit June through November



Quick Cash Water Heating

Up to \$1,050 rebate
\$10 monthly bill credit

Metered Water Storage Program

Up to \$200 rebate
Energy-Saving rate of \$0.06/kWh

Electric Vehicle – Storage Program

Up to \$700 rebate
Vehicles may charge between 11 p.m.–7 a.m.
Energy-Saving rate of \$0.054/kWh

\$5

Receive a \$5 bill credit!

WH is offering a one-time, \$5 bill credit if you sign up for all of the following three items:

- EZ Pay (automatic payments from checking, debit or credit card)
- E billing (bill amount is delivered via email each month)
- Paperless (no paper bill - your bill amount will be delivered via email only)

Call today to sign up! (763) 477-3000 or (800) 943-2667. One \$5 bill credit per member

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● Power trip: power strips vs. surge protectors

As consumer electronics continue to proliferate, there simply may not be enough outlets in your home to accommodate them. This is particularly true for older homes. As a result, you may choose to use an “outlet expander,” like power strips or surge protectors. While the terms are used interchangeably, they are not equal. Here's why.

Power strips are generic, relatively inexpensive, and provide users with several outlets to plug in extra devices. Surge protectors look and function similar to power strips, but they protect appliances and devices by blocking electrical surges above a certain threshold.

With this in mind, let's consider these factors when purchasing a power strip or a surge protector (the power strip's more talented cousin).

Important tip: Make sure you know the amperage rating of the outlet into which you are connecting the strip and other equipment. A residential circuit can overload if you are not careful.

Purchasing a power strip:

- Look for power strips with a built-in circuit breaker. If you connect too many

electronics and devices, the strip will kick out the circuit breaker rather than causing the breaker in your electric panel to trip.

- Pay attention to the orientation of the outlets. The typical design is along the length of the strip, facing the bottom or end of the strip. Use power strips with the outlets perpendicular to the length of the strip.
- Get a smart strip. These are becoming more common and less expensive. With smart strips, one outlet serves as a master, receiving power all the time. The other outlets do not receive power until the master device is turned on. This is ideal for home entertainment setups.



Power strip

Purchasing a surge protector:

If you are connecting expensive electronics, you may want to consider a surge protector. Like power strips, there are some key factors to

consider when buying a surge protector.

- Go for a significant joule (jewel) rating. This is a measure of how much energy it can withstand.
- Use it for cable and Internet connection protection. You may want to consider this for your entertainment and computing needs because surges can enter via any wired connection. Be sure the protector is designed to handle a digital television. Otherwise, it can cause pixelation if it's only designed for analog signals.
- Make sure your device has an indicator light that shows if protection has burned out.
- Use the same outlet orientation as mentioned above. Make sure it includes a power conditioning feature (for PCs, this is a nice-to-have feature but not a necessity).



Surge protector

● Autism Allies uses ORU funds for resource fair

Autism Allies' mission is to improve the lives of individuals with autism and their families by providing support, education and awareness, helping them to reach their fullest potential.

Recently, Autism Allies received a \$2,100 grant from Operation Round Up provided by Wright-Hennepin members who allow their electric bill to be rounded up to the nearest dollar.

The grant was put towards Autism Allies' annual resource fair, which was held on May 8. The event featured presentations for

navigating funding, behavioral information and more.

Other organizations that received April donations: \$500 to Angel Quilters; \$5,000 to Cokato Charitable Trust; \$3,500 to Courage Kenny Foundation; \$5,000 to Crisis Nursery; \$3,000 to Community Health Foundation of Wright County through Elim Care; \$1,000 to Fishing Clinics for Kids; \$77 to Rejoice Lutheran Church; \$5,000 to Rivers of Hope; and \$160 to St. Michael-Albertville High School.



Autism Allies recently put its \$2,100 grant from Operation Round Up to use during its annual resource fair, which included presentations and informational sessions.

SHAPE UP YOUR YARD FOR SUMMER!

TREE TRIMMING FROM WH SERVICES

Keep your landscape looking beautiful with professional tree care. Schedule your service today!

SERVICES INCLUDE:

- Pruning and shaping
- Tree and stump removal
- Lot clearing for construction
- Emerald ash borer treatment
- Aerial bucket truck work
- Tree fertilization
- Storm damage clearing

90-DAY no-interest financing available!

WH SERVICES
(763) 477-3000 www.whe.org

Why should you choose WH Security?

WH Security has been the local provider of customized security solutions for the Twin Cities and surrounding areas for almost 30 years. Our team of professionals know the importance of feeling safe in your home, and knowing that a loved one is protected. That's why we help design the perfect system to fit your needs, and provide the latest technologies for you to choose from.

Let us be your trusted security partner by taking advantage of any one of the following products or services:

- Home security and alarm monitoring
- Interactive security services including:
 - Energy-management technology
 - Remote security control
 - Geo services (automated home settings based on your location)
 - Surveillance cameras
- Business security and alarm monitoring
- Medical alerts

Once you become a WH Security customer, you will receive extraordinary customer service. How do we know that? By surveying our customers through the American Customer Satisfaction Index (ACSI). On a scale of 0-100, WH Security recently received an ACSI score of 88 — better than Google (84), Amazon (83) and Nike (80).

Investing in a security system is just that —



an investment. WH Security offers in-home assessments that are free of cost and obligation, because we want to make this process as convenient and easy as possible.

So whether you're seeking interactive security services that let you control your home from a mobile device, or are simply trying to add peace of mind, let WH Security provide you with equipment and services that fit your needs by calling (763) 477-3664. And if you sign up for a new security system by August 11, you will receive a free monitored smoke sensor! Already an existing customer? Get 25 percent off any additional add-ons.

Cooperative Principle #4: autonomy and independence

One of seven guiding principles for all cooperatives is Autonomy and Independence. The National Rural Electric Cooperative Association (NRECA) summarizes the principle this way: "Cooperatives are autonomous, self-help organizations controlled by their members. If they enter into agreements with other organizations, including

governments, or raise capital from external sources, they do so on terms that ensure democratic control as well as their unique identity."

In other words, if we enter into agreements with others, we preserve our democratic structure. Partnerships can be tremendously beneficial, but Wright-Hennepin (WH) will participate only if we can maintain our autonomy.

In short, Principle #4 ensures that, whatever their other business arrangements, co-ops are run of, by and for their members!



A Touchstone Energy® Cooperative 

Transform cold rooms into cozy rooms

Our award-winning STEP Warmfloor system is ideal for tile, carpet and wood floors in both residential and commercial spaces. No other underfloor heating system can match the product's reliability and energy efficiency.



HEATMYFLOORS.COM



Contact us today:
(763) 477-3665, or
info@HeatMyFloors.com

Solar Winners



tenKsolar Winner

MICHELLE MUELLER of Maple Grove wins a credit for 210 kWh, April's output from WH's tenKsolar panel array.

ANDREW AVERBECK of Plymouth wins a credit for 240 kWh, May's output from WH's tenKsolar panel array.



Solar Winner

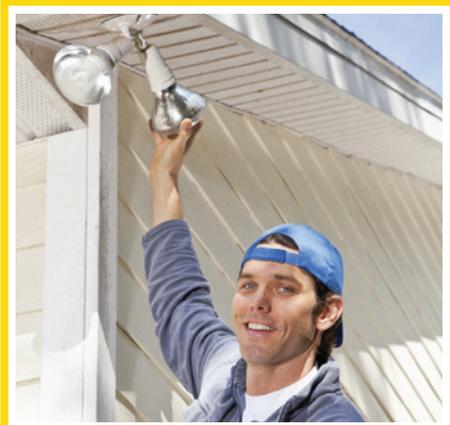
CHARLEY KASKINEN of Annandale wins a credit for 220 kWh, April's output from WH's solar panels.

KIM TANGEN of Maple Grove wins a credit for 245 kWh, May's output from WH's solar panels.

Average monthly energy output over 12 months:

Solar panels: 217 kWh
tenKsolar system: 201 kWh

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



Save on your next purchase of GE ENERGY STAR® certified LED bulbs.

\$8 OFF

select GE ENERGY STAR® light bulbs at Buffalo and Maple Grove Walmart stores

Home Lighting Promotion runs June 1 – August 31, 2017.

ENERGY WISE  MN

Preparing and responding to summer storms

Summer is in full swing, and with it comes the threat of severe weather. Since you may only have minutes to get to a safe place before severe thunderstorms or tornadoes hit, preparation is key.

Before the storm

- Create and practice a family plan. Establish a safe meeting place where you and your family will take shelter during storms and practice your plan. If you live in a mobile home, know of a safe place to go for shelter.
- If you have pets, determine who will bring them to shelter if time allows.
- Prepare your children for encountering an outage or severe weather while home alone. Show them how to find storm notifications via a radio or smartphone.
- Keep a three-day supply of water and non-

perishable food items that do not require refrigeration or cooking.

- Know where your circuit breakers are located and how to check if one is tripped.
- Purchase a severe weather notification app on your mobile device.

After the storm

- Continue to stay on top of storm notifications. Severe weather has the potential for multiple rounds of thunderstorms and tornadoes.
- Stay away from all downed power lines and treat them as "live." Call 9-1-1 if you see a downed line.
- If your town has been hit by severe weather, it is a good idea to notify relatives and loved ones that you are okay.

- If your home floods, remember that submerged outlets, cords and appliances can energize water.

Reporting an outage and outage alerts

Call (763) 477-3100 to reach Wright-Hennepin's (WH) electric dispatch center, or report your outage at www.whe.org. WH also offers free outage notifications to members via text or email. Sign up at <https://goo.gl/4CcdGN>. You will receive a message when an outage occurs in your area with the estimated time of restoration (ETOR), as well as additional information surrounding the outage. Members can also access real-time outage information via WH's online outage map (www.whe.org). You can also find info by following WH's Outage account on Twitter at @Wright_Hennepin, or check out our Facebook page for regular updates at www.facebook.com/WrightHennepin.

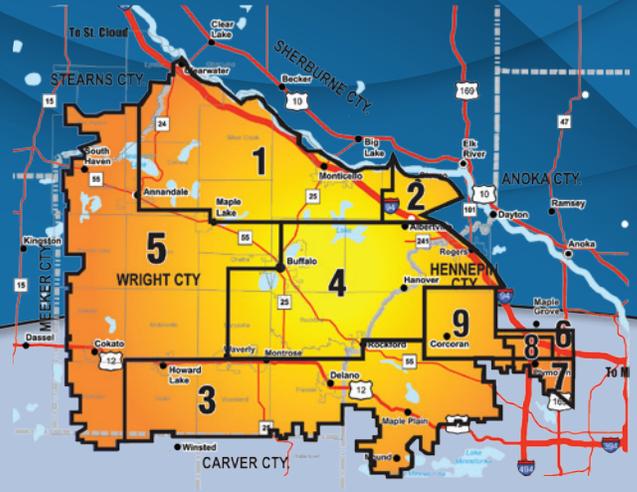
Board of Directors:

- District 1: Timothy Young, Annandale
- District 2: Duane "Butch" Lindenfesler, 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

June News for Wright-Hennepin members

Periodicals



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 is closed Tuesday, July 4 in observance of Independence Day.



Come and see us at local events!

June 30 Noon to 3 p.m. Electric Vehicle event Albertville Mall	July 4 10:30 a.m. start Delano Parade	July 4 10 a.m. start Annandale Parade	July 15 9 a.m. to 3 p.m. Maple Grove Big Truck Show Grass lot in front of MG Library parking ramp
July 26-30 Wright County Fair WH Trailer	August 1 11 a.m. to 1 p.m. Maple Grove National Night Out	August 13 Noon start Rockford River Days Parade	View our event calendar at: www.whe.org