

Your cooperative in the community

Commitment to community is one of Wright-Hennepin's (WH) core cooperative principles. WH strives to promote programs that support the communities we serve and make a difference in our members' lives. This summer, WH has been a proud sponsor and participant in activities throughout our service area. To see more photos, visit our Facebook page at www.facebook.com/WrightHennepin.



WH sponsored three drivers pictured above in the Wright County Fair Demolition Derby: (left to right) Rob Bidwell, Zach Bidwell and Jacob Bidwell. WH was a major event sponsor of the Demo Derby, Combine Demo Derby and Bull Riding.



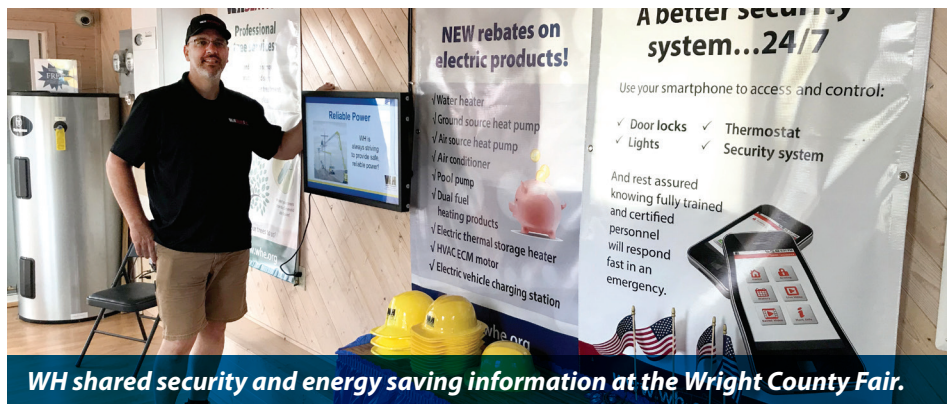
Delano July 4th Celebration Parade.



The Demo Derby team in action at the Wright County Fair.



WH's booth at Maple Grove Days Business Expo.



WH shared security and energy saving information at the Wright County Fair.

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At the Maple Grove Big Truck Show, children learned about gear linemen use.



Children got to sit in one of WH's digger trucks at the Maple Grove Big Truck Show.



CEO's Memo

Tim Sullivan, WH President and CEO

Save money and support your community with Co-op Connections!

At Wright-Hennepin (WH), we believe saving you money shouldn't end with delivering electricity at the lowest possible cost. That's why we're proud to reintroduce Co-op Connections, a free discount program that helps you save money on everyday purchases at dozens of local businesses. You'll find it included as an insert in this month's newsletter.

Using this card, you can access thousands of local and national deals, including discounts on subsidiary businesses your co-op owns, including WH Security, WH Appliance Repair and WH Tree Services. It will also save you money on everything from travel to dry cleaning to oil changes to pizza with your family. Not only will this make your life easier and reduce stress on your wallet, using Co-op Connections will support local businesses and keep dollars in our local communities. And it's all free to you simply because you're a WH member.

Card details

Inside your newsletter is an insert that has your Co-op Connections Card and key fob. The insert contains a list of all WH's local deals and a look at many national deals. The local deals range from "Three free months of monitoring when installing a new security system" from WH Security to "\$5 off any order of \$20 or more" from Sarpino's Pizzeria to "Buy 18 holes of golf, get 18 free" from Cedar Creek Golf Course.

If you no longer carry cards, download the free "Co-op Connections" app and you'll get a digital card and access to all the local and national deals straight from your cell phone or tablet.

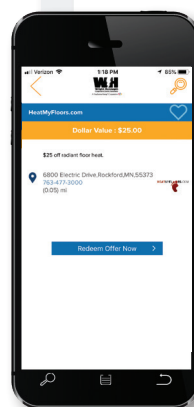
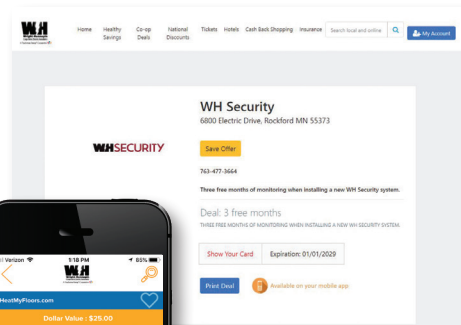
To find more national deals and other benefits, visit the Co-op Connections website at <http://goo.gl/ujKZKC> and create a free account. From there, log in to the app or website to see thousands of local and national deals, cash-back shopping, healthy savings and more.

Since these resources are all free to you, please use them frequently! Also, make sure to tell the retailers how much you appreciate their support!

There are multiple ways to redeem the deals and discounts. You can show your physical card or key fob at the business to redeem the deal. You can use the app to show the card, coupon or code at the business or online. You can use the website to look through deals and print coupons, go cash-back shopping, book hotels, buy tickets to various entertainment events and more. Whichever way you choose to use the program, saving money with your Co-op Connections Card is easy.

Member benefits

Your Co-op Connections Card is also a concrete reminder that you have a unique relationship with WH, your electric cooperative. With WH, you're not just a customer, you're a member-owner and you now have your own member card, just as you would if you became a member of AAA, AARP or Ducks Unlimited. So, keep it with you as a proud reminder of your WH membership.

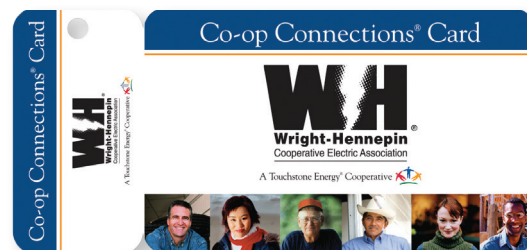


Supporting our communities

Please also support the businesses who offer these special discounts. Look for the Co-op Connections decal on their window or our brochure at their counter. Also, if they don't

already, please invite your favorite retailers to participate! WH is only too happy to add more partners to our list. So, help us help you save money at your favorite businesses!

Think of Co-op Connections this way: it's a near-perfect example of your co-op's value proposition to you. It affirms the special benefits of being a WH member, it saves you money, it supports the local community and it provides all this through state-of-the-art digital technology!



So, use your card proudly, use it often and use it to deliver great benefits to you and your family.

As always, thank you for your business!

Maple Grove student experiences Youth Tour in Washington D.C.

For Olivia Loveless, the Electric Cooperative Youth Tour in Washington, D.C. was a trip with a personal connection. In 2014, her older sister, Elise Loveless, attended Youth Tour and was sponsored by Wright-Hennepin (WH).

More than 1,800 students from around the country, including 40 from Minnesota, attended the annual Youth Tour in Washington, D.C. from June 8 – 15. Now in its 54th year, the Youth Tour was established to help educate youth about the political process and allow students to visit national monuments and interact with U.S. government officials.

"We got to see the sites, the monuments, the memorials, museums,



Olivia Loveless (far left) is pictured with two of her fellow Minnesota Youth Tour students at Arlington National Cemetery.

the Smithsonian and then we got to go to more sessions and learn about electric cooperatives," said Olivia. "We also got to meet all of our congressional representatives and our senator, Tina Smith."

Olivia will be a senior at Maple Grove Senior High School this year. She was motivated to apply for the Youth Tour to learn more about D.C. and to meet other students.

"I really enjoyed traveling with new people, getting to meet people from other areas and getting to see the sites of Washington, D.C.," Olivia said. "There was a pin trading event, where you trade pins with other people from other states. It kinda gets you to talk with people from different states."

While Olivia had been to D.C. once before, she didn't know a lot about cooperatives. "I thought that electric cooperatives were pretty much just electricity. They didn't go much farther than that. But there was a man who spoke one night who had gone to Haiti. He was a line worker, so he helped set up lines and other things in their communities. He was very



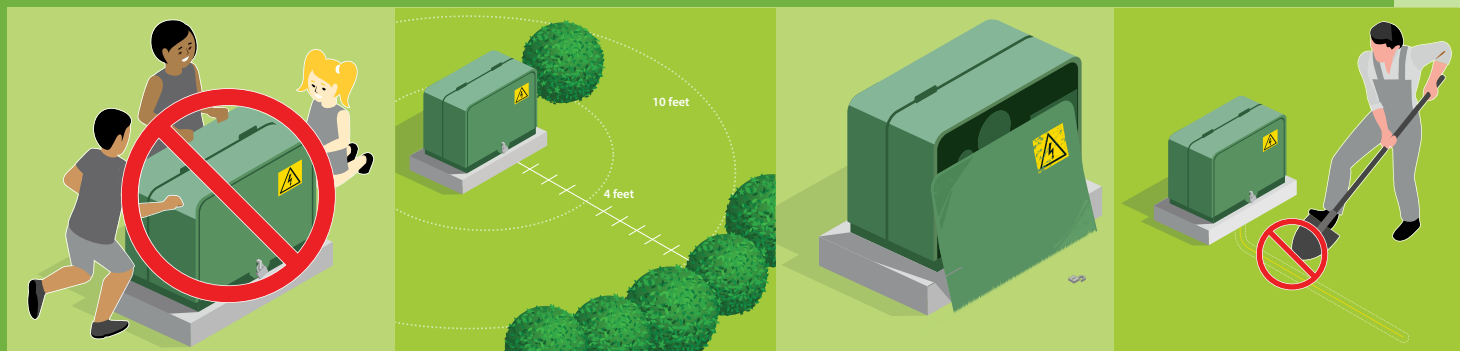
Olivia Loveless in front U.S. Capitol Building in Washington, D.C.

passionate about what he had done. It was really cool!"

Olivia said she had a great time, met amazing people, got to explore what Washington, D.C. had to offer and learned more about electric cooperatives. Now that Olivia is back, she is excited to share what she has learned with her community.

High school juniors interested in applying for the Youth Tour can learn more and fill out next year's application at <http://goo.gl/skrnb7>. Applications are submitted to WH. Your parent/guardian must be a WH member.

Practice safety around pad-mounted transformers



What exactly are these big green boxes in our yards and neighborhoods? Well, they are called a pad-mounted transformer and they house vital electrical equipment that distributes electricity to your home.

It's important to practice safety around all electrical equipment, including these transformers. Primary high voltage lines are connected to transformers and secondary lines extend in several directions to distribute electricity to nearby homes and businesses. These transformers are regularly inspected by co-op line crews to ensure that everything is working properly, and

there are things you can do to help.

Keep landscaping and other barriers clear of the equipment. By doing so, co-op crews can safely access the transformers to make repairs or adjustments. Technicians need at least 10 feet of clearance at the opening side and approximately 4 feet of open space on the other sides of a pad-mounted transformer. This allows the use of tools to be used and helps ensure technicians have space to maneuver while working.

Nothing is more important to Wright-Hennepin (WH) than keeping you, your loved ones and our employees safe. So please keep in mind the

following check list to ensure safety around pad-mounted transformers.

Remember:

- Don't let children play and climb on or around them
- Keep the surrounding area clear
- Never dig near the transformer and always call 8-1-1 before digging
- Report any problems to WH at (763) 477-3000

Co-op Connections featured deal of the month

Vintage Golf Course, Monticello, is an 18-hole course that all golfers can enjoy. Show your card to get 18 holes free after buying 18 and renting a cart. Excludes weekends after 1 p.m. and holidays.

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!



Operation Round Up helps fund Rivers of Hope safe house

Rivers of Hope was founded in 1989 by a group of teachers at Elk River High School who wanted to find a way to support students growing up in violent homes. There were two ways it provided support: reaching out to parents in need of help and supporting the youth in schools. A few years later, a similar organization was developed in Wright County and eventually the two organizations merged to create Rivers of Hope. Currently, Rivers of Hope serves residents of Wright County and Sherburne County.

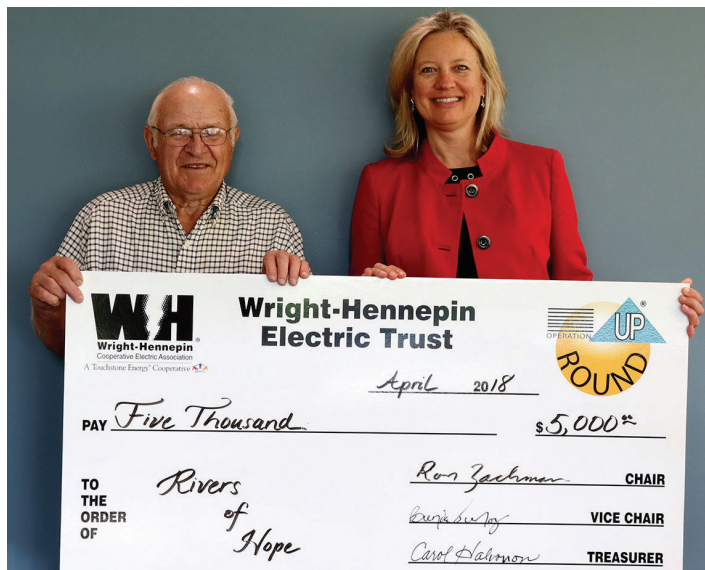
For the last 10 years, Rivers of Hope has helped more than 1,000 people every year. Even though the state of Minnesota provides annual funding for these programs, Rivers of Hope would not be able to do everything it does without local support.

"A couple of years ago, we opened a safe house, because we don't have a shelter in either county," said Christine Pommerenke, Executive Director of Rivers of Hope. "It was more feasible to offer a safe house, so people had a place to go that was not public. It gives them the opportunity to make the arrangements needed to move forward from the relationship they were in."

This shelter provides a parent with children, singles and others a safe environment to determine their next course of action. Pommerenke said many times people feel isolated and have nowhere else to go.

"The closest shelters available are St. Cloud or Anoka or in the Twin Cities area," said Pommerenke. "By having the safe house available, people can stay in their own communities, not have a large distance to travel and have a little more privacy than a shelter."

Pommerenke said the need is especially strong for youth. "We have been working on providing more intensive services to youth. We show kids what healthy and safe relationships look like. We educate that they can make decisions of who touches them and how somebody speaks to them."



In April 2018, Rivers of Hope received an ORU donation of \$5,000 from Wright-Hennepin. ORU Director John Meister presented the donation to Christine Pommerenke, Executive Director.

Rivers of Hope and other organizations in our communities would not be able to provide the same help and support without your Operation Round Up donations.

Other organizations who received April donations include: \$2,200 to Autism Allies; \$300 to Buffalo High School All Night Grad Party; \$300 to Rockford All Night Grad Party; \$300 to Watertown-Mayer Post Prom Party; \$700 to Charles Claessens American Legion Post 305; \$5,000 to CHOICE, Inc; and \$5,000 to Spare Key. Total April donations: \$18,800.



Quick fix. Fast service. Fair price.

Avoid unexpected repair bills with the WH Appliance Repair plan that handles service request calls 24 hours a day.

Covered appliances include:

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

Packages Start At

\$18⁷⁵
month

Additional appliance coverage also available. No deductible or trip charge. Certain restrictions apply.

(763) 477-3000 • whe.org/services-products.html

WH Appliance
Repair

TONY'S TECH TIP



Beware the summer phishing season!

Minnesota summers are made for fishing out on the water. But when it comes to computers, you don't want to become the big catch from others' phishing.

What it means

Phishing is the act of sending spam emails to users falsely claiming to be a legitimate business to trick them into providing personal information. The people behind phishing emails are scam artists. They send out millions of these scam emails in the hopes that even a few recipients will act and provide their personal and financial information. Today, computers have more sophisticated software to stop hackers from breaking into systems and stealing information, so instead they come up with ingenious ways for people to simply give it to them!

How it's done

These scam artists will create fake messages and websites that imitate legitimate sites. In an email, they ask for a reply, following a link in the message or downloading an attachment. The email can appear to be from a bank, credit card company, Facebook, Gmail or anywhere a person may have registered for an account.

What to look for

The email will state that your information needs to be updated and may even say your account will be suspended if you do not act! It usually has a link or directions to visit a website where people update their information such as passwords, social security numbers, bank account numbers or credit card information. At a legitimate organization, these would already be on file. These websites are fake and are only set up to steal information. Unfortunately, it is effective because more than 50 percent of users have the same passwords for different accounts.

What to do

The golden rule to avoid being phished is to never click on links within an email that ask for personal information. Open a web browser, type in the link or use the saved bookmark to log into the website. This will provide accurate information about the account. It will also allow people to completely avoid the possibility of landing on a fake website and unknowingly giving information to a scam artist.

To learn more about phishing and how to prevent attacks, visit <http://goo.gl/8KHMDA>.

Tony Heid, Vice President of Information Technology, Wright-Hennepin

Disclaimer: No system is completely secure. Take reasonable caution to safeguard your data.

Great River Energy sets 2030 renewable goal of 50 percent

VOLUNTARY GOAL WILL MORE THAN DOUBLE CURRENT RENEWABLE ENERGY SUPPLY

Great River Energy has recently established a company goal to supply its member-owner cooperatives with energy that is 50 percent from renewable resources by 2030.

"Great River Energy has already met Minnesota's 25 percent renewable energy standard, eight years ahead of requirements," said Great River Energy President and Chief Executive Officer David Saggau.

This renewable energy goal comes at a time when home- and business-owners are increasingly interested in having more renewables in their energy supplies.

Great River Energy has spent more than a decade positioning its portfolio, lowering costs and reducing dependence on coal as a fuel source, while improving the overall flexibility of its generation portfolio.

"Renewable energy, particularly wind, is currently our lowest-cost option for new generation resources," Saggau said.



Electricity: The best bang for your buck!

Electricity. It's a powerful tool we often take for granted. But you should know how affordably electricity powers modern quality of life. The evidence?

Let's compare the cost of some common purchases with the corresponding cost of electricity. Consider:

You can also purchase ENERGY STAR certified devices and appliances, which are more energy efficient than regular devices and appliances. You can invest in LED or CFL light bulbs which can be 25 to 80 percent more energy efficient than regular incandescent bulbs.

Price	Daily expenses	Electricity
\$4.50	A latte	Power your coffee maker for more than seven months
\$6.50	A fast food meal	Power your microwave for almost five months
\$20	A new DVD release	Power your DVD player for two years
\$75	Two full tanks of gas	Run a space heater for two years
\$150	A night at a hotel	A fully charged iPad for 100+ years

**Sources: U.S. Department of Energy, Energy Wise MN*

Another benefit of electricity is the tremendous control you have over your monthly bill. The trick is to adjust your usage.

For example, turn the lights off when you leave a room, use power strips to turn off devices overnight, charge your phone before bed instead of overnight and ensure appliances are used to their full capabilities.

All in all, electricity is a great value for your money!

So, the next time you flip a switch or plug in a device, remember you are not only receiving an affordable service but a great value. To learn more about the cost and value of electricity, visit our website at www.whe.org.



Why choose WH Security?



WH Security has been providing thousands of homes and businesses in Minnesota with competitively-priced, state-of-the-art security systems and fast-response alarm monitoring for nearly 30 years.

Whether you are home or away, your home security system will detect and alert you and our 24/7 monitoring center of burglary, fire, environmental disasters, medical situations and much more.

Being local puts WH Security in a position to best serve you, a fellow member of our community. When you want your home security system serviced, you will be contacting our local office. With WH Security, your technician is *your technician*. He or she will help you from beginning to end and will service your system not only today, but in the future. Building and developing a consistent working relationship is important, especially with

an individual entrusted to provide safety and protection for your home.

We know your community, since it is also our community. Our UL-certified security system monitoring center is also located in Minnesota and will provide fast-response monitoring when you need it—and when you need it, fast is important.

WH Security prides itself on delivering more value to customers because we are local and a part of the community. If you are looking for a local service provider or need help with your existing system, please call 763.477.3664.



WHSECURITY

CREATE A WARM OASIS



ANYWHERE IN YOUR HOME

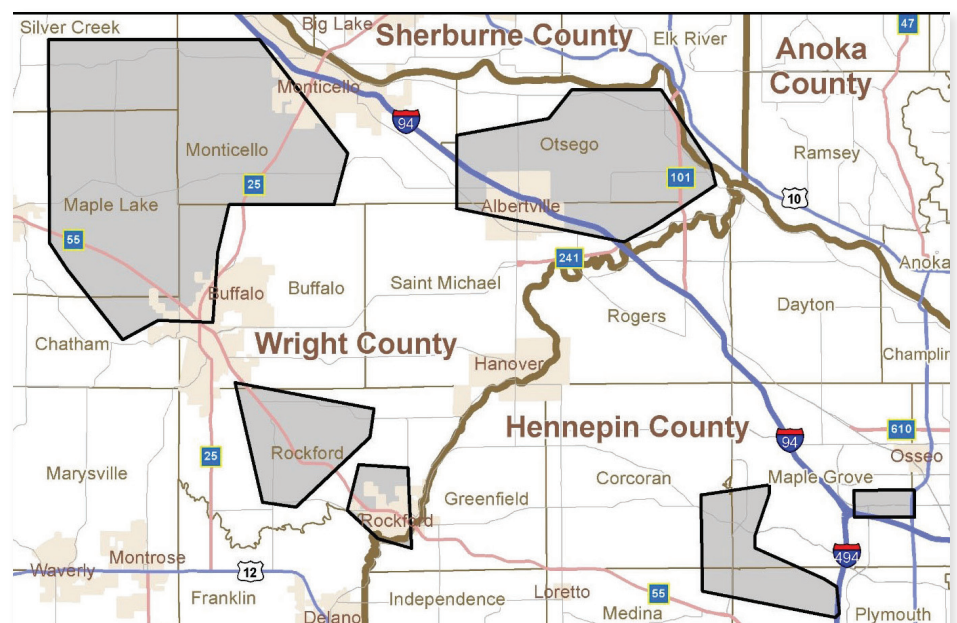
Take the chill off cold floors anywhere in your home. Our innovative and energy efficient STEP Warmfloor system will work under tile, carpet and even wood floors. Get started today and be slipper free this winter!

Contact us for warm floors
info@heatmyfloors.com
(800) 785-8738
www.heatmyfloors.com



New meters coming soon!

2018 new meter deployment zones



Wright-Hennepin (WH) is currently upgrading meters at each member's home or business in the areas outlined on the map above. This is a multiple year replacement plan which began in 2017. So long as the installations in the test areas continue to meet WH's demanding performance criteria, we will fully deploy in 2021 – 2023. These new meters provide hourly energy usage data. Members will also enjoy additional ways to manage their own energy use by visiting mymeter.whe.org.

With questions, contact WH at (763) 477-3000 or info@whe.org.

Solar Winners

tenKsolar Winner



TROY BETTIN of Corcoran wins a credit for 263 kWh, May's output from WH's tenKsolar panel array.

PAUL KLESMIT of Loretto wins a credit for 214 kWh, June's output from WH's tenKsolar panel array.

Solar Winner



BRENT NORDHUS of Delano wins a credit for 250 kWh, May's output from WH's solar panels.

SHARON SAYRE of Monticello wins a credit for 210 kWh, June's output from WH's solar panels.

Board Report: Meeting highlights

June Board Meeting:

The Wright-Hennepin (WH) and WH Holding monthly Board of Director meetings were conducted June 14, 2018. A quorum of directors was present.

Items discussed or Board action taken:

- Approved renewal of insurance with Federated Rural Electric Insurance Exchange.
- Approved annual renewal of line of credit.
- Approved annual renewal of five irrevocable letters of credit.
- Approved resolution appointing CEO, CFO and Accounting Supervisor with responsibility for submitting required data to Rural Utilities Service for loan and construction work plans.
- Board was informed that the proposed Farm Bill released by the Senate Agriculture Committee contains a section restricting future co-op investments in the Cushion of Credit program.
- Selected a director to represent the cooperative at a Wright County function.
- Reviewed and filed the monthly CEO, financial, legal and other operating reports.
- Directors reported on industry meetings they attended on behalf of the cooperative.
- Cort Holten, partner and shareholder of Chestnut Cambronne, provided an update on legislative activities as it relates to the security industry.

July Board Meeting:

The Wright-Hennepin and WH Holding monthly Board of Director meetings were conducted July 13, 2018. A quorum of directors was present.

Items discussed or Board action taken:

- Approved updated Whistleblower and Anti-Retaliation Policy to include a hotline service for employees.
- Approved 401k Plan audit.
- Board was informed that WH received an 86 on its recent American Customer Satisfaction Index (ACSI) survey. Results of Transaction Surveys and related improvement plans were reviewed.
- Reviewed and filed the monthly CEO, financial, legal and other operating reports.
- Directors reported on industry meetings they attended on behalf of the cooperative.
- Heartland Security Services (HSS) Manager Guy Adams presented the history of WH International Response Center and the start of HSS.
- National Renewables Cooperative Organization's Sr Renewable Developer Michael Loenen shared his view on the changing industry for renewables, storage and electric vehicles.

Keep in touch with your cooperative!

Member call center:

(763) 477-3000 or (800) 943-2667

To report an outage:

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

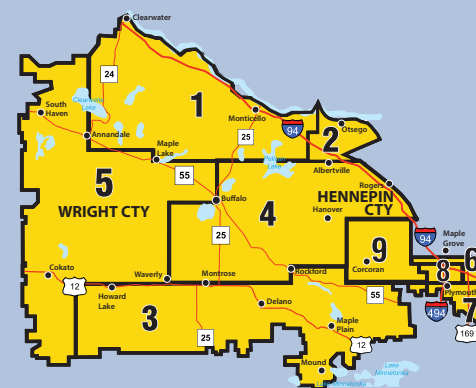
WH office hours change on Sept. 4!

Labor Day - Memorial Day:

8 a.m. - 4:30 p.m.

Memorial Day - Labor Day:

7:30 a.m. - 4:00 p.m.



Board of Directors:

District 1: Timothy Young, Annandale
District 2: "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

This cooperative is an equal opportunity provider and employer.

WH will be closed Monday, Sept. 3 in observance of Labor Day.

Update your phone number

As the summer season hits full swing, make sure you stay connected with Wright-Hennepin (WH) in the event of an outage. Ensuring your phone number is up-to-date will help WH locate you quicker and inform you sooner. You can also choose to be notified of an outage in two different ways: text or email. Call Member Services to learn more and update your number at (763) 477-3000.



Your Co-op Connections Card is inside!

GET READY TO SAVE

Save on thousands of deals locally and nationally using this card or by using the app. It may just be the only card you need to save big!



6800 Electric Drive
Rockford, MN 55373

Periodicals

Hotline Update

August News for Wright-Hennepin members

Join our electric vehicle pilot study!

Own an electric vehicle? Then Wright-Hennepin (WH) needs you! WH is recruiting 10 member partners for an Electric Vehicle (EV) pilot study that starts this September. Our goal is to prepare for the widespread arrival of EVs. As part of the study we are exploring how WH can facilitate integration of EV ownership and charging for members. There is no cost to the participants and the study will last approximately one year.

What is WH hoping to learn?

- » How consumers charge their vehicles.
- » What kind of electric demand an EV puts on their home.
- » How EVs impact WH's distribution system.

What is eligible?

- » Any WH member who has an EV that operates 100% on electricity. (Hybrid vehicles are not eligible).
- » Must have a 240 volt plug or electrical panel located in the garage.

What do I get?

- » 240 volt level 2 charging equipment with integrated metering device that you may keep after pilot study.
- » Ability to see energy use data in 5-minute increments. Additional charger diagnostics and battery information will also be available.
- » Satisfaction that you are helping the co-op understand needs and plan for widespread adoption of EVs.
- » Help promote WH's EV market development.
- » Influence future charging programs and incentives.

What do I need to do?

- » Call Robbin Nisbet at (763) 477-3010 to sign up and verify eligibility.
- » Allow WH access to your garage to install the charger and a 240 volt plug if necessary.
- » Allow WH to view your energy usage and compile it for our study. No names or identifying data will be shared.
- » Use your vehicle as normal!

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Special! Co-op Connections Card

