WH is giving back more than $3 million to members this holiday season!

To cap off 2018, Wright-Hennepin’s (WH) Board of Directors is proud to announce a capital credit refund of $3.05 million to members! This is WH’s third largest general retirement in the history of the cooperative.

Capital credit refunds
This marks the 38th consecutive year WH has returned capital credits to members. Members who purchased electricity from WH in 1995, 1996 or 2017 will receive a capital credit refund.

Members will receive a check in the mail if their refund is $5 or more unless they have opted to receive a bill credit. Members whose refund is between $1.00 and $4.99 will automatically receive a bill credit.

Capital Credits 101
WH is a not-for-profit cooperative – collectively owned by members like you – whose mission is to provide electric power at the cost of service. Any remaining margins are returned to you, the member-owner, in the form of capital credit refunds.

Before returning them back to members, WH uses the capital to offset the cost of debt for the construction and maintenance of the electric distribution system. This working capital represents your ownership equity in WH.

“Capital credits are one of the most fundamental ways to show our members their ownership of the cooperative,” said WH Board Chair Erick Heinz. “The board is proud to return another record-breaking return of capital credits to members during this holiday season.”

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5 Operation Round Up
6 Holiday help from WH Security
7 Toy drive
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Capital credit refunds demonstrate the WH difference

Think about it: given the dozens of product and service companies with whom you regularly transact business, how many ever send you a check or refund? If you’re like most consumers, you can probably count them on a couple of fingers. So, getting money back is one more reason to feel proud of being a Wright-Hennepin (WH) member. In fact, our members have received a refund for 38 consecutive years.

For example, in 2018, members who contributed capital in 1995, 1996 and 2017 had a share of it returned to them in a refund. In all, 90 percent of the membership received a refund with an average check of $65.55 and median check of $20.34.

At WH, we build a budget to meet all expenses while retaining a slight margin to cover the unexpected. In our business, the unexpected can be a summer storm that destroys part of our distribution system or serious volatility in wholesale power costs. The margin shields our members from the monthly push and pull of rapidly changing conditions. But at year end, when we do have excess margins, your Board of Directors has traditionally voted to return capital to you.

Cooperative model

If you’re new to the cooperative, you may wonder: why do I receive a check or bill credit at all? It’s the result of the unique financing structure of cooperatives, built in part around the idea of rotation of equity. Members pay in and allow the cooperative to use their capital for a period of time to finance operations. In time, when revenues exceed expenses, they receive a portion of those funds back via capital credit refunds.

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Refund options

I sometimes get the question: why send a check? Doesn’t this cost a little more? We send checks because, given the pace of modern life, many members understandably don’t look at every individual line item on their bill. Consequently, a bill credit often gets missed. In contrast, a capital credit check demonstrates your cooperative’s value to you and understanding this value is an important part of being an informed and engaged member-owner.

That said, WH is happy to accommodate individual member preferences whenever possible. So, in the future, if you would like to receive a bill credit rather than a check, please visit our website at: http://goo.gl/QssMzg.

Capital credit retirement

What can you expect in the future? Well, your Board of Directors has a plan to reduce the capital credit rotation from what is now 23 years to 20 years. So, in the not-too-distant future, you are likely to receive your capital credit refunds even sooner!

Of course, WH must always respond and adjust to the pressing financial circumstances of the times. After all, the Board’s first responsibility is to ensure stable financial management of the cooperative. But given the nearly four-decade history of uninterrupted capital credit refunds, the evidence is clear that your Board of Directors seeks to return money whenever possible.

So please—when you go to the bank to cash your check—remember it’s just one more way WH delivers value to you. In turn, we hope your co-op brought you a just little extra holiday cheer (perhaps for gifting another) in the process.

As always, thank you for your business!
Apply now for 2019 scholarships

Winter break is a great time to get a head start on scholarship applications. Wright-Hennepin (WH) is once again offering scholarships to students in cooperative member households. The following scholarships are awarded and funded on behalf of WH and Wright-Hennepin Holding Company (WH Holding) through unclaimed capital credits and a contribution from WH Holding!

**WH local school scholarships**

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

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 1, 2019.

**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, 2019.

**Basin Electric Power Cooperative scholarship**

Basin Electric Power Cooperative of Bismarck, ND, 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 8, 2019.

For additional scholarship details and application forms, please visit [http://goo.gl/GP4mSq](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: Wright-Hennepin, Attn: Ruth Potter, P.O. Box 330, Rockford, MN 55373.

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**Enter for a chance to win a trip to D.C. for high school juniors**

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 15-20, 2019, with the cooperative Youth Tour program. Electric cooperatives across the nation send more than 1,500 students from 43 states to participate in the tour.

Eligible students are encouraged to submit an application for a chance to be selected. Applications need to be postmarked by March 2, 2019, and sent to Wright-Hennepin, Attn: Ruth Potter at P.O. Box 330, Rockford, MN 55373. Applications are available at [http://goo.gl/eEsWRq](http://goo.gl/eEsWRq). More information can be found by visiting [www.youthtour.coop](http://www.youthtour.coop).

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**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](http://mymeter.whe.org) or call (763) 477-3000.
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 app on your mobile device to find all your local deals and more!

The Wood Shed, Delano
15% off a $50 purchase.

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 app on your mobile device to find all your local deals and more!

The Public Utilities Regulatory Policies Act (PURPA) 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.

Carefully inspect all electrical decorations before you use them. Damaged sockets and loose or exposed wires can cause serious shock or start a fire.

Consider using LED lights for all your decorating needs this holiday season. LEDs use less energy and run cooler than traditional incandescent lights.

Stringing lights this holiday season? Never mount or support light strings in a way that might damage the cord’s insulation.

Always unplug electrical decorations before replacing bulbs or fuses.

Turn off all indoor and outdoor electrical decorations before turning in or leaving home.

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

Source: Great River Energy
October Operation Round Up donations

Wright-Hennepin members who participate in Operation Round Up (ORU) donated grants totaling $59,200 in October of 2018. ORU participants allow their electric bills to be rounded up to the nearest dollar. The rounded amount is then used for donations to fund local programs.

Organizations that received October donations include:

- $750 to Ambassador Company to support "My Favorite Book" distribution to local school and church programs.
- $5,000 to Annandale Youth First Inc. to provide student-to-student mentorship programs.
- $4,000 to Buffalo Area Timber Bay/Youth Investment Foundation to replace a vehicle for the youth they serve with transportation needs to activities, camps and mentoring programs.
- $5,000 to Community Toys for Tots of Monticello to purchase toys and gifts for children 0-17 years of age.
- $7,500 to MN Adult and Teen Challenge to support the "Know the Truth" drug prevention program.
- $5,000 to Toys for Tots of Buffalo to purchase toys and gifts for children 0-17 years of age.
- $3,000 to Angel Bears of Love to support the gift of an Angel Bear to children and adults with life threatening diseases.
- $5,000 to Angel Foundation to support financial assistance program for adult cancer patients.
- $2,500 to Helping Paws Inc. to support training service dogs.
- $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.
- $5,000 to Hope Chest for Breast Cancer to provide emergency assistance grants for those with breast cancer.
- $800 to Monticello Special Olympics to offset expenses for facilities, equipment, uniforms and competitions.
- $2,500 to Society of St. Vincent de Paul to provide assistance to support families in financial crisis.
- $10,000 to True Friends to install heating and air conditioning in three cabins in the Woodland side of Camp Courage.
- $500 to True Friends Auxiliary to defray costs of dinner for annual fundraiser.

ORU donations help make the season bright!

In 2018, Wright-Hennepin members donated another $5,000 to Toys for Tots of Buffalo through Operation Round Up.

“We use Wright-Hennepin’s Operation Round Up donation to purchase books, games and gifts," said Jean Carlson, Coordinator of Toys for Tots of Buffalo. “We give every child a new book and every family gets a new game. A large portion of the donation is spent purchasing gifts for the older children. Last year we provided toys to 220 families and 575 children.”

Energy-saving tips for the holidays

- **Lighting**
  Use your decorations as the primary light source during the holiday season.

- **Unplug**
  Unplug TV’s, DVDs, computers and other electronics when leaving for vacation.

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

- **Appliances**
  Use your appliances efficiently by cooking and baking more than one dish at a time.

- **Cleanup**
  Wash full loads in the dishwasher and air dry the dishes after to save energy.
Holiday help from WH Security

Students will soon be home from school on holiday break, but parents can check in on them with security cameras and interactive services from WH Security. Our mobile app allows you to view the cameras in your home in real time from any mobile device, so you can see if Johnny is peeking inside a package well before Christmas morning, or if Sally has invited her college friends over while you’re at work.

If you’re going away for the holidays, you can check in on your home remotely with security cameras and use interactive services to control your lights and thermostat. The easy-to-use mobile app allows you to set lighting schedules to make it appear as if someone is home even when you aren’t. And you can control your thermostat remotely too, so you can cool the house down when you’re not there and warm it back up on your way home.

To learn more about interactive video, visit wh-security.com or call 763.477.3664.

Quick fix. Fast service. Fair price.

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

Covered appliances include:
- Refrigerator
- Clothes Dryer
- Heating System
- Range
- Water Heater

Packages Start At $18.75 month

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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!
Items discussed or Board action taken:

October 23, 2018. A quorum of directors was present. Board of Director meetings were conducted.

- October
- Board Report: Meeting highlights
  - Periodicals postage paid at Maple Lake, MN 55358 and additional mailing offices. and Circulation Offices: Wright-Hennepin Cooperative Electric Association, 6800 Electric Drive, Rockford, MN 55373. Call (763) 477-3000 to subscribe. Subscription is $1 annually.
  - October 12/1/2018, Vol. 38 Issue 7, CHECK Hotline Update TO Y DRIVE Monday through Friday 8:00 a.m. – 4:30 p.m. November 28 – December 14
  - TO Y DRIVE Monday through Friday 8:00 a.m. – 4:30 p.m. November 28 – December 14
  - WH will be accepting new, unused toys and/or monetary donations at our office, 6800 Electric Drive in Rockford. The donations will go to Wright County communities.
  - November
  - Board Meeting:
    - The Wright-Hennepin (WH) and WH Holding monthly Board of Director meetings were conducted on October 23, 2018. A quorum of directors was present.
    - Items discussed or Board action taken:
      - Declared a general capital credit retirement of $3,050,000 during the upcoming Holiday Season. Those with refunds above $4.99 will receive a check. Those whose refund totals $1.00 to $5.00, or for those who have requested it will receive a credit on their electric bill.
      - Approved 2019 board meeting dates and strategic planning dates.
      - Approved authorization of an Option Agreement to purchase a parcel of property for the Brooks Lake Substation.
      - Approved the 2019-2021 Construction Work Plan.
      - Approved returning $55,000 beyond budget in capital credits for a portion of 1996 allocations in the 2018 general retirement and returning $55,000 as a special retirement in 2019 for a portion of the 2018 allocations.
      - Approved line of credit, "uncommitted" line of credit and redocument loans with one of WH's lenders.
      - Approved resolution authorizing transfer of electric service territory to the City of Buffalo.
      - Selected delegates to attend the 2019 Washington DC visits with the Minnesota Rural Electric Association (MREA) and the National Rural Electric Cooperative Association (NRECA).
      - Reviewed annual write-off of bad debt.
      - Heard reports from directors on recent industry results.
      - Approved annual auditor engagement letters with Brady Martz.
      - Selected 2019 delegates and alternates for the Brooks Lake Substation.
      - Approved returning $550,000 beyond budget in capital credits for a portion of 1996 allocations in the 2018 general retirement and returning $550,000 as a special retirement in 2019 for a portion of the 2018 allocations.
      - Approved the 2019-2021 Construction Work Plan.
      - Approved returning $55,000 beyond budget in capital credits for a portion of 1996 allocations in the 2018 general retirement and returning $55,000 as a special retirement in 2019 for a portion of the 2018 allocations.
      - Approved line of credit, "uncommitted" line of credit and redocument loans with one of WH's lenders.
      - Approved resolution authorizing transfer of electric service territory to the City of Buffalo.
      - Approved 2019 work plan and budget.
      - Approved annual auditor engagement letters with Brady Martz.
      - Selected 2019 delegates and alternates for business meetings of the Minnesota Rural Electric Association and National Rural Electric Cooperative Association.
      - Heard third quarter 2018 Balanced Scorecard results.
      - Heard reports from directors on recent industry meetings.
      - Reviewed and filed the monthly CEO, Legal, financial, and operations reports.

November Board Meeting:

- The Wright-Hennepin and WH Holding monthly Board of Director meetings were conducted on November 20, 2018. A quorum of directors was present.
  - Items discussed or Board action taken:
    - Approved 2019 work plan and budget.
    - Approved annual auditor engagement letters with Brady Martz.
    - Selected 2019 delegates and alternates for business meetings of the Minnesota Rural Electric Association and National Rural Electric Cooperative Association.
    - Heard third quarter 2018 Balanced Scorecard results.
    - Heard reports from directors on recent industry meetings.
    - Reviewed and filed the monthly CEO, Legal, financial, and operations reports.

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

Our office will be closed in observance of the holidays on December 24–25 and January 1.

This cooperative is an equal opportunity provider and employer.

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
Apply now for 2019 board seats

Wright-Hennepin 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 term immediately after the 2019 Annual Meeting on April 11, 2019.

Your board district (BD) number is shown on the second line of the mailing label, just above your name.

Members in these districts who would like to compete in the election need to file a director nominee application form by Feb. 20, 2019. To apply, print, 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: Erick Heinz, Board Chair
P.O. Box 330
Rockford, MN 55373

Mark your calendar!

Wright-Hennepin’s (WH) 82nd Annual Meeting will be held at WH on Thursday, April 11, 2019!

Keep an eye out for more information on our social media channels, website and newsletters.

Periodicals

Hotline Update
December News for Wright-Hennepin members

Co-op Month events success!

October was Co-op Month and to celebrate Wright-Hennepin (WH) held two events. The WH Member Appreciation Lunch was held on Tuesday, October 23. More than 150 members enjoyed delicious food and entered a drawing to win a $100 bill credit. The WH Fall Festival was held on Thursday, October 25. More than 70 children and approximately 150 people enjoyed decorating pumpkins, face painting, fall treats, bounce houses and more! Check out our social media for more photos and a video.

In this issue...

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5  Operation Round Up
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7  Toy drive

Meet Santa and Mrs. Claus at WH!

Santa and Mrs. Claus will be visiting Wright-Hennepin again!

Tuesday, December 18 from 2 – 6 p.m.
FREE! Learn more at www.whe.org.