

Cooperative Principle Seven: Concern for Community How cooperatives put members first



For 81 years, Wright-Hennepin (WH) has brought safe, reliable and affordable electricity to the communities we serve. But we strive to do more than just that. The Seven Cooperative Principles provide a road map for WH and help distinguish your electric service from an investor-owned utility.

For example, we take Cooperative Principle Seven: Concern for Community very seriously. WH participates in valuable events and programs that benefit the communities we serve throughout the year.

Operation Round Up

Through members' generosity, more than \$160,000 was donated to local community organizations through Operation Round Up (ORU) in 2017. Since the beginning of WH's ORU program in 1994, members have donated more than \$3.7 million.

Toys for Tots Drive

In December 2017, WH was an official Toys for Tots drop site, where we

matched \$5 for each toy or monetary donation up to \$2,000. WH employees and our board of directors also participated in the drive and donated more than \$1,500 and 200 toys. In total, WH collected more than 350 toys and raised \$3,555.

Scholarships

Similarly, we invest in our communities by offering 19 college scholarships annually to help students pursue their education goals. WH also invests in future leaders by annually sending one high school junior within our service territory on a Youth Tour to Washington, D.C. with all expenses paid.

In addition...

WH professionals visit local schools to help teach children about safety and electricity. In 2017, WH donated to



U.S. Marines accepted more than 350 items and a donation check of \$3,555 on behalf of Toys for Tots.

local food shelves, provided grants to non-profit organizations such as Camp Courage and Village Ranch, donated tree seedlings and night lights to local schools, volunteered for clean up at Lake Maria State Park and more.

In short, WH employees and members help improve the community in countless ways that bring alive Cooperative Principle Seven.

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Director candidate applications due March 1

Members who wish to vie for a seat on Wright-Hennepin's (WH) Board of Directors in Districts 1, 3 and 9 should have their application and resume submitted by March 1, 2018. Members elected to these positions will begin their terms immediately following the Annual Meeting on April 19, 2018.

Members in these districts who would like to compete in the election need to file a director nominee application form and provide a resume. Applications can be found at www.whe.org.

If unsure of your district number, refer to the mailing label on this month's newsletter. Your district number is shown on the second line of the label, just above your name. The "BD" stands for board district.

Mail your application and resume to:

Wright-Hennepin Cooperative
 Electric Association
 Attn: Dale Jans, Secretary/Treasurer
 P.O. Box 330
 Rockford, MN 55373



CEO's Memo

Tim Sullivan, WH President and CEO

Lean on WH to help you save energy and money!

It's been a cold, frigid January and you've been using a lot of electric heat. Sheesh! I wasn't quite anticipating my electric bill would be that much! Or it's been a hot, muggy July and you open your electric bill: Wow! I knew it would be higher because the air conditioning ran a lot, but I wasn't quite expecting that!

At Wright-Hennepin (WH), we know our members can sometimes feel that way about their electric bills. We do everything we can to keep costs down and WH electric bills remain lower than investor-owned utility giant Xcel Energy. But we also know you seek, want and need additional ways to reduce your bills without sacrificing comfort or quality of life.

Fortunately, WH offers you a wide array of rates, programs, services and options that allow you to tailor your energy use to your budget and lifestyle. If you aren't already taking advantage of one of these programs – or even if you are but seek new savings – read on. We can help in six ways:

1. Keeping Rates Down: Of course, the best way to keep bills down is to keep rates affordable. Our 2018 rate changes will ensure the average residential WH monthly bill rises just 2.4 percent and we are lowering the Power Cost Adjustment (PCA) component of your bill. For more information on 2018 rates, please see page 4.



2. Energy-Saving Programs: WH's Off-Peak Energy-Saving Programs offer a range of options including Dual Fuel, Ground Source and Air Source Heat Pumps. Dual Fuel allows you to switch between fuel sources and can save you up to 40 percent on heating costs. Similarly, Ground Source Heat Pumps can save 20 percent compared to the general service electric rate.

3. Rebates: These programs also offer terrific rebates. Dual fuel systems may be eligible for a rebate of up to \$250. To qualify, your primary heating source must be electric with a thermostatically controlled fossil fuel backup. The Ground Source Heat Pump has a rebate

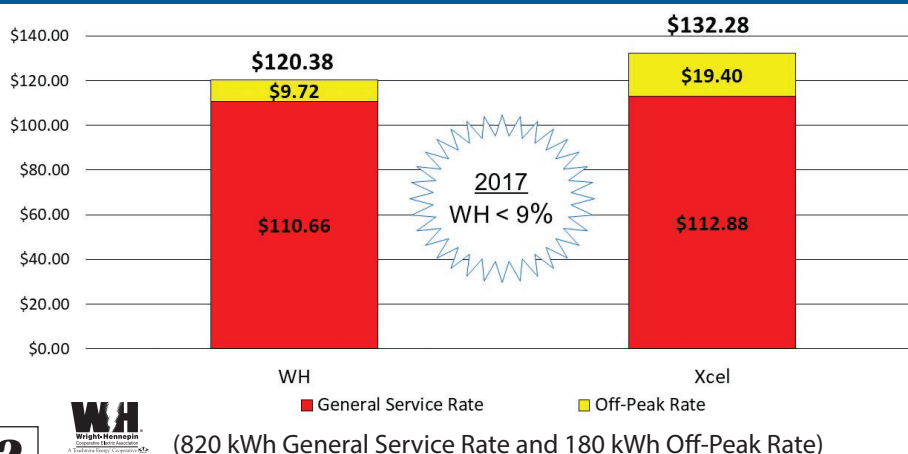
up to \$1,950 and the Air Source Heat Pump has a rebate of up to \$1,530. Check out our website at www.whe.org for details.

4. MyMeter: This online tool allows you to track your energy use daily, including allowing you to see what happens to your consumption on a minus 10 degree winter night! In addition, you can compare your historic data, set thresholds and receive notifications. This tool is free for members – you just need to register at <http://goo.gl/t3XjyF>.

5. Energy Tips and Advice: Don't want to make an investment or sign up for a program? Remember, your co-op is your first, best source for energy-savings advice and information. Read and use the energy savings advice provided on page 3 of this newsletter or check out our related blogs on www.whe.org. Our winter energy-saving tips this month include sealing air leaks around doors and windows, turning off lights when not in use and installing LED lighting.

6. Energy Use Consultants: Need more customized help? Remember you can obtain personalized energy expertise from one of our Energy Use Consultants. These highly trained and experienced professionals can help you evaluate the energy use in your home to look for additional savings. To make an appointment, please call (763) 477-3000.

2017 average bill based on 1,000 kWh of monthly usage



Why do we help you reduce the energy you purchase from WH? Because as a cooperative, we work for you, our member-owners, and seek your best interests, not the interests of shareholders looking to make a profit. That means our single and sole focus is to deliver maximum value to you, consistent with the delivery of safe, reliable and affordable power. We hope you agree the six tools outlined above help accomplish that just a little bit better.

As always, thank you for your business.

2018 rebates are available!

WH Energy-Saving Rebates/Program

In 2018, Wright-Hennepin (WH) is pleased to provide members great rebate and program options to help save on electric costs.

Listed to the right are two sets of rebates. More than one rebate may apply to your new appliance. WH's Energy-Saving Program (ESP) rebates are available now until Dec. 31, 2018. The Conservation Improvement Program (CIP) rebates are available on a first-come, first-served basis. All rebates are for new installations only. Certain rebates require participation in one or more Energy-Saving Programs.

Complete details and rebate forms can be found at: <http://goo.gl/e2PfXT>. Call (763) 477-3000 or email info@whe.org with questions.

Saving energy this winter

While winter can be harsh and long, your energy bills do not need to be. Here are some tips that can help you save energy this winter:

- Seal air leaks and insulate. This will keep the heat in and cold out.
- Turn off lights when not in use.
- Heat your home for free! Open blinds and curtains to let natural sunlight warm your home.
- Use power strips. Plug in multiple appliances and turn off the main switch when you're not home.
- Use LEDs. They use 75 percent less energy than incandescent light bulbs.
- Use area rugs. They are stylish décor and help insulate your home to keep cold air from entering through the floor.
- Change your furnace air filter. It protects your heating system from damage, so ensure that it is not dirty.

For more ways you can save energy, visit the WH blog at www.whe.org.

Take advantage of 2018 Rebate Programs!

More than one rebate may apply to your new appliance.

Rebate forms for the following programs can be found at whe.org.*

- **WH Energy-Saving Rebates/Program (ESP)**
- **Conservation Improvement Program (CIP)**

Ground Source Heat Pump

- Up to \$750 (ESP)
- Up to \$1,200 (CIP)

Quick Cash Air Conditioning

- Up to \$200 (ESP)
- 15 or 16 SEER – \$25 (CIP)

Quick Cash Air Source Heat Pump

- Up to \$900 (ESP)
- 14.5 SEER – \$480 (CIP)
- 15 SEER – \$580; 16 SEER – \$630 (CIP)

Metered Water Storage

- Up to \$200 (ESP)
- Up to \$300 (CIP)

Quick Cash Water Heating

- Up to \$750 (ESP)
- Up to \$300 (CIP)

Electric Vehicle Charge

- Up to \$200 (ESP)
- Up to \$500 (CIP)

Dual Fuel

- \$5/kW up to \$250 (CIP)

Electric Thermal Storage

- \$5/kW up to \$250 (CIP)

Ductless Air Source Heat Pump

- \$200 (CIP)

HVAC Electronically Commutated Motor

- \$50 per ECM (CIP)

Variable Speed Pool Pumps and Pool Air Source Heat Pumps

- \$400 for pool air source heat pump (CIP)
- \$200 for variable speed pool pumps (CIP)



* Current program participation is required to qualify for rebate program.

Questions?

whe.org

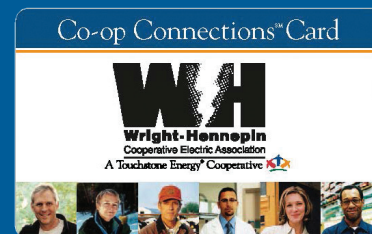
(763) 477-3000

info@whe.org

Co-op Connections featured Deal of the Month

\$2.00 off any large pizza (valid anytime for dine-in or takeout) and/or \$1.00 off the all-you-can-eat lunch buffet (11 a.m. - 1:30 p.m., Monday - Friday) from River Inn of Hanover, a family owned restaurant with a casual charm and historic ambiance known for the friendly small-town hospitality. River Inn is located at 11220 River Road, Hanover, Minn.

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!



Updated rate structure for 2018

During the 2018 budget review, Wright-Hennepin's (WH) Board of Directors approved a modest adjustment to 2018 rates, similar to 2017.

An increase will be applied to the basic service charge. However, the Power Cost Adjustment (PCA) – the most unpredictable portion of your bill – will decrease again.

WH's top priority is to provide safe, reliable and competitively priced energy. However, the increased cost of wholesale power – which accounts for 70 percent of your bill – is the biggest driver for these changes.

2018 rate details:

- Members' basic charge will increase from \$10.65 to \$12.95. This portion of your bill pays for costs of our distribution system like poles, wires and transformers.
- The residential service rate will remain the same at \$0.094.
- The average PCA will decrease somewhat, making your bill more consistent.
- The monthly impact of the new electric rates for an average WH household is approximately \$3.00 per month – or about a 2.4 percent increase compared to 2017.
- All rates for Energy-Saving Programs (ESP) will remain the same.

We encourage members to take advantage of our ESP rebates (see article on page 3) and install energy-efficient electrical appliances to better manage their energy bill.

If you have any questions or comments regarding the rate study, you may contact WH at (763) 477-3000, visit our website (www.whe.org) or email us at info@whe.org.

2018 Youth Tour and Scholarship application deadlines

Scholarships

WH is dedicated to improving the quality of life of the members and communities we serve. Since 1988, WH has helped more than 500 local students further their education through our scholarships.

Students, submit your Wright-Hennepin college scholarship applications. Deadlines are:

- **At-Large Scholarship:** April 2, 2018.
- **Edward R. Slebiska Memorial Line Worker Scholarship:** April 16, 2018.
- **Local Schools Scholarships:** Deadlines vary, check with your guidance counselor.

Please submit the At-Large and Edward R. Slebiska scholarships to WH. Provide the Local Schools Scholarships to your school's guidance counselor.



Minnesota students in front of the White House, a stop on the National Youth Tour in Washington, D.C.

Youth Tour

Wright-Hennepin sponsors one student each year for the annual Electric Cooperative Youth Tour in Washington, D.C.. The Youth Tour was established to help educate youth about the political process and to allow them to interact with U.S. government officials.

High school juniors enrolled within WH's service territory, submit your Youth Tour application to WH by March 2, 2018. The application can be found at <http://goo.gl/ybLbPV>.

More information on applications and Youth Tour can be found at <http://goo.gl/ybLbPV>.



TONY'S TECH TIP



How do you know if a website is secure?

These days, more people are using the internet for shopping, banking and paying their bills. With all the identity theft occurring lately, how do you know your information will be safe when you enter it on the internet? Before entering any personal or private information on a website, look at the URL to make sure it is secure.

The URL is in the address bar of your internet browser, which includes the domain name along with other detailed information to create a complete address – or “web address” – to direct your browser to a specific web page. Each page has its own unique URL.

To tell if the site is secure, check whether the address starts with <https://>. The ‘s’ is very important, because it signifies that the website is secured using an Secure Sockets Layer (SSL) certificate. This certificate encrypts the data to ensure it is secure when passed between your computer and the website’s server.



Secure | <https://billing.whe.org/whec/login.jsp>

The URL address will also show a lock icon to the left of the address. You can verify that a website is secure by clicking the lock icon. Then a pop-up will appear displaying the security certificate information and other security details.

Web pages that only contain information do not need to be secure. However, those including forms that ask for personal information should be secure. For example, if you click on the Pay or View Bill icon on WH’s website in the upper right corner, it will redirect you to <https://billing.whe.org>, which has the lock icon and ‘s’ in the address line. These elements can help you be confident your information is encrypted and secured when paying your bill online with us.

Tony Heid is Vice President of Information Technology at Wright-Hennepin.

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



WH line worker interns (from left to right) Trevor Skluzacek, Jacob Wemeier, Tyler O'Brien and Eli Hance spent part of their winter break gaining real-world experience at WH.

Line worker interns gain hands-on experience over winter break

Four college students recently completed a two-week internship with Wright-Hennepin (WH) over their holiday break.

Interns Trevor Skluzacek, Jacob Wemeier, Tyler O'Brien and Eli Hance helped with projects under the supervision of experienced WH linemen.

“I came here to get more experience in real-world situations,” said Skluzacek, who also had a summer line worker internship at WH. “The people here are fun to work with and I learn a lot while I’m working, so the internship is worth it.”

“I applied for the internship to get some real-world experience instead of just being in school,” said O'Brien. “I’ve

learned a lot more here in the last week than during school.”

The interns learned how to maintain and repair power lines and equipment, switch out power poles and hook up new electric services.

All four line worker interns are currently attending the Electrical Line Worker Technology program at Minnesota State University in Wadena.

Along with an internship program, WH offers scholarships for line worker training. Please see the article on page 4 for more information about these scholarships.

Let us take care of your appliances



Avoid unexpected repair bills with WH Appliance Repair.

Only \$17.99 per month covers parts and labor on your:

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

Sign up today or learn more by calling (763) 477-3000 or visit www.whe.org and choose “Services and Products”.

W H Appliance
Repair

Additional appliance coverage is available.



How to prepare for winter outages

During the winter Mother Nature can bring unpredictable weather including rain, ice and snow. If bad weather hits, rest assured Wright-Hennepin (WH) will do everything to ensure your home has power and stays safe.

Here are some helpful tips in case you experience an outage in the cold weather:

- Ensure your home is well insulated and has weather stripping around doors and window sills. This will help keep the warm air inside and the cold out.
- Verify that you have a working carbon monoxide detector.
- Keep a cell phone with an emergency charging option.
- Stay indoors during the storm.
- Stock your home with flashlights, batteries, at least a three-day supply of water and non-perishable food supplies.
- Use towels to block drafts from entering through windows and doors.
- Close doors to unused rooms to consolidate and retain heat.
- Wear layered clothing and use blankets or sleeping bags to keep warm.
- Store a battery powered radio.
- Keep a first-aid kit filled and easily accessible.

Winter weather is unpredictable, but you can be prepared. For more information about how you can prepare for winter storms, visit www.ready.gov/winter-weather.



Is your home protected against poisonous carbon monoxide?

Detectors have a lifespan of 5-7 years

Living in Minnesota, the heating season can get a bit long. The more you use a heat source that burns fossil fuels (i.e. natural gas or propane), the more opportunities for exposure to poisonous carbon monoxide (CO), which is a colorless, odorless and potentially deadly gas. With windows closed for the winter and furnaces in full operation, now is the ideal time to check your existing CO detectors or to consider adding them to your home.

WH Security, a subsidiary of Wright-Hennepin, offers 24/7 monitored CO sensors as an add-on to a security system. This is particularly helpful if you have pets in the house while you are away. When the monitored CO alarm activates the alarm system, a signal is sent to the monitoring center where professionals act and respond to ensure you (and your pets) are OK.

If you already have CO detectors in your home, WH Security recommends that you verify their condition and test them. CO detectors should be placed on every level of your home and come with a label noting their specific life span, which is typically five to seven years. WH Security can assist you with adding this environmental sensor to your alarm system. Call us today at (763) 477-3664.

WHSECURITY

WH SECURITY IS GETTING A MAKEOVER.

We are kicking things off with a new logo and other changes! Look for more details as we move through 2018!

Keep Your Trees Beautiful

Have the best looking trees on the street using 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!



6

(763) 477-3000

www.whe.org

Solar Winners

tenKsolar Winner



PERRY PETERSON of Plymouth wins a credit for 115 kWh, November's output from WH's tenKsolar panel array.

JAMES NOLAN of Maple Plain wins a credit for 90 kWh, December's output from WH's tenKsolar panel array.

Solar Winner



ROBERT KWAKENAT of Buffalo wins a credit for 150 kWh, November's output from WH's solar panels.

LINDA FLYNN of Buffalo wins a credit for 119 kWh, December's output from WH's solar panels.

Board Report

November Board Meeting Highlights:

The Wright-Hennepin and WH Holding monthly Board of Director meetings were conducted November 21, 2017. A quorum of directors was present. Items discussed or Board action taken:

- Approved 2018 work plan and budget.
- Approved annual auditor engagement letters with Brady Martz.
- Approved renewing line of credit with one of WH's lenders.
- Selected 2018 delegates and alternates for business meetings of the Minnesota Rural Electric Association and National Rural Electric Cooperative Association.
- Heard third quarter 2017 Balanced Scorecard results.
- Heard reports from directors on recent industry meetings.
- Reviewed and filed the monthly CEO, Legal, financial and operations reports.

December Board Meeting Highlights:

The Wright-Hennepin and WH Holding monthly Board of Director meetings were conducted December 12, 2017. A quorum of directors was present. Items discussed or Board action taken:

- Met with the Operation Round Up (ORU) Board and heard the ORU report of 2017 activities.
- Heard annual Conservation Improvement Program (CIP) update.
- Heard results of the American Customer Satisfaction Index (ACSI) and Transaction Surveys.
- Held annual cyber security training, as well as required harassment prevention training.
- Approved adding Heritage Christian Academy to the list of 2019 scholarship recipients.
- Heard reports on HeatMyFloors.com, WH International Response Center, and WH Security.
- Directors reported on industry meetings they attended on behalf of the cooperative.
- Reviewed and filed the monthly CEO, legal, financial and operations reports.

Keep in touch with your cooperative!

Member service center:

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

To report an outage:

Electric dispatchers are available 24/7

Call: (763) 477-3100 or (888) 399-1845

WH Security monitoring:

Security dispatchers are available 24/7

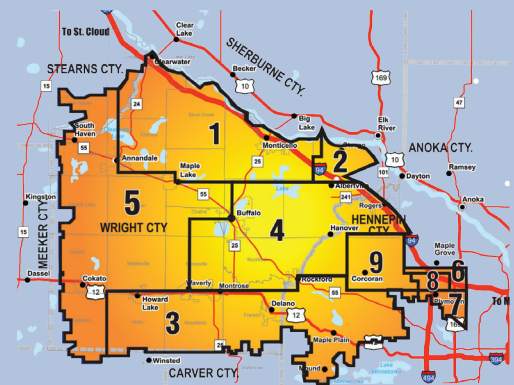
Call: (763) 477-4275 or (800) 858-7811

Website: www.whe.org

Email: info@whe.org

Facebook: www.facebook.com/WrightHennepin

Twitter: @WrightHennepin



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



Director Kenneth Hiebel earns Director Gold Certificate

Wright-Hennepin (WH) Board Director Kenneth Hiebel, District 7 – Plymouth, recently received his Director Gold Certificate through the National Rural Electric Cooperative Association (NRECA). This certificate program is for directors who continue their education beyond the Credentialed Cooperative Director Certificate (CCD) and Board Leadership Certificate (BLC).

The Director Gold Certificate demonstrates to co-op members a director's ongoing commitment to advancing their knowledge and performing their fiduciary duty to the best of their ability.

Director Kenneth Hiebel with his Director Gold Certificate awarded from NRECA.



6800 Electric Drive
Rockford, MN 55373

Periodicals

Hotline Update

February News for Wright-Hennepin members

You're invited to WH's Annual Meeting

All members are invited to attend Wright-Hennepin's 81st Annual Meeting on Thursday, April 19, 2018 at its Rockford headquarters. The night will be filled with food, fun and information about your electric cooperative. Free parking and shuttles will be available.

Registration will begin at 4 p.m. A complimentary pork chop dinner will be served from 4:30 - 6:45 p.m. with a short business meeting to follow at 7 p.m.

Business Meeting

During the business meeting, members will hear from WH leaders on the cooperative's 2017 financial performance and what is in store for 2018. At the end of the business meeting, WH will announce the results of the election for Districts 1, 3 and 9 and select the winner of the grand prize, who must be present to win. Members who attend the business

meeting will receive a free pound of butter as an attendance gift.

Events and Activities

Attendees can win prizes by playing bingo from 4:30 - 6:45 p.m., or enter prize drawings at a variety of informational booths. Bring the kids and drop them off in the children's area (ages 2-10) filled with games and activities from 4:30 - 8 p.m. We will also be giving away four children's bicycles!

Director Elections

The 2018 Annual Report will be mailed to members at the end of March and will include detailed information about each director candidate. Director ballots will be sent to members in Districts 1, 3 and 9 before the meeting.

For more details on the event visit www.whe.org.

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Save the Date! WH's Annual Meeting is April 19, 2018.