

Hotline Update News for Wright-Hennepin members

nemicpinnemoers

June 2018

Wright-Hennepin awards \$28,400 in scholarships to local students



Congratulations to all of the 2018 scholarship recipients!

Wright-Hennepin (WH) awarded \$28,400 in scholarships to 21 local students to help them continue their education.

The ceremony was held May 24 at WH's headquarters in Rockford, where recipients and their families were treated to appetizers and a brief history of WH's scholarship program. WH began awarding scholarships to local students in 1988. Now in its 31st year, the cooperative has awarded more than \$680,000.

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WH and Wright-Hennepin Holding Company (WH Holding) are proud to provide scholarships to assist students in furthering their education. Scholarships are made possible with funding from unclaimed capital credits (annual margins returned to WH members), as well as contributions from its diversified businesses under WH Holding. This allows WH to invest in the area's youth without impacting electric rates.

WH Local Schools Scholarship

WH awards one scholarship to each school in its electric service area to outstanding students 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 school scholarship:

- Maila Manninen, Annandale HS
- Bailee Larson, Buffalo HS
- Katelyn Lundeen, Dassel-Cokato HS
- Colton Tritz, Delano HS
- Jenna Benson, Howard Lake-Waverly-Winsted HS

- Marie Pallansch, Maple Grove HS
- Margaret Graham, Maple Lake HS
- Sydne Jude, Monticello HS
- Emma VandenEinde, Orono HS
- Adam Lanners, Osseo SR. HS
- McKenzie Raymond, Rockford HS
- Keenan Johnson, Rogers HS
- Lynnea Helman, St. Michael-Albertville SR. HS
- Austin Windsperger, Watertown-Mayer HS
- Merin John, Wayzata HS
- Tyler Brown, Wright Technical Center
- Anthony LaFond, Holy Spirit Academy (at-large scholarship)

Edward R. Slebiska Memorial Line Worker Scholarship

Each year, the Edward R. Slebiska 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, Slebiska helped the cooperative bring reliable and affordable electricity to rural Wright County and Western Hennepin County. The recipients of the 2018 Edward R. Slebiska Memorial Line Worker Scholarships are Dylan Rohlin of Buffalo and Benjamin Safar of Monticello.

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 member recipient of this year's Basin Electric Scholarship is Caden Webb of Cokato. Basin also offers a scholarship available to employees of its distribution cooperatives. This year, the Basin Employee Scholarship recipient is Allison Zipp of St. Michael.



CEO's Memo

Tim Sullivan, WH President and CEO

Cooperatives have massive impact on American life

Question: What do Welch's, ACE Hardware, Recreational Equipment, Inc. (REI), Land O'Lakes, National Cooperative Bank (NCB) and Wright-Hennepin (WH) all have in common?

Answer: They're all cooperatives, owned by and run for those they serve.

In fact, from fruit juice to hardware and from leisure to finance, it's difficult to think of a major economic sector that doesn't feature a prominent cooperative.

Why is the cooperative model so widespread?

Regardless of industry or business niche, cooperatives have succeeded in countless settings in part because they combine two classic American values: free enterprise and democracy. Businesses are private organizations which can be owned by individuals, shareholders and even employees. They can be for-profit or not-for profit. Cooperatives are also private organizations but it's our democratic governance that makes us unique. In a co-op, the consumers and owners of the business are one and the same.

What do all cooperatives have in common?

All cooperatives are organized around a common set of Seven Cooperative Principles. These include:



Voluntary and Open Membership

means cooperatives are voluntary organizations open to all persons able to use their services and willing to accept membership responsibilities



Democratic Member Control means cooperatives are

democratic organizations controlled by their members

Members Economic Participation means members contribute equitably to the capital of their cooperative



Autonomy and Independence means that cooperatives enter into voluntary agreements with other organizations in a way that ensures ongoing democratic control by their members



Education, Training and Information means cooperatives educate members, elected representatives, managers and employees so they can contribute effectively to the co-op



Cooperation Among Cooperatives means co-ops serve their members most effectively by working together with other cooperatives at the local, regional and national level



Concern for Community means cooperatives focus on local member needs first

Cooperatives also have deep roots in rural America. At core, cooperatives are self-help organizations which pool resources for the betterment of their members. In fact, for over a century, rural Americans used co-ops to buy seed, sell milk or crops, take out a loan and (later) to obtain electrical power.

But of all the co-ops across many economic sectors, electric cooperatives have been among the most successful.

Today, electric cooperatives:

- Provide 71,000 jobs across the U.S.
- Invest \$12 billion annually in the local communities they serve

- Serve 42 million Americans across 88 percent of U.S. counties
- Power more than 19 million businesses, homes, schools and farms

Think of the electric cooperative network as being as close to Coca-8Cola as there is in the electric business.

On a more local level, consider how WH contributes. We:

- Serve more than 53,000 consumers
- Employ 150 people
- Invest \$100 million back into the communities we serve
- Pay almost \$3 million in state and local taxes

As you can see, cooperatives feature a rich history, have broad impact and will remain a critical part of the nation's social fabric and economic life for years to come.

So, the next time you drink Welch's grape juice, buy a bicycle helmet from REI, go to ACE Hardware for a snow blower, or sit down to eat your dinner prepared on an electric stove under electric lights, remember the important role cooperatives had in bringing it to you – and in making your life better!

As always, thanks for your business!



WH safety demos teach important electrical practices



WH Energy Use Consultant Nathan Karels educates students from Rogers Elementary School on electrical safety.

Wright-Hennepin (WH) is dedicated to doing its part to ensure its communities are safe. This is why WH employees perform electric safety demonstrations at local schools, community centers and even science club meetings on the importance of safe electrical practices.

These "hotline demonstrations" show children ways to avoid various real-life situations

WH Directors congratulate Wright County Dairy Princesses



Pictured are the Wright County Dairy Princesses with WH Directors, from left to right: Board Secretary Treasurer Dale Jans, Director Burton Horsch, Bethany Kozitka, Grace Volden and Director Chris Lantto.

On Saturday, April 14, the Wright-Hennepin (WH) Board of Directors recognized newly crowned Wright County Dairy Princesses at a ceremony held in Maple Lake. Dairy royalty were presented with a necklace as a congratulatory gift for their selection. Recipients attended the event with their families and were treated to a luncheon.

that could lead to an electrical contact. Some scenarios include toys and balls contacting power lines, climbing trees near power lines, tampering with green transformer boxes in yards and more.

Subway partners with WH to provide participants with a free cookie coupon as part of its community education program.



Children are also given a take-home sheet with information and a home-safety walk-through sheet, along with topics and tips to help families save energy.

If you're looking for a great way to teach kids about electric safety, our engaging presentations are perfect!

Call (763) 477-3000 to schedule a demonstration.

CALL BEFORE YOU DIG!



Know what is below, remember to dial 811 before you dig!

Co-op Connections featured deal of the month

Anytime Fitness, Albertville, has a professionally trained staff to help support you along your fitness journey. Show your card to receive a 14-day free trail membership. Refer to their office for details. Only valid at the Albertville location.

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!

Summer energy savings: Air Source Heat Pumps

Electric bills tend to rise with the summer temperatures. If you're in the market for something to keep your home cool and energy efficient, consider an Air Source Heat Pump (ASHP).

ASHPs both heat and cool your home, and according to the U.S. Department of Energy, they can provide annual savings around \$459, or 3,000 kWh. ASHPs work by moving heat rather than converting it from a fuel. In the summer, they work as standard central air-conditioning units, cooling your home by moving heat outside. Another benefit of ASHPs is that Wright-Hennepin (WH) has a rebate up to \$1,530 for qualifying systems. To learn more call (763) 477-3000 or visit https://goo.gl/uEAfsJ for more information.

More Energy-Saving Programs and rebates

Listed below are additional Energy-Saving Programs and rebates of which members can take advantage.

Quick Cash Water Heating

Up to \$1,100 rebate \$10 monthly bill credit

Metered Water Storage

Up to \$500 rebate \$0.06 rate/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

Co-op Connections[®]Card

one Energy

Visit www.whe.org for information on all Energy-Saving Programs and rebates requirements.

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.

Packages Start At

Covered appliances include:

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

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

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

HAppliance Repair

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



(763) 477-3000 www.whe.org

90-DAY

WH donates almost 7,000 trees and night lights to local schools



Kindergartners (left) and third graders (right) from Northwinds Elementary School in Buffalo proudly display their LED night lights and tree seedlings donated by Wright-Hennepin.

Wright-Hennepin (WH) donated more than 3,300 LED night lights to kindergartners and 3,600 tree seedlings to third graders throughout its service territory during the week of April 23-27. In celebration of Earth Day (April 22), the energy-efficient lights and Norway Spruce tree seedlings were delivered to nearly 40 schools for distribution to students. Since 1997, WH has donated more than 250,000 tree seedlings to local schools through the Plant-A-Tree program to help replenish the wooded areas of Wright and Hennepin counties. This year marks the second year WH has also donated LED night lights to kindergartners.

Notice to members on 2019 recycling changes

Historically, Wright-Hennepin (WH) has recycled appliances such as fridges, light bulbs and washing machines and has charged the member the cost of doing so. However, there are several other vendors who provide these same recycling services in our area for the same or lower cost. Starting in 2019, the only appliance WH will continue to recycle are water heaters, since we also sell them. If you have any questions, contact Member Services at (763) 477-3000.

Be prepared for summer storms

Summer is a short reprieve from the Minnesota winters, but it also ushers in storms that can quickly grow dangerous. When these storms hit, make sure you're ready.

Be prepared

Double check that Wright-Hennepin (WH) has your current phone number(s) listed on your account. Phone numbers help WH quickly respond to your location when you report your outage. Call (763) 477-3000 to update your number. It is also a good idea to have an emergency kit containing non-perishable food, water, battery powered flashlights and a first aid kit in case of longer outages.

Stay safe

Stay away from downed power lines and always treat them as if they were energized. Keep away from trees and branches caught in power lines. Be wary of water that is in contact with electrical outlets, sockets or lines since they may also be energized. If you see a downed power line, keep your distance, stop others from approaching and call WH at (763) 477-3100.

Stay informed

You can report outages by calling (763) 477-3100 to reach our dispatch center, or online at www.whe.org. You can receive outage notifications via text or email by signing up at http://goo.gl/4CcdGN. To follow the outage, access our outage map found on www.whe.org. You can follow our Twitter outage account at @Wright_Hennepin, or our Facebook page at /WrightHennepin to keep informed of outage details.

Be patient

Our main goal is to always keep your lights on, but power outages do occur and can be unpredictable when nature is involved. As such, be aware that time of restoration can vary depending on weather and the cause of the outage. Please know WH crews are working as fast and safely as possible to restore your power, and we appreciate your patience.

Spring planting and pruning could ward off intruders



You have homeowner's insurance, locks on your doors, smoke sensors, carbon monoxide sensors and a security system. What more could you possibly need?

Most people don't realize it, but the shrubs around your home can either be a deterrent for burglars or give them a convenient hiding place. WH Security knows how important it is to keep your family and home safe. As you prune your shrubs and hedges this spring, cut them to three feet or shorter and keep them below window height. Taller shrubs can create a hiding place for criminals, who might lurk there until all is clear. Lower shrubs also increase visibility for your neighbors and passersby, who could report strange activity.

Make sure also to trim overgrown trees. Trees that hang over rooftops can give thieves easy access to your roof and second-story windows.

If you're adding landscape to your home this spring or summer, consider adding gravel or rock beneath windows, and/or thorny bushes. The loud crunch of footsteps on rock may be enough to deter burglars, and no one will want to crawl through thorns to get in.

For protection at night, consider installing motion-activated lights. They provide the illusion that someone is home switching on the lights. When you're not home, the lights will also make it easier for neighbors to see unusual activity and contact the proper authorities.

WH Security also offers security cameras to help monitor your property 24/7. Call 763.477.3664 to learn about customized solutions to help keep your property safe.

WHSECURITY

Lake Sarah and Lake Hafften landing clean up



Wright-Hennepin (WH) employees, alongside other volunteers, participated in the Thousand Hearts Crow River Serve Day on May 19.

WH volunteers gave the Lake Sarah and Lake Hafften boat landings a fresh spring feel by cleaning up garbage and raking leaves.

"Thousand Hearts Crow River Serve Day was an excellent opportunity for WH and WH Security employees to come together and complete a service project," said WH Marketing and Member Service Director, Andrea Unger. "We enjoyed the opportunity to give back to the community."

CREATE A WARM OASIS



HUGE DANFOSS SALE!

HeatMyFloors.com is having an inventory reduction sale on its Danfoss Cable Underfloor Heating Kits. The Danfoss systems operate on either 120V or 240V power depending on the length of cable needed. There are several different kits available at significant cost savings. Visit HeatMyFloors.com for the full price list and save today!

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



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Solar Winners

tenKsolar Winner



WAYNE YOUNG of Buffalo wins a credit for 226 kWh, March's output from WH's tenKsolar panel array.

DEAN JENKINS of Cokato wins a credit for 273 kWh, April's output from WH's tenKsolar panel array.

Solar Winner



KEVIN TRAM of Maple Grove wins a credit for 244 kWh, March's output from WH's solar panels.

MARK AHMANN of Otsego wins a credit for 280 kWh, April's output from WH's solar panels.

Board Report: Meeting highlights

March Board Meeting:

The Wright-Hennepin and WH Holding monthly Board of Director meetings were conducted March 9, 2018. A quorum of directors was present. Items discussed or Board action taken:

- Accepted auditor's report on an unqualified ("clean") opinion for fiscal year 2017. WH was congratulated by the firm of Brady Martz for its strong internal controls and overall financial condition.
- Approved resolution authorizing and approving actions regarding an amended and restated Power Purchase Contract (PPC) with Great River Energy and amendments to Appendix B of the PPC.
- Approved the restated and amended Distributed Generation Rules as it relates to Cogeneration and Small Power Production.
- Approved updated Metering, Connected Equipment and Distributed Generation Policy.
- Approved rescheduling the August Board Meeting and Strategic Planning Sessions.
- Approved amended and restated LLC agreements for WH's diversified businesses.
- Selected directors to attend the Wright County Dairy Princess program.
- Selected directors to attend local school award events.
- Heard update on WH's AMI Project and Micro Grid.
- Reviewed and filed the monthly CEO, Legal, financial, and operations reports.
- Directors reported on industry meetings they attended on behalf of the cooperative.
- Guests: Chairman Ken Black and Senior Director, Strategy, Consulting and Products Manager Alanya Schofield of E-Source, an electric utility research and consulting firm, shared an update on electric storage.

HWY 55 Construction June through September

Please note that there will be major road construction along Highway 55 between Rockford and Buffalo from June through September 2018.

This may impact travel to WH headquarters in Rockford, Minn. For detailed information, visit the MnDot website at https://goo.gl/PScBTJ.

April Board Meeting:

The Wright-Hennepin and WH Holding monthly Board of Director meetings were conducted April 16, 2018. 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 two required irrevocable letters of credit.
- Approved updated Member Information Release, Identity Theft Prevention, and Record Management policies.
- Approved updated schedule of charges.
- Approved rescheduling the September board meeting.
- Approved increase of legal counsel's retainer.
- Selected a voting delegate and alternate for Cooperative Response Center.
- Board was informed that WH has translated the ability to pay, credit application and critical services physician form to be in compliance with RUS Limited English Proficiency requirements.
- Reviewed and filed CEO, financial, and other reports.
- Directors shared highlights of meetings attended on behalf of the cooperative.

May Board Meeting:

The Wright-Hennepin and WH Holding monthly Board of Director meetings were conducted May 8, 2018. A quorum of directors was present. Items discussed or Board action taken:

- Approved collecting a 3 percent city franchise fee increase from members in Plymouth as outlined in a schedule by the City of Plymouth.
- Approved updated Computer and Electronic Communications and Social Media policies.
- Critiqued the 2018 annual meeting and approved the date of Thursday, April 11, 2019 for next year's annual meeting.
- Approved winners of the annual Slebiska Line
 Worker Scholarship.
- Approved January June 2019 board meeting dates.
- Approved the National Rural Electric Cooperative Association's membership dues.
- Authorized management to negotiate sale of generators in inventory.
- Heard first quarter results on the 2018 Balanced Scorecard goals.

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



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.

- Heard the Rural Electric Safety Achievement Program results.
- Heard report on Buffalo Annexation efforts.
- Reviewed and filed CEO, financial, and other reports.
- Directors shared highlights of meetings attended on behalf of the cooperative.
- Guests: Minnesota Rural Electric Association's CEO
 Darrick Moe and Director of Legal Affairs Jim Horan
 provided a 2018 Legislative Recap.

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Keep an eye out for WH this summer!

July 4

Annandale Parade (10 a.m. start)

Delano Parade (10:30 a.m. start)

July 11-15

Maple Grove Days

- Big Truck Show
 Parade
- •Business Expo

July 18-22

Wright County Fair

•Trailer Event sponsor

- •Combine Derby
- Bull Riding
- Demo Derbies

August 12

Rockford River Days Parade (12 p.m. start)

View our event calendar at: www.whe.org

Periodicals



6800 Electric Drive Rockford, MN 55373

Hotline Update

June News for Wright-Hennepin members

Six ways WH keeps costs low

Wright-Hennepin (WH) has the goal of providing you with the lowest possible cost for electricity. WH has six important ways we accomplish this goal.

> We diversify our power supply by buying from three different suppliers.



We purchase 16 percent of our energy supply directly from the Midcontinent Independent System Operator (MISO) market.

By optimizing our distribution system



distribution system to reduce line losses, we waste less energy which in turn means we buy less. Line loss is defined as lost electrons that don't make it through the lines.

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We have generator and demand management programs, which encourage members to use less energy during peak hours, to clip our demand peaks.

WH Holding absorbs cost allocations of approximately \$2 million per year, which otherwise would be collected in members' electric rates.

We keep our distribution costs to a minimum.