

More than 2,100 attend WH's 81st Annual Meeting



More than 2,100 Wright-Hennepin members and guests enjoyed an evening of food, prizes and information at WH's 81st Annual Meeting.

Wright-Hennepin (WH) held its 81st Annual Meeting on Thursday, April 19. More than 2,100 members and guests convened at WH's headquarters in Rockford to enjoy a free pork chop meal, bingo, information booths and a business meeting. The theme was Value You Can Count On.

Director elections resulted in the re-election of Timothy Young, Annandale, District 1; Burton Horsch, Howard Lake, District 3; and Erick Heinz, Corcoran, District 9.

Board officers Erick Heinz, Timothy Young and Dale Jans were all re-elected as board chair, vice chair and secretary/treasurer respectively.

Speakers at the meeting included Board Chair Erick Heinz, Chief Financial Officer Angie Pribyl, Wright-Hennepin Holding

(WH Holding) Company Chair Timothy Young, WH Holding Chief Operating Officer Wendy Youngren and WH President and CEO Tim Sullivan.

Board Chair Heinz informed the membership of the duties of the Board of Directors.

CFO Angie Pribyl outlined WH's strong 2017 financial performance.

WH Holding Chair Young discussed how electric tools deliver value to your lives.

WH Holding COO Wendy Youngren highlighted how WH Holding businesses add value to members through the services they provide.

WH President and CEO Tim Sullivan illustrated six important ways WH delivers value you can

count on, highlighting the real value of electricity.

"I emphasize it [Value You Can Count On] here because it embeds a powerful idea we must always remember: Wright-Hennepin's fundamental value is a bet on the notion that electric consumers are best served by a cooperative owned by and run for them," said Sullivan. "In fact, it is our very identity as a member-owned utility that delivers more 'Value You Can Count On' than any other thing we do."

Numerous prizes were awarded throughout the evening, including a 2006 Chevy Impala, which was won by Amanda Burlingame of Buffalo. To see the full list of prize winners, visit: <http://goo.gl/62TmCC>.

Thank You Linemen!



Back (L to R): Noah Haaland, Mitch Zehringer, Mike Kronquist, Rich Horman, Charlie Malachuk, Lars Erickson, Kyle Kreuger, Steve Schallack **Front:** Brett Hack, Jon Lee, Dale Walcheski, Jake Wurm, Karl Nordberg, Tony Jude, Vince Hofford, Scott Gearey, Tony Ross, Gary Ross, Troy Driscoll, Dave Mundahl, Matt Bogart, Ben Sillerud, Dan Morris, Lance Hovland, Jim Rohlin, Steve Logeais, John Stueven, Keith Burandt **Not pictured:** Ryan Daniels, Sheldon Moe, Reid Nelson

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The second Monday of April is designated as National Lineman Appreciation Day. Pictured is Wright-Hennepin's line crew, which works hard to ensure more than 50,000 consumers have power. Linemen patrol and service 681 square miles

encompassing most of rural Wright and west Hennepin counties, plus sections of Carver, McLeod, Sherburne and Stearns counties.

Join us in thanking them for all their hard work supporting our members!



CEO's Memo

Tim Sullivan, WH President and CEO

Your bill tells your unique energy story!

No one loves opening their electric bill.

At Wright-Hennepin (WH), we understand. But reviewing your electric bill is the first step to understanding when, where and how much you use energy. In short, your bill is more than just line items, dollar signs and graphs – it tells your own unique energy story.

If you're like most people, the first thing you do upon opening the envelope or clicking on the email from WH is look immediately to the bottom line. How much do I pay this month? But your bill embeds a bounty of revealing information beyond that, so let's take a closer look.

After listing your electric account number, service address and balance, under "New Charges" your bill identifies a "Basic Charge" of \$12.95. What is it? The Basic Charge is your contribution to paying for WH's electric distribution grid – things like poles, wires, transformers and meters. As you can imagine, a modern distribution grid requires extensive investment and maintenance, and WH's is worth \$190 million. Remember, WH must have our entire infrastructure in place before a single electron gets delivered, so think of the Basic Charge as a grid maintenance fee.

Next is the "Total Usage" line, which shows how many kilowatt hours of electricity you've used over the past month, split between your general service electric rate and your off-peak rate (if you participate in an energy-saving program). When considering the rate, please know WH strives to provide energy-at the lowest possible cost. Our rates have risen just 2.4 percent in 2018, largely due to wholesale power costs, which make up almost 70 percent of your bill.

I often hear consumers ask: "Why does my bill vary so much? Don't I use energy the same way each month?" Well, in a word, the biggest variable is *weather*. While energy use for lighting, plug-in loads, water heating and electric appliances is typically steady, space heating in the winter and air conditioning in the summer are not. Consequently, if you have some form of electric heat and/or air conditioning, your highest bills tend to be in January and July and the lowest in May and October.

Next, you'll see the "Power Cost Adjustment" (PCA) which varies by time of year to account for changes in the price WH pays for wholesale market power. Because power costs more in the summer thanks to higher demand, WH passes along that cost to you. In contrast, demand for electricity is typically lower in May and October and consequently this is reflected in a lower PCA.

Please know that, unlike several other local utilities, WH is also committed to reducing your PCA over time. In fact, by 2020, we hope to have cut it in half from 2015 levels.

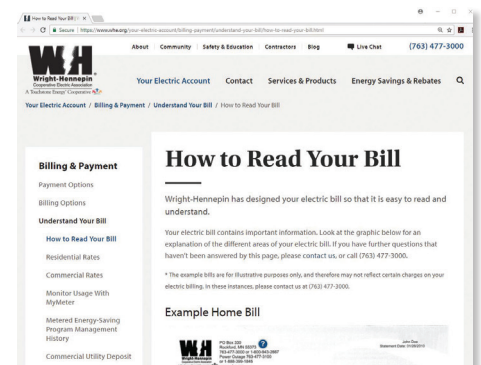
New for 2018, you may see a "Renewable Energy" line item if you participate in WH's Solar Choice or Renewable Choice rate options. Solar Choice allows you to purchase energy supported by WH's portfolio of solar assets and Renewable Choice allows you to support renewable energy on the grid.

Next, if you live in the Cities of Plymouth, Rogers, Albertville, Monticello, St. Michael (and soon, Montrose) you will see a line item for a "Franchise Fee". This is a City tax levied on electric accounts which WH collects on their behalf. Similarly, after "Minnesota Sales Tax" you will see a "Wright Transit

Tax" line item if you live in Wright County or a "Hennepin County Tax" and "Hennepin Transit Tax" if you reside in Hennepin County. Again, these are simple pass-through taxes which Wright-Hennepin collects and returns to local units of government.

Finally, most WH consumers also support Operation Round Up (ORU), the last line item on your bill. Through the ORU Trust, WH members give to worthwhile charitable and non-profit organizations in our communities, including local food shelves and Boys and Girls Clubs.

For more complete information, please access our webpage dedicated to "Understanding your Bill" at <http://goo.gl/4L3RKU>.



So, the next time you look at that bill, note it shows more than what you owe. It's a treasure trove of information that tells your own energy story!

As always, thanks for your business!



Total Home Control At Your Fingertips.

Interactive Security Services

Get started with home automation and have total home control at your fingertips. Let our pros customize and install the best system for your space and needs.

Call today to get a customized system that works for the way you live.

WHSECURITY
Trusted. Local.

763.477.3664 • wh-security.com

Solar Winners

tenKsolar Winner



KRISTIN CASSIDY of Plymouth wins a credit for 139 kWh, January's output from WH's tenKsolar panel array.

DENNIS SCHEIBE of Maple Grove wins a credit for 216 kWh, February's output from WH's tenKsolar panel array.

Solar Winner



KEVIN MARTIN of Corcoran wins a credit for 175 kWh, January's output from WH's solar panels.

JASON RUFER of Cokato wins a credit for 222 kWh, February's output from WH's solar panels.

Board Report: Meeting highlights

January Board Meeting:

The Wright-Hennepin and WH Holding monthly Board of Director meetings were conducted January 18, 2018. A quorum of directors was present. Items discussed or Board action taken:

- Approved Minnesota Rural Electric Association's (MREA's) 2018 membership dues.
- Approved updated Whistleblower Policy.
- Selected voting delegates and alternates for all known 2018 industry meetings.
- Reviewed WH's Commercial American Customer Satisfaction Index (ACSI) score of 86 for the year.
- Reviewed WH Security's ACSI score of 87 for the year.
- Heard a report on the estimated impacts of the new tax law on WH's diversified businesses.
- Directors reported on industry meetings they attended on behalf of the cooperative.
- Reviewed and filed the monthly CEO, legal, and operations reports.
- Guest included: John Allison of AJ Gallagher, who met with the Board to review CEO performance review materials.

February Board Meeting:

The Wright-Hennepin and WH Holding monthly Board of Director meetings were conducted February 13, 2018. A quorum of directors was present. Items discussed or Board action taken:

- Conducted CEO's 2017 performance review.
- Approved allocating 2017 margins to the membership for future capital credit retirements.
- Approved resolution authorizing transfer of electric service territory to the City of Buffalo.
- Approved notice of the 2018 Annual Meeting, draft agenda and director ballots.
- Approved proposed pork chop Request for Proposal (RFP) letter and mailing list for the upcoming annual meeting meal.
- Approved Cooperative Network's dues.
- Approved updated rate and tariff policies.
- Approved two renewable rate offers: *Renewable Choice* and *Solar Choice*.
- Approved Small Power Production Rider for new participants. The Rider also establishes a Grid Access Settlement to recover distribution fixed costs associated with distributed generation.
- Approved resolution accepting annual Cogeneration reports and filings.
- Discussed WH's 2018 Legislative Work Plan.
- Directors reported on industry meetings they attended on behalf of the cooperative.
- Heard year-end reports and reviewed and filed the monthly CEO, Legal, financial, and operations reports.

Satisfaction Survey

In June, you may receive a call or email from a Wright-Hennepin representative regarding your satisfaction with products and services.

This survey will show us areas we can improve to help serve you, our member-owners. Your participation is greatly appreciated.



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

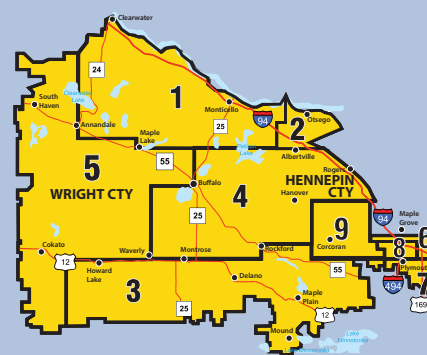
Call: (763) 477-4275 or (800) 858-7811

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

Summer Office Hours start
Tuesday, May 29: 7:30 a.m. - 4 p.m.

Distributed generation and small power production

In compliance with Wright-Hennepin (WH) adopted rules relating to small power production, WH is obligated to interconnect with and purchase electricity from small power producers who satisfy the conditions as a qualifying facility. WH is obligated to provide information free of charge to all interested members upon request regarding rates and interconnection requirements. All interconnections require an application and approval to become a qualifying facility. Any dispute over interconnections, sales and purchases are subject to resolution by WH. Interested members should contact Wright-Hennepin or call (763) 477-3104.

National Electric Safety Month

May has been designated as National Electrical Safety Month by Electrical Safety Foundation International (ESFI). Each year in the United States, thousands of people experience critical injuries from electrical fires, accidents and electrocution in their own homes, according to ESFI. It is important to remember that electricity can be dangerous and should be handled with care. Here are some tips in order to keep you and your family safe:

- Plug all major appliances directly into a wall receptacle outlet. Only plug one heat-producing appliance into an outlet at a time.

- Inspect all extension cords before use. Check for cracked or frayed sockets, loose or bare wires, loose connections and make sure they are properly rated for their intended use.
- Hardwired smoke alarms with battery backups are considered more reliable than those operated with just a battery.
- Make an effort to learn about your home electrical system in order to safely navigate and maintain it.
- Take note of power line locations near and around your home and keep at least 10 feet away from them.

Look for
Wright-Hennepin
at Maple Grove
Days and the
Wright County
Fair this summer!



Periodicals



6800 Electric Drive
Rockford, MN 55373

Hotline Update

May News for Wright-Hennepin members

WH Renewable Energy Options

A healthy environment is important to all of us, and improves our quality of life.

Wright-Hennepin (WH) has developed two voluntary renewable programs which provide members with two unique options in which to participate. The programs are Solar Choice and Renewable Choice. Each is a way to reduce the carbon footprint of your home or business.

Visit www.whe.org or call (763) 477-3000 for more information or to sign up.

Solar Choice

Offset a portion of your electric bill with a fixed solar rate.

The Solar Choice program is a way for WH members to lock in solar economics for a portion of their energy consumption without installing solar at their residence. Panels are not installed at your home. Rather, WH utilizes renewable resources within our existing power portfolio to support this rate.

WH is selling Solar Choice energy "blocks" at a price of 16 cents per kWh. Each block purchased equates to 100 kWh per month. With just a one-year initial commitment, this rate is locked in for up to 20 years.*

*Members cannot purchase Solar Choice blocks exceeding their lowest monthly energy consumption. The maximum number of blocks a member may purchase is five. One-year agreement required.

Renewable Choice

Have your energy purchases supported by renewable resources.

This program provides members with the opportunity to add renewable attributes to their electric energy purchases. These renewable attributes are sourced from the energy generated by renewable resources such as wind turbines and solar arrays located in the region.

By participating in this program, you will be assured that WH will secure and allocate renewable energy attributes to match 100 percent of your energy consumption.*

Any home receiving power from WH is eligible to participate in this program.

Cost - \$1 extra per month

*Your \$1 per month, \$12 per year investment allocates 12,000 kWh per year of renewable energy attributes, which matches the usage of an average home in WH's service area.

