



Wright-Hennepin
Cooperative Electric Association

A Touchstone Energy® Cooperative

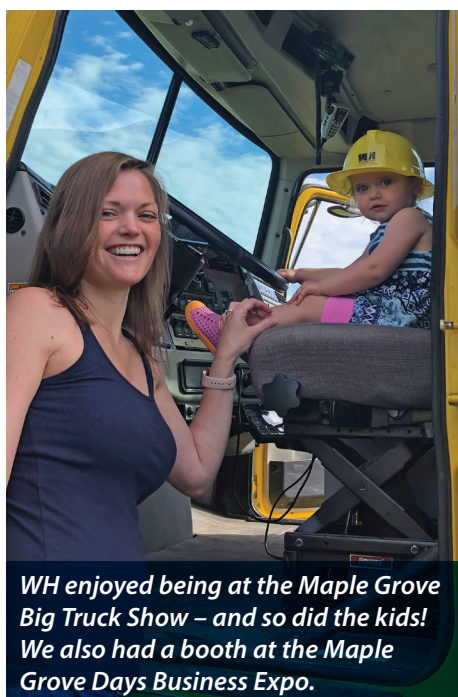
Hotline Update

News for Wright-Hennepin members

August 2019

WH supports community at local summer events

A key principle for all cooperatives is Commitment to Community. That's one reason why Wright-Hennepin (WH) proudly sponsors and participates in various community events throughout our service area. To see more photos, visit our Facebook page @WrightHennepin and Instagram at wrighthennepin.



WH enjoyed being at the Maple Grove Big Truck Show – and so did the kids! We also had a booth at the Maple Grove Days Business Expo.



Delano Fourth of July parade



Annandale Fourth of July parade



Kids stopped by our new booth at the Wright County Fair to get their photos taken as a lineworker and receive a hard hat!



This year, WH had a new booth at the Wright County Fair featuring our new plug-in electric vehicle. We also had information about WH and WH Holding programs, fun lineworker cutouts for photos and hard hats for kids.



WH sponsored two teams in the Wright County Fair Demolition Derby. WH was also a sponsor of the fair's evening events, including Tractor and Truck Pull, Bull Riding and Demolition Derby.

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CEO's Memo

Tim Sullivan, WH President and CEO

How WH shows commitment to our communities

If a picture is worth 1,000 words, consider the 6,000 words contained in the images on the front page of this newsletter. You'll see photos of Wright-Hennepin's (WH) active participation in community events across our service territory this summer, including the Wright County Fair, Maple Grove Days, and Independence Day parades.

As a local company built by and run for the benefit of our members, for us "Commitment to Community" isn't just a slogan. It's part and parcel of who we are.

It all starts with our cooperative business model, which puts the needs of our membership first. That's very different than an investor-owned utility, which has ratepayers instead of members and is run chiefly for the benefit of shareholders.

In contrast, the WH Board of Directors is made up of fellow members chosen by you. And when you need a new meter installed or seek an energy efficiency rebate or want your lights restored during an outage, you are being served by local WH employees who are often your friends, neighbors and fellow members. We live and work here too. For us, it's personal. And we believe this commitment shows in your high ratings for consumer satisfaction, which rank us in the top 10 percent of cooperatives in the nation.

But beyond a few photos, what does WH's commitment to community really look like in 2019?

Community events

Summer is an especially active time. Both WH and WH Security take part in Maple Grove Days activities, including the parade, Big Truck Show and Business Expo. WH Security also sponsored Ken Kramer of the St. Michael Fire Department in the I-94 West Chamber of Commerce's First Responder Luncheon.

We are a grand sponsor at the Wright County Fair. We hope you stopped by our new booth and checked out our new plug-in electric vehicle, got a free kid's work hat, learned more about

2

WH programs and our product and

service offerings and talked to WH employees.

In October, we will again host two community events to celebrate National Co-op Month. One event is a lunch, the other is a fun family entertainment event. Check out the details on page 8.

This winter, we also plan to participate in the Maple Grove Sleigh Bells and Sparkle parade and host Santa and Mrs. Claus at our office in December. Watch this newsletter for more information!

Education

We also show our Commitment to Community by investing in future generations.

- We teach electrical safety to children through Hotline Demonstrations at schools and local events. In 2018, we completed 50 of these community and school safety demonstrations – almost one a week!



WH gives safety demonstrations

- We donate more than 3,300 LED night lights to kindergartners and 3,800 tree seedlings each year to third graders at schools in our service territory.



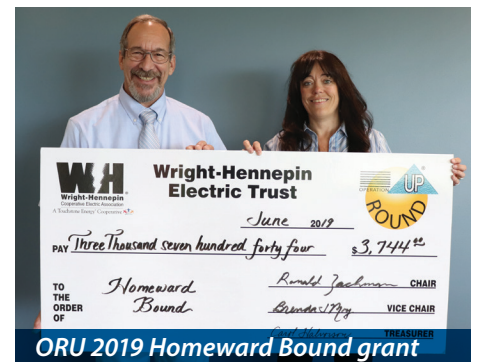
Cedar Island Elementary kindergarten class with night light donation

- We grant scholarships to 18 deserving local high school students pursuing higher education and two more to students pursuing a lineworker career.

We also send a high school junior on the Washington D.C. Youth Tour.

Operation Round Up

Perhaps the most significant way WH impacts the community is through Operation Round Up (ORU). As you know, this program rounds up your bill to the nearest dollar every month. The ORU Trust, whose members are appointed by the WH Board of Directors, grants over \$200,000 per year to deserving community organizations focused on service and outreach, such as Homeward Bound. Please see page 4 to learn more about this organization.



These organizations are the active "hands and feet" in our own communities, making things better person to person, hand-to-hand, heart-to-heart. Isn't that what real community is all about?

ORU costs each member an average of only \$6 per year. For an individual, this would be a small contribution. But by aggregating our members together through the cooperative model, we collectively accomplish something much bigger than what would be possible on our own.

So remember, for WH, Commitment to Community isn't just an abstract principle, a catchy slogan or even a clever business strategy. It's literally who we are and what we do. And that's a commitment you can count on!

As always, thank you for your business!

Experiencing Youth Tour in Washington D.C.

WH member Jadyn Nelson from Monticello was one of more than 1,800 students who attended the annual Youth Tour in Washington, D.C. from June 15-20. Jadyn, who was sponsored by WH, was one of 40 students attending from the state of Minnesota.

Now in its 55th year, the Youth Tour was established to help educate young people about the political process, allow students to visit national monuments and interact with U.S. government officials.

“One of my favorite activities was when we had free time to talk with all the people from different states,” said Jadyn. “I met so many cool people and it was interesting to learn the differences between where we live.”

Jadyn will be a senior at Monticello High School this year and plans to become an electrical engineer after graduation.

She was motivated to apply for Youth Tour to see democracy in action, meet other students and learn more about the cooperative model.

“We got to meet with Senator Tina Smith and ask her questions,” Jadyn said. “We also talked with two administrative assistants in Amy Klobuchar’s office and three congressman’s legislative assistants. It was very interesting to learn that they are actively working on projects in our area. It gave me a new respect for all the work they truly do for their state.”

Before going on Youth Tour, Jadyn had done her research about cooperatives and their history. But she was able to learn even more on the trip. “I’ve learned

about all the different types of cooperatives. I didn’t know there was more than one kind! I also learned so much more about the cooperative model and it is fascinating.”

Jadyn said she had an amazing time making friends and exploring the nation’s capital.



Jadyn Nelson in front of the U.S. Capitol Building in Washington, D.C.

“It is a life changing experience,” Jadyn said, encouraging others to apply. “You won’t only get to see all of the famous areas of our capital, but also make forever friends. This trip has a different impact on everyone, but it will change your life forever.”

Hear more about Jadyn’s experience by visiting WH’s YouTube channel at [WrightHennepin](#).



Jadyn Nelson (right) is pictured with two fellow Minnesota Youth Tour students at the Smithsonian Institution.



On Youth Tour, students visit national monuments and learn about cooperatives!

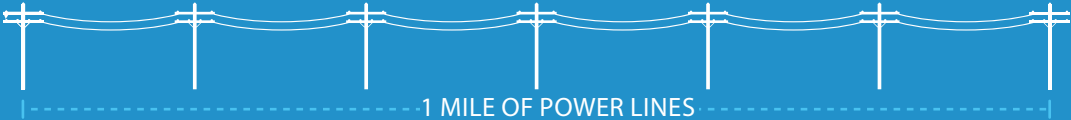
High school juniors interested in applying for the Youth Tour can learn more and watch for next year’s application at [whe.org](#). Applications are submitted to WH. Your parent/guardian must be a WH member.

Going the extra mile

Electric cooperatives maintain more miles of line per consumer than other types of electric utilities. Even though we serve fewer consumers and produce less revenue, electric co-ops always go the extra mile to power the communities we serve.
Source: Information calculated from Xcel financial statements all publicly available on their website.



CONSUMERS SERVED PER MILE: 13
REVENUE: **\$26,000 per mile**



CONSUMERS SERVED PER MILE: 39
REVENUE: **\$87,000 per mile**

Co-op Connections featured deal of the month

Clays Restaurant, Rockford

\$10 off any purchase of \$40 or more
(maximum discount of \$10)

For more information, visit 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 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 spotlight: A look at Homeward Bound, Inc.

Homeward Bound, Inc. was founded in 1973 by parents of children with a variety of physical disabilities. Their main office is in Plymouth and their 24 homes are primarily located in the west metro of the Twin Cities. They provide 24-hour care at these homes to 105 individuals. Their staff includes direct support professionals, nurses, maintenance and corporate staff.

Since 2006, Operation Round Up (ORU) has granted nearly \$40,000 to help 43 individuals with disabilities attend camp.

"Support of the Camp Program has created an annual sense of excitement," said Kristine Morin, development associate of Homeward Bound, Inc. "Individuals that could not otherwise attend camp, are given an amazing gift!"

Participating camps include Camp Friendship, True Friends - Camp Eden Wood and Camp Courage. Campers experience many new and exciting activities, including fishing, swimming, a pontoon ride and campfires!



Individuals get to experience many new activities at camp.



Homeward Bound group from camp in 2015.

"Many of these individuals don't get to experience the outdoors like we do," Morin said. "For many, it is the first time they've felt lake water. Going to camp creates wonderful memories and experiences that last a lifetime!"

More wheelchair accessible activities are being added to the camps each year, including an accessible challenge course and zipline.

"We cannot thank you enough for your kindness and generosity," said Morin. "What a wonderful blessing it has been to have Operation Round Up as a friend of Homeward Bound."

Through ORU, WH members choose to have their bills rounded up to the next dollar. Those extra pennies are donated to local non-profits and are making a huge difference for Homeward Bound and other organizations in our local communities.

Unclaimed capital credits

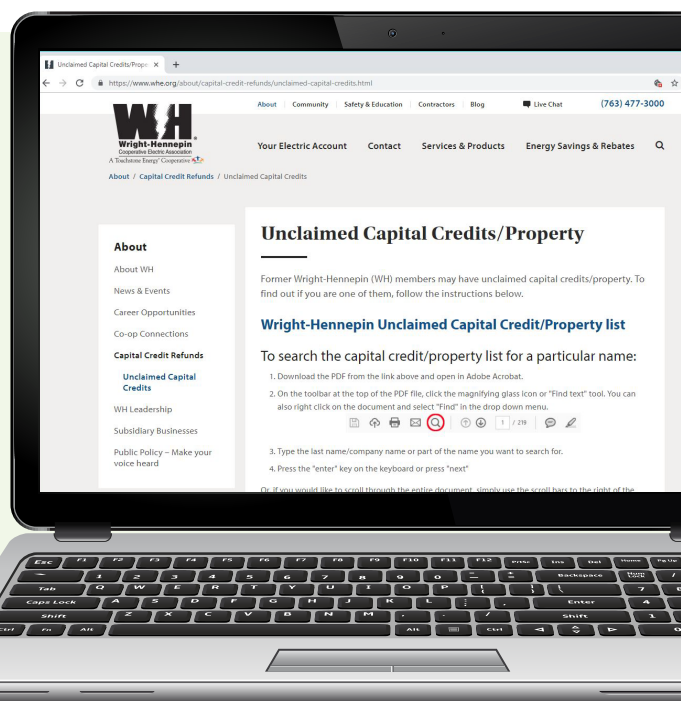
Do you know anyone who was a WH member years ago and has since moved? They may have unclaimed capital credits.

If a capital credit check is sent and returned due to an undeliverable address, it becomes an unclaimed capital credit and will be carried by WH for seven years.

After seven years, WH is required to either turn the money over to the state or donate it to a charitable organization. WH's current policy as set by the board of directors' states that all unclaimed capital credits will be donated to WH's scholarship program for local students.

Remember, even if you are no longer a member, please keep us up to date on your current address so you can receive your capital credits when retired.

Visit whe.org to review the unclaimed capital credits list to see if you know anyone on it. If so, they may submit the unclaimed capital credit/property request form.





32-INCH LED TV SCREEN
\$0.99/month
5 HOURS/DAY



CELL PHONE CHARGER
\$0.18/month
10 HOURS/DAY



14-INCH LAPTOP
\$1.73/month
8 HOURS/DAY

Electricity in our lives

Everyday we use electricity to power our lives. Our phones, coffee makers, lights, air conditioners, TVs, microwaves, refrigerators, computers and more use electricity. Electricity is an integral part of our lives and remains a great value.

While some other sources of fuel fluctuate in cost each year, your electric cooperative kept the cost of electricity stable and reliable.

Below are some examples of how much electricity costs in day-to-day applications.

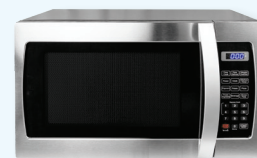
All in all, electricity is a great value for your money! So the next time you plug in to charge your phone or reheat a meal in the microwave, remember you are receiving an affordable service at a great value! Visit whe.org to learn more about the cost and value of electricity.



COFFEE MAKER
\$1.44/month
30 MINUTES/DAY



LED LIGHT BULB
\$0.36/month
equal to 60-watt incandescent
10 HOURS/DAY



1200-WATT MICROWAVE
\$2.16/month
30 MINUTES/DAY

Sources: www.energyusecalculator.com and www.saveonenergy.com/energy-consumption/.
Calculated using an average rate of \$0.12 per kWh.



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- ✓ Water savers
- ✓ Power strips
- ✓ Electric vehicle chargers

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WHSECURITY

Apply these tips to keep your home safe this summer

It's finally warm outside and summer is here! We're grilling, keeping windows and patio doors open and lighting bonfires. But, while enjoying the season, don't forget about your home security.

If you're hanging out on the deck in back, is your front door locked? Is the garage closed? If not, what's to stop a thief from coming in while you're attending other things?

Speaking of decks, summer is the perfect time to bring out the patio furniture, decorative lights and accessories. But pay attention to what you keep on your deck when you're not at home or asleep. It's easy for burglars to access the deck (and your belongings) without disturbing anyone inside.

What about your windows? While opening them provides a nice summer breeze, make sure to close and lock them

whenever you leave home. Otherwise, they could turn into a nice entry point for a burglar.

Do you have a fenced yard? While the fence provides a layer of protection, you might consider putting a contact sensor on the gate to let you know when it is opened.

Finally, to keep an eye on things at all times, consider installing security cameras outside your property.

Your system is monitored 24/7 by a local team of professionals. And by using our automation services you can also receive alerts and check your cameras from your smart device.

Don't have automation services? Want to add devices to your existing security system? Call WH Security at 763.477.3664 today!

We heard you and now Choose your appliances!



Let us help you avoid unexpected repair bills with the WH Appliance Repair plan. Coverage includes **your choice** of 5 appliances.*

Popular choices include:

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

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

Packages Start At

\$18⁷⁵ month

WHAppliance
Repair

**Quick fix.
Fast service.
Fair price.**

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How does **WH Holding** benefit members?

In 2018, WH Holding **absorbed** almost **\$1.7 million** in cost allocations, which equals about **\$27 A YEAR IN SAVINGS FOR EACH RESIDENTIAL WH MEMBER.**



Solar Winners

tenKsolar Winner



DIANE PETERSON of Maple Grove wins a credit for 220 kWh, May's output from WH's tenKsolar panel array.

DARLENE HUEGEL of Maple Grove wins a credit for 234 kWh, June's output from WH's tenKsolar panel array.

Solar Winner



DENISE TROE of Albertville wins a credit for 233 kWh, May's output from WH's solar panels.

DENNIS KASIN of Buffalo wins a credit for 251 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 13, 2019. A quorum of directors was present. Items discussed or Board action taken:

- Approved reapportioning board districts due to size variances.
- Approved annual renewal of insurance with Federated Rural Electric Insurance Exchange.
- Approved annual renewal of Excess Deposit Insurance Bond.
- Approved annual renewal of line of credit.
- Approved annual renewal of seven irrevocable letters of credit.
- Per the CORP-20 Capital Credit Policy, "there shall be no special retirement of capital credits in excess of \$10,000 per member unless Board approved." Board approved the special retirement of capital credits at discount for two members leaving WH's lines.
- Approved update of CORP-20 Capital Credit Policy, changing "there shall be no special retirement of capital credits in excess of \$10,000 per member unless Board approved" to "\$25,000".
- Board was informed that WH received an 87 on its recent American Customer Satisfaction Index (ACSI) survey. The Board was also informed that members who self-identify as a member moved from 39 percent to 52 percent.
- Selected a director to represent the cooperative at a Wright County 4H function.
- Reviewed and filed the monthly CEO, COO and financial reports.

- Directors reported on industry meetings they attended on behalf of the cooperative.
- Guests:
 - Dave Holt of BradyMartz discussed how his firm conducts financial audits.
 - Representative Kristin Robbins addressed the employee and board during its annual legislative luncheon.
 - Brian McLaughlin, CEO of Alula, provided an industry outlook from a security manufacturer perspective.

July Board Meeting

The Wright-Hennepin and WH Holding monthly Board of Director meetings were conducted July 11, 2019. A quorum of directors was present. Items discussed or Board action taken:

- Approved 401k Plan audit.
- Discussion was held on the impact of the Basic Charge and minimum connection period requirements.
- Heard a report on social media advertising for WH Appliance Repair and WH Security.
- Heard the results of WH Appliance Repair's survey.
- Heard a report on WH's reliability measures.
- Board was informed that WH received a fleet grant to install three dual-station chargers at its headquarters.
- Reviewed and filed the monthly CEO, COO and financial reports.
- Directors reported on industry meetings they attended on behalf of the cooperative.
- Guests:
 - Heartland Security Services (HSS) Manager Guy Adams presented the annual review of HSS.
 - AJ Gallagher reviewed plans for the Cooperative's 401K Plan in 2020.

Keep in touch with your cooperative!

Member call center:

(763) 477-3000 or (800) 943-2667
Hours: 7:30 a.m. – 6 p.m.

To report an outage:

Dispatchers are available 24/7

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

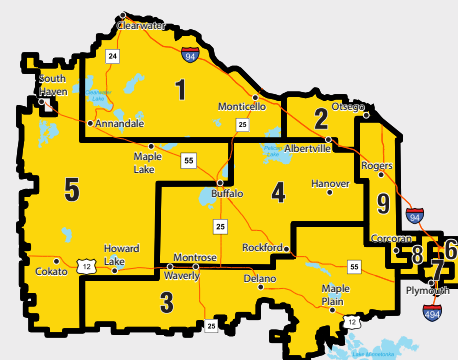
WH Security monitoring:

Security dispatchers are available 24/7

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

Website: whe.org

Email: info@whe.org



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: Brian Swanson

WH Holding COO: Wendy Youngren

This cooperative is an equal opportunity provider and employer.

Our office hours will change after Labor Day: 8 a.m. - 4:30 p.m.

CHECK us out on SOCIAL MEDIA!

Facebook: @WrightHennepin
Twitter: @WrightHennepin
Instagram: [wrighthennepin](https://www.instagram.com/wrighthennepin)
YouTube: [WrightHennepin](https://www.youtube.com/WrightHennepin)

6800 Electric Drive
 Rockford, MN 55373

Hotline Update

August News for Wright-Hennepin members

Sign up for outage notifications

Stay informed with outage notifications from WH. You can choose to be notified of an outage in two ways: text or email. In addition, ensuring your phone number is up-to-date will help WH locate and inform you sooner.

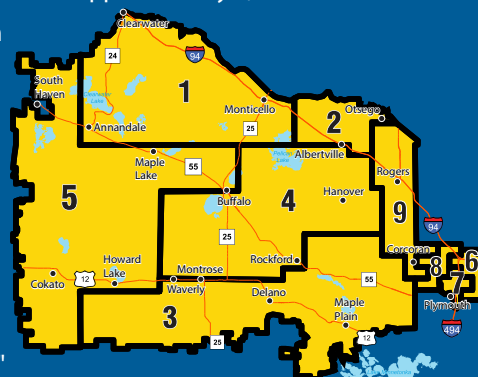
Call Member Services to sign up for notifications at (763) 477-3000 or visit our website at whe.org.

WH reapportions districts

WH's Board of Directors has reapportioned the nine districts in the service territory to provide equal representation. Each district now has approximately 5,000 members.

According to the bylaws, "Representation on the Board of Directors shall be apportioned equally among the districts in proportion to the number of members residing in each district. The number of members in any one district may not vary by more than ten percent (10%) from the average number of members for the districts."

The new districts are effective immediately and are shown here. Your board district is listed in the mailing label above next to "BD."



Mark your calendars for Co-op Month!

October is Co-op Month, and to celebrate WH is hosting two free events for members!

MEMBER APPRECIATION LUNCH

Thursday, October 10
11:30 a.m. – 1 p.m.

Brats, hot dogs, potato salad, chips, drinks and cookies will be served.*

Enter for a chance to win a \$100 bill credit!

WH FALL FESTIVAL

Thursday, October 24
5 – 7 p.m.

Pumpkin decorating*, bounce houses, line trucks and face painting.

Snacks and drinks will be available!*

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
29	30	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

**While supplies last*

