

Demonstrating commitment to community

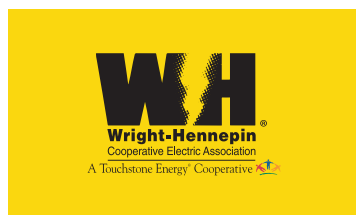
In 2018, Wright-Hennepin (WH) has been a proud participant, host and sponsor of activities throughout our service area. Shown below are a few highlights. Please visit whe.org for our events calendar and follow us on Facebook and Instagram to see where we'll be next!



The second annual Santa and Mrs. Claus event was held on Dec. 18, 2018. Almost 50 children came to visit Santa at WH's headquarters.



WH donated more than 3,300 LED night lights to kindergartners and 3,600 tree seedlings to third graders in nearly 40 schools in our service territory.



In December 2018, through the WH Make a Difference committee, WH employees donated more than 270 toys to the Rockford Fire Auxiliary. More than 170 food items and 68 coats went to the Hanover food shelf and a total of \$3,610 was contributed to Wright County Community Action.



WH professionals visit local schools annually to help teach children the importance of safe electrical practices.

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WH invests in the future by offering 21 college scholarships annually to help students pursue their education goals.



Thanks to WH members' rounding up their bills, \$215,504 was donated to local organizations through Operation Round Up.



CEO's Memo

Tim Sullivan, WH President and CEO

How the clean energy revolution greened the grid

In a little more than a decade, power supply in our region has literally been transformed by a revolution in clean energy. And that revolution has been delivered on an immense scale and at an incredible pace to the tremendous benefit of consumers and the environment.

Simply put, back in 2005, the percentage of renewables in the power supply of the upper Midwest was in the low single digits. Only 14 years later, the supply of electrons to homes and businesses in our region (managed through the Midcontinent Independent System Operator or MISO) is now approaching 30 percent renewables capacity and climbing — fast. Nationally, carbon emissions from the electric utility sector have dropped an incredible 30 percent since 2005 and they are headed still lower — fast.

What's more, utilities across the nation, including Wright-Hennepin (WH) and our power suppliers — Great River Energy (GRE) and Basin Power Electric Cooperative (Basin) — have made immense clean energy investments over the past decade or so, contributing significantly to the clean energy revolution.

The evidence? Back in 2005, just 6 percent of GRE's power portfolio came from renewables. Today, it's already at 25 percent renewables and climbing. In fact, thanks to a voluntary commitment made last summer, GRE's renewables portfolio will climb to a whopping 50 percent by 2030.

Meanwhile, back in 2007, Basin had just 136 Megawatts (MW) of wind generation while today their portfolio includes 1,360 MW of wind capacity. That's a 900 percent increase in a little more than 10 years!

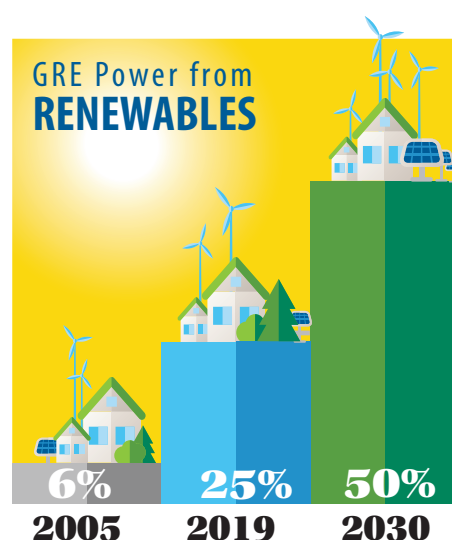
On a local level, in the past five years WH built a 2.25 MW utility-scale solar array and added another 500 KW of capacity in five community solar arrays. Beyond this, in 2018 we introduced Solar
2 Choice and Renewable Choice

rates which allow you to tie renewable energy benefits directly to your bill. What's more, under a highly flexible new contract with GRE, WH will be adding dozens of megawatts of low-cost, fixed-price, long-term renewables to our own dedicated portfolio.

Perhaps best of all, consumers have been the beneficiaries:

- Electricity's share of the average American household budget in 2018 was among the lowest in history.
- WH members enjoy even better reliability than they did a decade ago, in fact, among the best 15 percent of cooperatives in the country.

In short, increasingly WH members and electric consumers broadly don't have to choose between clean, affordable and reliable energy — they are getting all three attributes simultaneously. What's more, both industry and government forecasts project electricity will get even cleaner while remaining highly affordable for at least the next half-decade.



While state and federal policies have assisted, the biggest contributors to the revolution have been improved technology (better solar panels, better wind turbines), lower costs and utility investments in bulk transmission lines that connect rural areas rich in renewables to load centers like the Twin

Cities. It must be said too that the rise of renewables has been facilitated and made possible because of the 24/7/365 reliability and affordability of traditional fuels. After all, the sun doesn't always shine and the wind doesn't always blow, but our electricity needs never stop nor take a vacation!

And while emerging technologies like utility-scale batteries and energy storage show great promise (with prices coming down and capabilities going up), there still isn't a broad economic application for them beyond short periods of time.

More can, should and will be done. But we must also remember the day is not yet here when we can ensure ever higher renewable portfolios without risking significant reliability or cost impacts to consumers. We still require a balance and diverse set of power sources and fuels.

Specifically, state policy makers now in legislative session in St. Paul must remember that power supply must be safe, reliable, affordable and increasingly clean and not just one or two of these things! Consequently, they must think long and hard about real-world impacts on consumers before passing excessive and unachievable mandates that drive up costs and threaten the reliability and safety of the grid. To stay informed about how energy decisions by state and federal policymakers impacts you, please fill out and return the form on the bottom of the next page.

The good news: WH members get it. Whether in one-on-one conversations or larger group discussions, you've told us time and again you want us to continue to embrace more renewables while maintaining a balance of other resources, all while delivering safe, reliable, affordable and increasingly clean energy. With your help — and with good decisions by our policymakers — we'll continue to do just that.

As always, thank you for your business!

Take advantage of 2019 rebate programs!



Wright-Hennepin (WH) is pleased to provide members with great rebates and Energy-Saving Programs to help reduce electric costs.

Listed to the right are two sets of rebates. More than one rebate may apply to your appliance. WH's Energy-Saving Program rebates are available now until Dec. 31, 2019. The Conservation Improvement Program rebates are available on a first-come, first-serve basis.

All rebates are for new installations only. Certain rebates require participation in one or more Energy-Saving Program.

RECEIVE UP TO
\$1,250
QUICK CASH
WATER STORAGE PROGRAM

Complete details and rebate forms
can be found at whe.org.

Call (763) 477-3000 or email info@whe.org
with questions.

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 \$950 (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

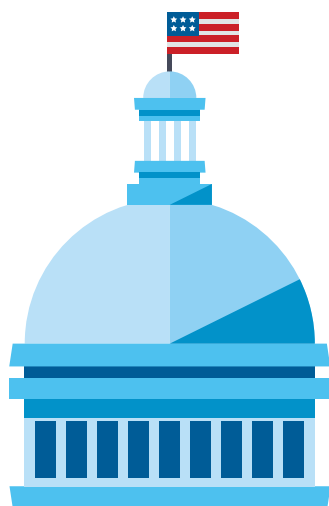
- \$50 per ECM (CIP)

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)

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

Stay current about how energy decisions impact you!



☐ **YES, I WANT TO STAY INFORMED!**

I am interested in receiving information about critical energy issues from Wright-Hennepin.

Name: _____

Service Address: _____

Email: _____

Phone: _____

Cut out and return to: Wright-Hennepin at P.O. Box 330, Rockford, MN 55373

Co-op Connections featured deal of the month

Furnace & Air Duct Cleaning Plus LLC, Annandale
10% discount on air duct cleaning service.

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!



There is an electric vehicle for everybody

Electric vehicles (EVs) are no longer just a transportation option for the future. Whether you're a commuter who stays close to home or enjoys taking longer trips, there are options to suit every kind of driver.

Wright-Hennepin (WH) offers two charging program options for any type of plug-in electric vehicle. The EV Storage Charge Program offers an

energy rate of \$.06 per kWh during an eight-hour overnight charging period, along with a WH rebate. The EV Time-of-Use Program offers 24/7 charging for a higher energy rate during weekdays and a lower rate for overnight.

In addition, WH has installed two DC fast chargers. One is at our headquarters

in Rockford, Minn. and the other at Albertville Premium Outlets.

Visit our website at whe.org or call us at (763) 477-3000 to learn more.

Weekday commuter



If you travel to work five days a week and make a few extra trips per week around the city, the all-electric 2019 Nissan Leaf makes the most sense for you. It's priced at \$22,490 after the full \$7,500 federal tax incentive is applied.

This model of Leaf offers 150 miles of range, meaning you wouldn't need to charge every day just to make it to and from your workplace.

Weekend road-tripper



Let's say you are the same 9-to-5 commuter but prefer a car which will go farther on one charge. Enter the 2019 Chevy Bolt, which has an all-electric range of 238 miles and is priced at \$29,995 after the full federal tax credit is applied.

You can charge half your Bolt battery in 30 minutes when it's plugged into a DC fast charger station. These stations are designed to charge EVs quickly and can be found in locations from the metro and all the way up to Hinckley.

Hybrid



If you're a typical commuter who likes to take regular trips but is still wary about making a full switch from gasoline to electric, the 2018 Mitsubishi Outlander PHEV (plug-in hybrid electric vehicle), a gas-electric hybrid, may be the best compromise. This vehicle is eligible for a federal tax incentive bringing its cost to \$28,759.

This hybrid SUV gets 310 miles of range total with 22 of those being all-electric and is the only PHEV compatible with DC fast chargers. With your Outlander PHEV, you'll have plenty of cargo space along with 1,500 pounds of towing capacity.

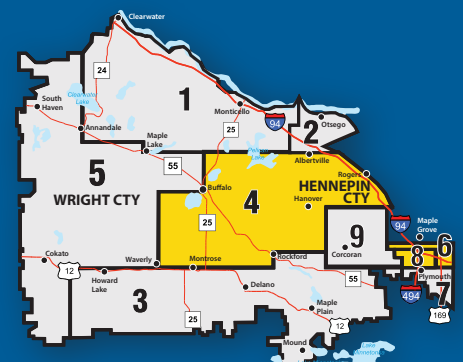
Now accepting director candidate applications

Members who wish to vie for a seat on Wright-Hennepin's (WH) Board of Directors in Districts 4, 6 and 8 must have their application and resume submitted by **Feb. 20, 2019**. Members elected to these positions will begin their terms immediately following the Annual Meeting on April 11, 2019. Applications can be found at 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 to:

Wright-Hennepin Cooperative Electric Association
Attn: Erick Heinz, Board Chair
P.O. Box 330
4 Rockford, MN 55373



Board seat applications for Districts 4, 6 and 8 must be turned in by **Feb. 20, 2019**.

Apply for 2019 scholarships and Youth Tour

Scholarships

Since 1988, Wright-Hennepin (WH) has helped more than 500 local students further their education through our scholarships.

Students, make sure to submit your WH scholarship applications by the following deadlines:

- **At-Large scholarship:** April 1, 2019.
- **Edward R. Slebiska Memorial Line Worker scholarship:** April 15, 2019.
- **Local school scholarships:** Deadlines vary, check with your guidance counselor.

Please submit the At-Large and Edward R. Slebiska scholarships to WH. Provide the local school scholarship applications to your school's guidance counselor.



Students are able to meet and talk with their state government representatives during the Youth Tour in Washington, D.C.

Youth Tour

WH sends one student each year on an all-expenses paid trip to the annual Electric Cooperative Youth Tour in Washington, D.C. from June 15-20, 2019. The Youth Tour helps educate youth about the political process and allows them to interact with U.S. government officials.

High school juniors from WH's service territory, submit your Youth Tour application to WH by March 2, 2019. The application and more information can be found at <http://goo.gl/ybLbPV>.

Updated rate structure for 2019

During the 2019 budget review, Wright-Hennepin's (WH) Board of Directors approved minor changes to the 2019 rate structure.

The Power Cost Adjustment (PCA) — the most unpredictable portion of your bill — will decrease for the second year in a row. An increase will be applied to the basic service charge.

2019 rate details

- The residential service rate will **remain the same** at \$0.094.
- The average PCA will **decrease** from \$0.02450 to \$0.02195.
- Members' basic service charge will increase from \$12.95 to \$15.50. This portion of your bill pays for costs associated with maintenance of our local distribution system like poles, wires and transformers.
- The rate for Energy-Saving Programs (ESP) will increase from \$0.054 to \$0.060.

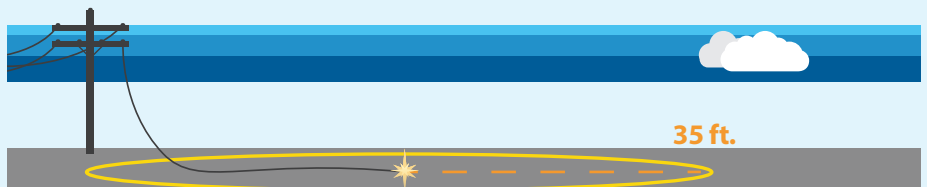
We encourage members to take advantage of our ESP rebates and programs which apply to them (see article on *page 3*).

Watch WH's website for the updated interconnection process effective June 1, 2019.

If you have any questions or comments, please contact WH at (763) 477-3000.

Downed and Dangerous

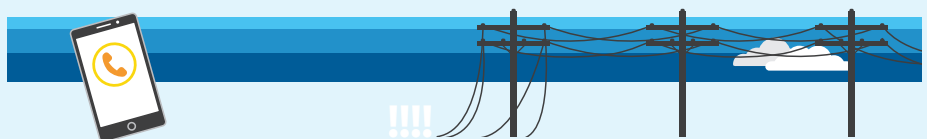
If you see a downed power line, always assume it is energized and dangerous. Avoid going near it or approaching anything in contact with the power line.



Downed power lines can energize the ground up to 35 ft. away – so keep your distance.



Never drive over a downed line or through water that is touching the line.



If you see a downed line, notify the local authorities immediately.



Never try to move a downed power line, even if you think the line is deenergized or if you're using a non-conductive item – this will not prevent injury or even death!

Source: ESFI.org



Looking for a medical alert?

WH Security offers 30 years of expertise

Did you know WH Security has been selling medical alerts in the greater metro area for three decades? Our experience and expertise make us the trusted and local company to help your loved one age safely in place. Medical alert systems from WH Security help individuals live in their own homes without needing to enter independent or assisted living facilities.

An in-home medical alert system from WH Security provides security and independence while also providing peace of mind for loved ones. It includes two parts: a two-way calling station ordinarily placed beside a bed, and an emergency button worn as a pendant or bracelet with a range of 300 feet. If an incident occurs, the emergency button either on the two-way calling station or the worn device should be pushed. The button sends an alarm signal to WH Security's 24/7 monitoring center and notifies an emergency responder immediately. That operator will be able to speak and hear through the unit to get the help needed immediately.

Our on-the-go solution is for active individuals who want the assurance of knowing help is just a push of a button away. Powered by cellular and GPS technology, this solution allows for travel anywhere there is a cell signal in the continental United States.

Service calls, around-the-clock assistance in any emergency and free in-home installation is included with our medical alerts. We can also set up automatic alerts, which send a text or email to your preferred contact whenever the alert button is pressed. Call us today at 763.477.3664 to find a solution that works for your family.



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.

Covered appliances include:

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

Packages Start At

\$18⁷⁵ month

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

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



Keep Your Trees Beautiful

90-DAY
no-interest
financing available!

Services include:

- Pruning and shaping
- Tree and stump removal
- Lot clearing for construction
- Emerald ash borer treatment
- Aerial bucket truck work
- Storm damage clearing



(763) 477-3000
www.whe.org

Solar Winners

tenKsolar Winner



MEGAN KIRSCHNER of Buffalo wins a credit for 79 kWh, November's output from WH's tenKsolar panel array.

RONALD LAMPI of South Haven wins a credit for 51 kWh, December's output from WH's tenKsolar panel array.

Solar Winner



MICHAEL KRABBENHOFT of Maple Grove wins a credit for 87 kWh, December's output from WH's solar panels.

Board Report: Meeting highlights

December Board Meeting

The Wright-Hennepin (WH) and WH Holding monthly Board of Director meetings were conducted December 11, 2018. A quorum of directors was present. Items discussed or Board action taken:

- Met with the Operation Round Up (ORU) Board and heard the annual ORU report of activities.
- Approved updated Employment Screening and Classification Policy.
- Approved two resolutions for the Rural Utilities Services (one of WH's lenders) requesting two possible deferrals.
- Heard results of WH Services and WH International Response Center's Satisfaction Surveys.
- Held annual cyber security training.
- Directors reported on industry meetings they attended on behalf of the cooperative.
- Reviewed and filed the monthly CEO, legal, financial, and operations reports.
- Guests included:

Minnesota Rural Electric Association's CEO Darrick Moe highlighted legislative issues likely to take shape in 2019.

Jukka Kukkonen of PlugInConnect and Matthew Blackler of ZEF Energy provided an industry update on electric vehicles.

January Board Meeting

The Wright-Hennepin and WH Holding monthly Board of Director meetings were conducted

January 17, 2019. A quorum of directors was present. Items discussed or Board action taken:

- Approved Minnesota Rural Electric Association's 2019 membership dues.
- Approved a resolution to update Basin Electric Power Cooperative's Load Forecast.
- Reviewed the American Customer Satisfaction Index results for WH and WH Security – both scored an 89.
- Heard the annual Conservation Improvement Program (CIP) update.
- Heard results of the Commercial and Industrial (C&I) CIP process satisfaction survey.
- Heard report on C&I and residential growth and developments in WH's service territory.
- Heard report on new service connections and sales.
- Heard results of WH's annual Emergency Response Plan table top exercise, held December, 2018.
- Heard a report on specialty technologies supported by WH Security and WH International Response Center, including the latest devices offered to customers/dealers.
- Heard an update on the Demand Management Study now underway.
- Discussed excess margin options.
- Selected voting delegates and alternates for all known 2019 industry meetings.
- Directors reported on industry meetings they attended on behalf of the cooperative.
- Reviewed and filed the monthly CEO, legal, and operations reports.

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

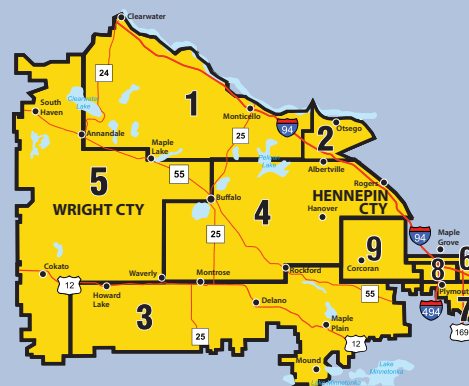
Call: (763) 477-4275 or (800) 858-7811

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.

Satisfaction Survey

Wright-Hennepin (WH) is conducting its bi-annual American Customer Satisfaction Index (ACSI) survey in April.

You may be contacted by a WH representative via phone or email to take part in the survey. Your participation is greatly appreciated.



CHECK us out on SOCIAL MEDIA!

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

Reduce your carbon footprint with Solar Choice or Renewable Choice.

Solar Choice

Offset an amount of your electric bill with a fixed solar rate. Lock in a flat rate for the next 20 years by purchasing "blocks" of Solar Choice energy!



1 BLOCK = 100 KWH/\$16 PER MONTH

Sign up today with a one-year initial commitment and lock in your rate for 20 years, through 2038.*

*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

Support renewable resources! For \$1 per month you allow Wright-Hennepin (WH) to match 100 percent of your energy consumption with Renewable Energy Credits generated by renewable resources such as wind turbines and solar arrays.

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

*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.



Wright-Hennepin
Cooperative Electric Association

A Touchstone Energy® Cooperative 

6800 Electric Drive
Rockford, MN 55373

Periodicals

Hotline Update

February News for Wright-Hennepin members

You're invited to WH's Annual Meeting!



Thursday, April 11, 2019

6800 Electric Drive – Rockford

Member attendance gifts:

Free reusable shopping bag

Free pound of butter*

Prize drawings:

2008 Chevy 1/2-ton 4x4* (*registered members only*)

Prize drawings at the individual information booths.

*Must be present until the end of the business meeting to receive butter and a chance to win the vehicle.

Schedule

Registration opens: 4 p.m.

Free Pork Chop Dinner: 4:30 - 6:45 p.m.

Bingo: 4:30 - 6:45 p.m.

Children's Activities: 4:30 - 8 p.m.

Business Meeting: 7 - 8 p.m.



You could win this vehicle! To learn more, visit <http://goo.gl/wwwbfM4>.

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Apply today for 2019 board seats

WH members can now submit applications to vie for a seat on the cooperative's board of directors in Districts 4, 6 and 8.

Nominee application forms must be submitted by **Feb. 20, 2019**. To learn more, see **page 4**.

