

Local students awarded \$28,400 in scholarships

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

WH's scholarship program began in 1988 and has awarded more than \$766,000 to local students. WH and Wright-Hennepin Holding Company (WH Holding) are proud to provide scholarships to help students further 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.

WH local school scholarship

WH awards one scholarship to each high school in its electric service area to outstanding students pursuing higher education. WH also offers one "at-large" scholarship for students who attend private or neighboring schools.

Edward R. Slebiska Memorial Lineworker Scholarship

Each year, the Edward R. Slebiska Scholarship is awarded in the name of the cooperative's first CEO to two individuals planning to become electric lineworkers.

Basin Electric scholarships

Basin Electric Power Cooperative awards a scholarship to a student of a cooperative member and an employee. Basin is one of WH's wholesale power suppliers.



Abigail Lillehaug
 Annandale HS
 Local school scholarship



Jada Habisch
 Buffalo HS
 Local school scholarship



Amanda Ylitalo
 Dassel-Cokato HS
 Local school scholarship



Andrew McMahan
 Delano HS
 Local school scholarship



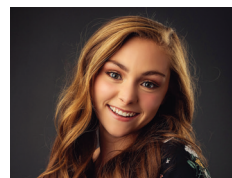
Alexander Edstrom
 Heritage Christian Academy
 Local school scholarship



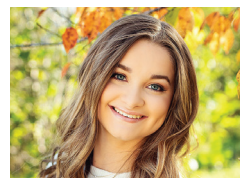
Bethany Groos
 Howard Lake-Waverly-Winsted HS
 Local school scholarship



Melissa Su
 Maple Grove HS
 Local school scholarship



Megan Carlson
 Maple Lake HS
 Local school scholarship



Sayde Jude
 Monticello HS
 Local school scholarship



Lucas Cates
 Orono HS
 Local school scholarship



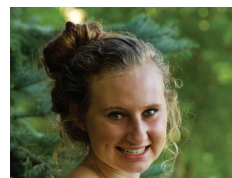
Janelle Guse
 Osseo Sr. HS
 Local school scholarship



Everett Brun
 Rockford HS
 Local school scholarship



Nykayla Greer
 St. Michael-Albertville HS
 Local school scholarship



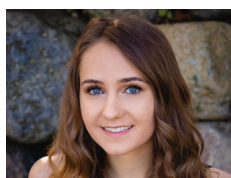
Shelby Mueller
 Watertown-Mayer HS
 Local school scholarship



Sophia Fries
 Wayzata HS
 Local school scholarship



Emily Eiden
 Wright Technical Center
 Local school scholarship



Alyssa Erickson
 Maranatha Christian Academy
 At-large scholarship



Cole Evjen
 Wadena Technical School
 Lineworker scholarship



Michael Gillespie
 Wadena Technical School
 Lineworker scholarship



Kaylyn Wright
 Rockford HS
 Basin member scholarship



Allison Zipp
 St. Michael
 Basin employee scholarship



CEO's Memo

Tim Sullivan, WH President and CEO

How technology delivers a safer, more responsive grid

When picturing an electric utility, most of us probably first think of what we can touch or see – things like poles and wires, meters and substations. And yes, physical assets remain essential to our business.

But a modern electric utility is also as dependent on 21st Century computer software as on 20th Century utility hardware; reliant as much on kilobytes as kilowatts. Wireless communication is now as critical to our business as copper lines.

In fact, modern electric utilities like WH deploy a wide range of sophisticated technology platforms to deliver ever more responsive, reliable and affordable service.

So, let's look at three platforms we're investing in right now along with how we ensure cyber security for them, for our grid, and for energy and consumer information.

Advanced Metering Infrastructure (AMI)

As the name implies, not only does AMI allow us to read a meter and produce a bill, but to deliver a wide range of advanced benefits. The largest is our ability to read energy use hourly rather than daily. AMI allows us to "ping" a meter during an outage to ensure it's working, which saves a truck roll and crew time. With an AMI meter, you can also track your own energy use hourly on MyMeter, a free on-line energy portal. The first step to better energy management is information, so visit whe.org to learn more, including registering free for MyMeter.

As of today, WH has installed 15,000 AMI meters in our service territory and we will be installing 5,000 more in 2020 before being fully deployed in 2023. In the meantime, remember that AMI technology enables you to exercise much more control over your electric use and enables your co-op to deliver electricity more efficiently and responsively.

Supervisory Control and Data Acquisition system (SCADA)

Think of SCADA as the big brain that manages the central nervous system that is our electric grid. It monitors energy demand at our substations and at individual end points and allows us to manage them in real time. Ultimately, SCADA also serves as the supercomputer behind our ability to manage popular energy-saving programs for air conditioners, dual fuel and electric water heaters. WH is now evaluating a significant upgrade to its SCADA system to facilitate our new AMI system and to deliver cutting-edge, best-in-class service for years to come.

Facilitating adoption and use of electric vehicles (EVs)

2 Given the exciting number of new, affordable models to

choose from, perhaps an EV is part of your future. At WH, we're delighted to serve your EV power needs!

The challenge for both consumers and WH is that (as we learned in a recent pilot study) most EV drivers understandably plug in their vehicle immediately upon returning home in the evening from work. Unfortunately, this usually coincides with WH's peak, when power is at its most expensive. Consequently, we've moved to deploy a technology solution that is affordable and convenient for consumers and also delays charging until after WH's peak.

That's why WH invested last year in ZEF Energy, Minnesota and Wisconsin's largest independently owned and operated D.C. fast charging network and software operator. ZEF chargers allow consumers to plug in upon returning home but to delay charging until later in the evening, when energy costs are low. ZEF users can even soon monitor their EV's energy use with a smart phone app. For WH, the ZEF chargers serve as both a meter and a demand management tool. Consequently,

it's a great example of a win-win technology solution for both our members and the co-op.

Cyber security

Of course, the effectiveness of all technologies depends on our ability to keep them secure against hackers, viruses and misuse. Consequently, we invest heavily in cyber security efforts every year. For example, we:

- Build protections around our servers and hard assets. In 2019 alone, we filtered two million emails and blocked

or quarantined more than 400,000 containing spam or harmful viruses.

- Constantly update our software to the latest and most secure versions.
- Conduct regular training sessions with our board, employees and staff on how to spot cyber fraud, phishing attacks and other schemes meant to pierce our cyber security shields.

So, while poles, wires and transformers are still critical tools of the trade, WH members today rely more than ever before on modern technology platforms for the delivery of safe, reliable, affordable power. Rest assured, you can count on your co-op to keep making the technology investments necessary to ensure this high level of service for years to come.

As always, thank you for your business!



Track energy usage during COVID-19 with an energy marker

Due to COVID-19, it's likely you and your family have spent more time at home over the past few months. As a result, your energy use may have increased. As a WH member, you can track your energy use over time using a free online tool called MyMeter.

MyMeter offers you the ability to set an energy marker within your tracked energy use data. This marker allows you to easily look back to see how much more or less energy you used during a time period and understand how any changes made impact your energy usage.

You can learn more about MyMeter and how to use it on our blog at whe.org and YouTube channel.



Be prepared for summer storms

Summer in Minnesota means thunderstorms that can quickly grow dangerous. When these storms hit, make sure you're ready for any situation.



STAY SAFE

Stay away from downed power lines, trees and branches caught in power lines and water in contact with electrical outlets, sockets or lines. If you see a downed power line, keep your distance and call WH at (763) 477-3100.



STAY INFORMED

Receive outage notifications via text or email by signing up at whe.org. Stay informed of outage details on our outage map or on our social media platforms. Report outages by calling (763) 477-3100 or online at whe.org.

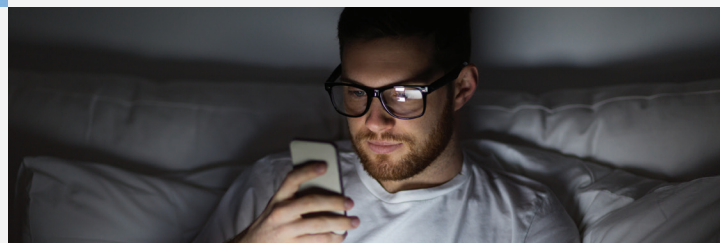
BE PREPARED

Phone numbers help WH quickly respond to your location when you report your outage. Call (763) 477-3000 to update the phone number(s) on your account.



BE PATIENT

Please be aware that time of restoration can vary based on weather and outage cause. Please know WH crews are working as quickly and safely as possible to restore power. We appreciate your patience!



Co-op Connections featured deal of the month

Buffalo Floral and Landscaping

10% off retail and/or 5% off landscape services

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!



Summer energy savings with WH programs



AIR SOURCE HEAT PUMP

If you're in the market for an energy efficient home cooling technology, consider an Air Source Heat Pump. They:

- Both heat and cool a home
- Move heat rather than converting it from a fuel
- Work as a standard central air-conditioning unit, cooling the home by moving heat outside
- Provide annual savings around \$459, or 3,000 kWh, according to the U.S. Department of Energy
- Enjoy a WH rebate of up to \$900 for qualifying systems plus a CIP rebate of up to \$630

To learn more, call (763) 477-3000 or visit whe.org.



QUICK CASH WATER STORAGE PROGRAM

- Up to \$1,250 rebate
- \$10 monthly bill credit



ELECTRIC VEHICLE STORAGE PROGRAM

- Vehicles may charge between 11 p.m. – 7 a.m.
- Energy-saving rate of \$0.06/kWh
- Rebates available up to \$700



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JUNE 1 - JULY 31, 2020

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ENERGY WISE MN

Teaching important electrical safety practices



WH Energy Use Consultant Nathan Karels tests the new Hotline Demonstration display, used to help teach safety to students.

WH is dedicated to doing our part to ensure safety in our communities. This is why we perform electric safety demonstrations at local schools and community events on the importance of safe electrical practices.

These "hotline demonstrations" show children ways to avoid various real-life situations that could lead to dangerous electrical contacts. Five instances taught during these demos include:

- Always assume a wire (overhead or laying on the ground) has voltage in it, so stay clear.
- If in a vehicle accident and there are wires on the vehicle or on the ground, stay in the vehicle.
- Do not put a utensil into the toaster to free any stuck bread. Unplug the toaster first, then let it cool down.
- Inspect electrical cords for any nicks or damage before using them.
- If you see a broken switch or outlet, please tell a grown-up so they can have it repaired.

If you're looking for a great way to teach children about electric safety, call us at (763) 477-3000 to schedule one of these engaging presentations for this fall.

Operation Round Up spotlight

In the past few months, WH members who participate in Operation Round Up (ORU) donated to various local and charitable organizations that support our communities.

These donations included \$23,000 for 13 local food shelves including Annandale, Buffalo, Clearwater, Cokato, Delano, Elk River (CAER), Hanover, Maple

Grove (CROSS), Maple Plain, Monticello, Rockford (Riverworks), Waverly, Wayzata (Interfaith Outreach) and Westonka. In addition, \$6,000 was provided to Wright County Community Action to help support their energy assistance program. Learn more about ORU at whe.org.

Operation Round Up Gives \$23,000 to support 13 local food shelves



Utility service has never been more important.

If you're planning landscaping or any other digging projects, contact 811 first – the kids telelearning and adults telecommuting will thank you.

Call 811 or go to your state 811 center's website before digging.

Call811.com



Bass Lake Substation gets an upgrade

Recently, WH's Bass Lake Substation was upgraded with new breakers and control panels. The replaced equipment will work with our new Advanced Meter Infrastructure (AMI) system to deliver safe, reliable, affordable service.



Let WH Security help take care of you

Life is changing and so are our priorities. One thing that hasn't changed is the importance of security. Let WH Security help take care of what matters most.

As COVID-19 continues to impact the customers we serve, we will continue to meet your security needs. Our work is continuing uninterrupted but, we are taking extra precautions to ensure both you and our staff are safe. Leave the hard work to our experts because security is our business; it's what we do every day.

When you call WH Security, our experts listen to your needs, then design and install a custom security package specifically for you. We also offer payment plans. Now, more than ever, you have a lot to take care of. Let us help take care of you. Call us at 763.477.3664 or visit wh-security.com to learn more.

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Fast service.
Fair price.**

WH Appliance Repair plan helps you with unexpected repair bills. The plan includes **your choice** of 5 appliances.*

Popular options include:

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

Packages Start At

\$18⁷⁵ month

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

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FREE**
WITH A NEW PLAN

(763) 477-3000

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Beautiful.**

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no-interest
financing available!



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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

whe.org

WH TREE
Services

Solar Winners

tenKsolar Winner



CHRIS JOHNSON of Plymouth wins a credit for 175 kWh, March's output from WH's tenKsolar panel array.

BRENT NORDHUS of Delano wins a credit for 233 kWh, April's output from WH's tenKsolar panel array.

Solar Winner



DEAN UTERMARCK of Monticello wins a credit for 224 kWh, March's output from WH's solar panels.

FRANK CZANSTKOWSKI of Rockford wins a credit for 263 kWh, April's output from WH's solar panels.

Learn more at <http://bit.ly/2re3mGN>

Board Report: Meeting highlights

April Board Meeting

The Wright-Hennepin and WH Holding monthly Board of Director meetings were conducted April 14, 2020 via GoToMeeting. A quorum of directors was present. Items discussed or Board action taken:

- Heard report on WH and WH Holding's continuity of business during the state's Stay at Home order in response to the COVID-19 pandemic.
- Approved renewal of WH's line of credit to Wright-Hennepin Holding Company.
- Approved repricing a loan at a lower interest rate.
- Approved Audit Request for Proposal and candidates.
- Approved canceling the scholarship banquet. Recipients will be recognized in WH's Update.
- Approved updated policies.
- Approved property encroachment resolution to sell approximately .07 acres.
- Heard report on how to find online capital credit balances.
- Heard report on reliability and outage response time.
- Heard report on WH's investment in ZEF Energy.
- Heard a report on possible annual meeting options. Board decided that, since the meeting is later this year, members in District 8 will elect a director for the current vacancy.
- Heard report on annual review of WH Security and WH International Response Center's industry association involvements.
- Directors shared highlights of virtual meetings attended on behalf of the cooperative.
- Reviewed and filed CEO, financial, and other reports.

May Board Meeting

The Wright-Hennepin and WH Holding monthly Board of Director meetings were conducted May 12, 2020 via GoToMeeting. A quorum of directors was present. Items discussed or Board action taken:

- Heard update on WH and WH Holding's COVID-19 response plan.
- Approved notice of election to purchase additional land for the Howard Lake Substation.
- Approved purchase of Community Solar 1 array.
- Approved updated financial policies.
- Approved winners of the annual Slebiska Line Worker Scholarship.
- Approved January – June 2021 board meeting dates.
- Approved the National Rural Electric Cooperative Association's membership dues.
- Approved applying for and securing Payroll Protection Plan funds for WH Holding.
- Heard first quarter results on 2020 Balanced Scorecard goals.
- Heard first quarter results of the 3G technology sunset plan for WH Security.
- Directors shared highlights of virtual meetings attended on behalf of the cooperative.
- Reviewed and filed CEO, financial, and other reports.

Keep in touch with your cooperative!

Member call center:

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

Hours: 7:30 a.m. – 5 p.m.

Monday – Friday

To report an outage:

Dispatchers are available 24/7

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

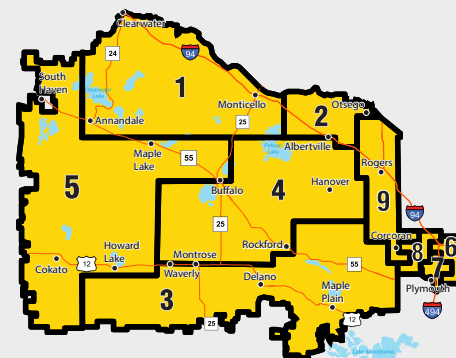
WH Security monitoring:

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: Open
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.

88

2020 ACSI score

Thank you members! The results of our May survey are in and WH earned a member satisfaction score of 88. WH uses the American Customer Service Satisfaction Index (ACSI) survey to collect your feedback.

6800 Electric Drive
Rockford, MN 55373

Hotline Update

June news for Wright-Hennepin members

HELP KEEP LINEWORKERS **SAFE**



Never plug a generator into an indoor or outdoor wall outlet, which can cause voltage to back feed.



Please be patient – line crews work to efficiently and safely restore power when it goes out.



Do not post signs on a utility pole, especially with staples and nails, which can puncture protective gear.



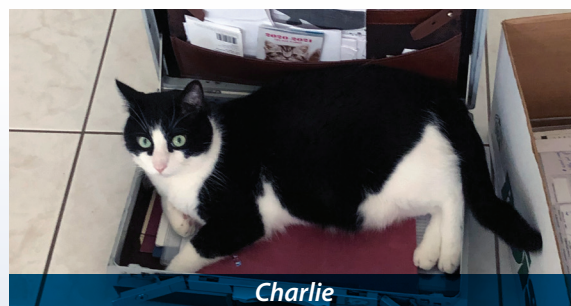
Slow down and move over in utility work zones. Crowding workers can cause accidents.

Source: Safe Electricity.org

Work from home buddies

Many of our employees worked from home during the stay-at-home order and enjoyed some new co-workers! See more photos on our Facebook page (@WrightHennepin).

Check our website in the coming weeks for any updates on WH's status.



Charlie



Ella



Winston



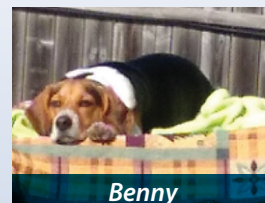
Gertie



Sadie



Halo



Benny