

## WH's lineworkers are the heart of the co-op

National Lineworker Appreciation Day was celebrated on April 13. Wright-Hennepin's (WH) line crew works hard to ensure more than 50,000 consumers have power. Whether they're restoring power after a major storm or maintaining critical infrastructure on our electric system, lineworkers are at the heart of our co-op. We appreciate the amazing work they do and know you join us in thanking them for all their hard work!



A WH lineworker inspecting underground electric lines in a pad-mounted transformer.



*"I want to express our appreciation for the excellent service provided during a ground fault of our underground service. [We] watched the work and the people involved were true professionals.... This positively reflects on the management and employees of our cooperative."*

-WH member



Lineworker installing new poles in preparation for a new substation.

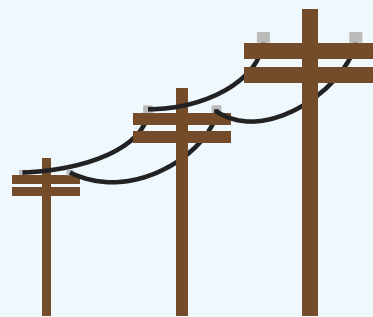


Lineworker replacing a security light with a new LED efficient light.

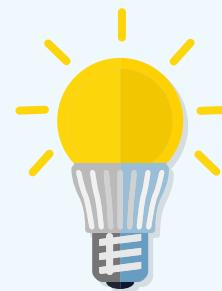
**28 PEOPLE**  
 MAKE UP WH'S LINE CREW



**4,104 MILES**  
 OF LINE SERVICED



**POWER ON 99.99%**  
 2019 AVERAGE TIME ON





# CEO's Memo

Tim Sullivan, WH President and CEO

## New realities drive WH work arrangements, rate changes

### COVID-19 update

Among the most prominent new phrases arising out of the COVID-19 pandemic is the term "essential employee." It's been used to describe the special class of workers exempted from the Stay at Home executive orders issued by Governors in at least 42 states, including Minnesota. Of course, when considering essential employees, we first think of the brave and dedicated healthcare workers serving on the front lines of the crisis, along with the other critical first responders like police, fire and emergency services personnel.

But without exception, Stay at Home orders have also identified "essential employees" as those who work in the electric utility and life safety sectors, since reliable power and personal security are especially vital in a time of national emergency.

At WH and WH Security, we are humbled and honored to be in the sectors formally identified by the Department of Homeland Security and by the State of Minnesota as "essential critical infrastructure." Because at WH, we've long considered our work as essential to delivering the safety, security and modern quality of life our members need, want and expect.

After all, our healthcare heroes can't perform much life-saving work unless the power is on. Our first responders often can't effectively go about doing their jobs unless we've first done ours. And it's the seamless, uninterrupted supply of electricity that has enabled thousands of our members — and their school-aged children — to work from home during this unprecedented time. In fact, Stay at Home orders are predicated on 24/7 power. Consequently, we recognize our service has never been more important than it is right now, and we're committed to maintaining your trust and confidence throughout this pandemic.

Of course, we've also sought to secure business continuity as well as to keep our employees and members safe. Towards this end, we have:

- Closed our lobby.
- Canceled all travel.
- Rotated our line crews to arrive at and depart from our warehouse at different times.

- Sent home the vast majority of our office employees, who are now working remotely with computers, phones and the internet.
- Committed ourselves to social distancing and to extensive cleaning as recommended by the Centers for Disease Control and the Minnesota Department of Health.

Interested in more? Please visit our website at [whe.org](http://whe.org) and our social media platforms for regular, timely updates on WH's ongoing response.

### A look at 2020 rates

You will notice some changes to your May bill based on April energy usage. As WH does each year, we have updated our rate schedule. Overall, the 2020 rate changes are fairly modest. That said, you will see:

1. A reduction in the Power Cost Adjustment (PCA) portion of your bill. In particular, note the April reduction in the PCA of almost 22 percent compared to 2019.
2. An increase in your basic charge from \$15.50 to \$17.90. As we've shared before, the basic charge helps pay for poles, wires, transformers and many other elements of our modern distribution grid. These are expenses WH incurs regardless of whether we sell a single kilowatt hour of electricity. Think of the basic charge as your contribution to maintaining WH's grid.
3. Based on the average residential monthly bill of 1,000 kWh, we anticipate the average bill will *decrease* from \$134.86 in 2019 to \$134.77 in 2020. We anticipate beating Xcel on an average monthly residential bill by 2.4 percent in 2020.

	FROM	TO
PCA - April	\$0.02266	\$0.01750
Basic charge	\$15.50	\$17.90
Average residential bill*	\$134.86	\$134.77

*\*Based on 1,000 kWh*

In contrast, we anticipate more meaningful rate changes in 2021. The most significant are likely to impact the incentives we pay for participating in one of WH's air

conditioning control programs.

This is because, over time, air conditioners have become much more efficient. Consequently, WH saves much less energy and money when controlling them than in years past. In turn, this means the incentives are often now too large compared to the benefits they provide. As a result, changes are necessary for both economic and fairness reasons.

In the meantime, please know your co-op understands how sensitive program changes may be. We are mindful of their value to the membership and we will communicate any adjustments well in advance.

After all, in a co-op, it's not just important to do the right thing, but to share with you the reasons why we do what we do. So, look for more in this space in the months ahead.

Until next time, thank you for your business.

## WH Security

We simplify security for you



Together, we plan how you can protect your home and family with a customized, state-of-the-art security system and fast-response alarm monitoring. Your custom-built system detects and alerts you of intrusion, fire, environmental and medical situations, and more.

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**WHSECURITY**  
Trusted. Local.

# Solar Winners

## tenKsolar Winner



**JOHN NEURURER** of Maple Grove wins a credit for 62 kWh, January's output from WH's tenKsolar panel array.

**WILLIAM LEE** of Annandale wins a credit for 172 kWh, February's output from WH's tenKsolar panel array.

## Solar Winner



**DUWAYNE GOERKE** of Maple Lake wins a credit for 118 kWh, January's output from WH's solar panels.

**STEPHEN STRANDQUIST** of Mayer wins a credit for 254 kWh, February's output from WH's solar panels.

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

## Board Report: Meeting highlights

### February Board Meeting

The Wright-Hennepin and WH Holding monthly Board of Director meetings were conducted February 20, 2020. A quorum of directors was present. Items discussed or Board action taken:

- Conducted CEO's 2019 performance review.
- Heard 2019 business accomplishments and Balanced Scorecard results.
- Approved additional 2019 deferral for facility updates and additional Right-of-Way in 2020.
- Approved additional reduction in the Power Cost Adjustment during April and October.
- Approved allocating 2019 margins to the membership for future capital credit retirements.
- Approved an additional \$2.3 million capital credit refund as part of the 2020 general retirement.
- Approved updated rate and tariff policies.
- Approved resolution accepting annual Cogeneration reports and filings.
- Approved updated Small Power Production Rider.
- Approved notice of the 2020 Annual Meeting, draft agenda and director ballots.
- Approved pork chop Request for Proposal letter and mailing list for the upcoming Annual Meeting meal.
- Approved hosting a Legislative Information Meeting for local officials on Thursday, August 25, 2020.
- Approved additional investment in ZEF Energy.
- 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.

### March Board Meeting

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

- Accepted auditor's report on an unqualified ("clean") opinion for fiscal year 2019. WH was

congratulated by the firm of Brady Martz for its strong internal controls and overall financial condition.

- Accepted the resignation of District 8 Director Casey Whelan and approved a process for a new District 8 director.
- Heard report on WH's Pandemic and Annual Meeting Contingency Plan.
- Approved delaying the Annual Meeting and director election indefinitely.
- Authorized terms for the sale of encroached property to a neighbor.
- Selected directors to attend the Wright County Dairy Princess program.
- Selected directors to attend local school award events.
- Selected a delegate and alternate for an upcoming industry meeting.
- Approved updated employee policies.
- Approved transfer and exchange of electric service territory with Xcel Energy.
- Approved rescheduling the November board meeting from November 19 to November 24, 2020.
- Per the CORP-20 Capital Credit Policy, "there shall be no special retirement of capital credits in excess of \$25,000 per member unless Board approved." Board approved the special retirement of capital credits at discount for a member leaving WH's lines.
- Approved Cooperative Network's 2020 dues.
- Discussed WH's 2020 Legislative Work Plan.
- Heard reports on WH Make a Difference Plans, annual safety report, and take away from the Electric Vehicle Study.
- Reviewed and filed the monthly CEO, legal, financial, and operations reports.
- Directors reported on industry meetings they attended on behalf of the cooperative.

## Keep in touch with your cooperative!

### Member call center:

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

Hours: 8 a.m. – 5 p.m.

Monday – Friday

### To report an outage:

Dispatchers are available 24/7

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

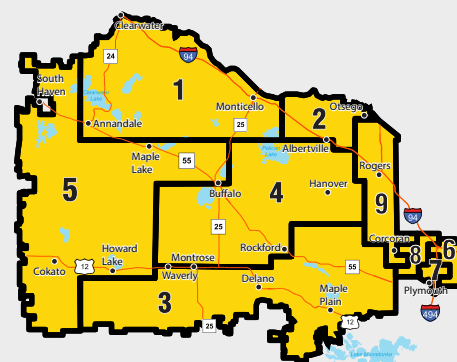
### WH Security monitoring:

Security dispatchers are available 24/7

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

**Website:** [whe.org](http://whe.org)

**Email:** [info@whe.org](mailto: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.*

## Distributed generation and small power production

In compliance with 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) 477-3000.



6800 Electric Drive  
Rockford, MN 55373

## Hotline Update

*May news for Wright-Hennepin members*

### May is National Electrical Safety Month!

It's important to remember that electricity can be dangerous and should be handled with care. Here are some tips to keep everyone safe.



Never fly kites or drones near electrical substations or power lines.

Before working on outdoor projects,  
**CALL 8-1-1**  
to have underground utility lines marked.



**DO NOT  
OVERLOAD  
YOUR  
HOME'S  
ELECTRICAL  
OUTLETS.**



Always keep farming equipment at least 10 feet away (in all directions) from power lines.



### Energy efficiency tip

This spring, consider using a rain barrel to save energy. Rain barrels capture rainwater from a roof that can be used later for watering your lawn, garden or indoor plants.

CHECK us out on  
**SOCIAL MEDIA!**

Facebook: @WrightHennepin  
Twitter: @WrightHennepin  
Instagram: wrighthennepin  
YouTube: WrightHennepin

