

Annual Meeting recap

Wright-Hennepin held a one-of-a-kind Annual Meeting on October 8. This year, the Annual Meeting looked quite different due to COVID-19. There were no pork chops, Bingo or kids' room and the meeting only lasted 30 minutes to ensure members were safe. Despite the unconventional format, there still was a board chair report, a financial report and director elections for Districts 2, 5, 7 and 8. See results at right.

Summary of the Annual Meeting:

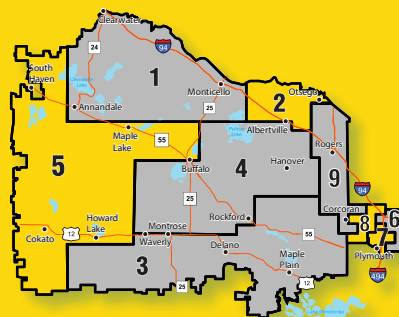
- President and CEO Tim Sullivan explained the unique meeting arrangements.
- Chief Financial Officer Brian Swanson reported WH's financials, and that the cooperative is financially strong!
- Board Chair Erick Heinz summarized 2019's strong performance.
- 63 people attended the in-person, socially-distanced business meeting to meet quorum requirements.
- The Annual Meeting was livestreamed for members to watch from home. Approximately 42 people joined us virtually. Thank you!



DIRECTOR ELECTION

The results are in!

This year, director seats for Districts 2, 5, 7 and 8 were up for election. All voting was done online or by mail due to COVID-19.



Duane "Butch" Lindenfelser
 DISTRICT 2



Chris Lantto
 DISTRICT 5



Kenneth Hiebel
 DISTRICT 7



David Silver
 DISTRICT 8



CEO's Memo

Tim Sullivan, WH President and CEO

WH's security services: a cooperative success story

For most of us, anniversaries represent key milestones in our lives. They present the opportunity to celebrate our history, to take stock and to recommit ourselves to the decisions and actions that brought them about.

So, it's only appropriate that we recognize recent anniversaries for two of Wright-Hennepin's (WH) subsidiary companies that have made us what

we are today. Congratulations to WH Security (WHS), our retail security company, and to WH International Response Center (WHIRC), our security monitoring company, for respectively celebrating their 30- and 25-year anniversaries!

Whether you're a WHS customer (and therefore also a WHIRC monitoring customer) or not, as a WH electric member you have already significantly benefited from the growth and development of these companies over the past quarter century. Here's why:

A BRIEF LOOK BACK

Back in the late '80s and '90s, WH didn't offer a suite of diversified subsidiary businesses. Yet, there were important unmet or underserved needs across our service territory, including for home and business security. Because WH's membership has always been loyal and because home security was a neighboring market niche, WH felt it could step into the breach.

Our first product was Meter Minder, which combined automatic electric meter reading with home security, providing a communications pathway for both signals. Initially, we provided alarm monitoring through a competitor but eventually brought it in-house to save our members money and to deliver better service. After all, we already provided 24/7/365 electric monitoring and dispatch services. Our central monitoring station quickly earned a great reputation and soon WH was providing services to other cooperatives around the nation.

FAST FORWARD TO 2020

Today, WHS is the largest independently owned retail security company in the state of Minnesota, serving more than 12,000 retail customers, mostly in the 9-county metro area. WHIRC provides monitoring services to more than 60,000 customers in more than 30 states.

But how do these companies help electric consumers? Three ways:

1) Our two security companies produce profits and absorb costs for the benefit of electric consumers. In fact, WHS

and WHIRC are the crown jewels of WH Holding (WHH), our for-profit umbrella company. Today, WHH generates more than \$13 million in annual revenues, including \$10.1 million from our two security companies. In turn, they also absorb costs which otherwise would be borne by electric consumers, including eating costs for our headquarters building, servers, phones, property taxes and more.

2) They provide valuable services to our membership. Yes, there are other retail security companies. But evidence is that WHS provides service that's a cut above. According to the American Customer Satisfaction Index (ACSI), WHS has earned a consumer satisfaction score of 89, a mark higher than Google, Apple, Hilton and Target. Our consumers tell us, in part, that's because our service is local, not provided through a national giant with little or no connection to our local communities. Our 24/7/365 call center is an industry award winner and has repeatedly earned Five Diamond certifications for quality and reliability. In addition, WH electric members receive a discount on their monitoring services and both companies contribute employment and economic activity to the area. In fact, 50 employees work under the WHH umbrella.

3) Smart Home Services. Finally, while security once was an allied but separate field, there's been an increasing convergence with the electric business, especially in what is commonly known as "smart home services." Today, through the WHS mobile app, you can set your thermostat, pre-cool your home and monitor your property with security cameras, all in real time. And long term, we plan to provide a more robust suite of services that combine energy management and home security.



All told, WHS and WHIRC offer a breadth of products and services to a universe of customers that was inconceivable 30 years ago. Since their inception, they have been vital to the growth and success of WH and are poised to make even more important contributions in the years ahead.

Their story is just one more testament to the power and the value of the cooperative business model, which puts the needs, interests and values of our consumers first. So, happy anniversary, WHS and WHIRC! We look forward to celebrating many more milestones in the years ahead!

As always, thank you for your business,

Add comfort to your home this winter with electric heating options

AIR SOURCE HEAT PUMP



Air Source Heat Pumps (ASHP) provide heating and cooling in one efficient and economical system. In the summer, ASHPs work the same as standard air conditioners, cooling your home by moving heat outside. During the cooler months, the same technology brings heat inside by reversing the heat pump process. WH members can receive up to \$1,530 in rebates toward the purchase of an ASHP, and the Quick Cash ASHP Energy-Saving Program can save members an additional \$30 a year.

HYDRONIC HEATING



Hydronic under-floor radiant heat is a system of tubing placed in the concrete slab of your home or under the sub floor. These systems use electric boilers to heat water that is then circulated through the tubes to heat the floor above. Hydronic heat is ideal for new construction. WH members can enroll in our Dual Fuel program, which offers a discounted rate of \$0.06/kWh, along with a rebate of \$5/kW.

ELECTRIC WATER HEATER



Electric water heaters are safe and reliable. When paired with either of our water heating programs, members can save money. With the Quick Cash Water Storage program, WH members receive a \$10 bill credit each month for allowing WH to control charging time for heating your water overnight. Members can receive up to \$1,250 in rebates toward a new water heater. With the Metered Water Storage Program, members receive a discounted rate of \$0.06/kWh, and up to a \$500 rebate.

PLENUM HEATER



Plenum heaters are a unique technology which allows owners to switch between electricity and other heating sources. The heater is inserted into the plenum, or ductwork, of the furnace and uses the fan to move air across the electric elements, where it is heated and spread throughout your home. WH members can enroll in our Dual Fuel program, which offers a discounted rate of \$0.06/kWh, and can apply also for a \$5/kW rebate up to \$250.

To learn more about WH's Energy-Saving Programs, rebates and electric heating options, visit whe.org or call (763) 477-3000. WH does not install any of the electric heating options on this page. Please commission a contractor of your choice.

Sales tax exemption for electric heating

You may be exempt from state and local sales tax for your electricity during the heating season if your primary residential heat source is electricity. If more than 50 percent of the main heat source for a residence comes from purchased electricity, you are exempt from Minnesota and

local sales tax during the months of November through April. All electricity used through the same meter, whether for heating purposes or not, is also exempt throughout this six-month period. WH can provide you with this exemption when you complete the online form at whe.org, or call (763) 477-3000 to have a paper copy sent to you. **You do not need to re-submit the form if you have previously submitted one.** If you have changed your method of heating since filling out the form, please notify us so the exemption can be removed.

TAX EXEMPT

Co-op Connections featured deal of the month

Blackwater Coffee and Café in Maple Plain

25% off your total bill (up to \$25) or 50% off one specialty beverage

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!



Learn more about WH's electric vehicle charging programs

Buy an electric vehicle charger and you'll save up to \$1,000! Energy Wise MN is taking the guesswork out of purchasing an EV charger. We've narrowed it down to our top three models, and we'll help you find the one that best fits your lifestyle. Visit energywisemnstore.com to learn more about EV chargers and see pricing on the top three models. Already have an EV charger? WH has programs for existing chargers as well. Call us to learn more at (763) 477 3000.



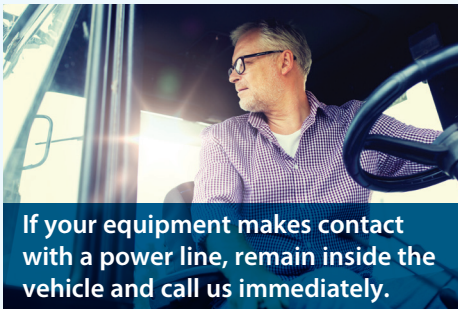
ZEFNET Charger Electric vehicle charger

Program 1 Electric Vehicle Storage Charge Program

Program 2 Electric Vehicle Time-of-Use Program

Requires metering to be installed on the outside of the home	No Purchase a ZEFNET charging station through the EnergyWise MN store	Yes	Yes
Energy rate	Fixed Electric Vehicle Storage Charge Program \$.06 per kWh	Fixed \$.06 per kWh	Variable From 12 p.m. to 10 p.m. weekdays \$.021750 per kWh All other hours and holidays \$.06330 per kWh
Subject to Power Cost Adjustment (PCA)	No	No	Yes
Charge times	11 p.m. - 7 a.m.	11 p.m. - 7 a.m.	24/7
Rebate	Yes Up to \$1,000	Yes Up to \$500	Yes Up to \$500

Harvest safety tips



Statement of Ownership, Management, and Circulation

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(4) Paid Distribution by Other Classes of Mail Through the USPS (e.g. First-Class Mail®)		
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(4) Free or Nominal Rate Distribution Outside the Mail (Carriers or other means)	150	150
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f. Total Distribution (Sum of 15c and 15e)	44,072	45,116
g. Copies not Distributed	150	150
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17. Publication of Statement of Ownership: Publication of this statement is required. Will be printed in the October 2020 issue of this publication.

18. Signature and Title Editor, Publisher, Business Manager or Owner: Andrea Unger (9/23/2020)
I certify that all information furnished on this form is true and complete. I understand that anyone who furnishes false or misleading information on this form or who omits material or information requested on the form may be subject to criminal sanctions (including fines and imprisonment) and/or civil sanctions (including civil penalties).

Capital credits headed your way

Most WH members will receive a capital credit refund between Thanksgiving and Christmas. Any members who have a refund of \$10 or more will receive a check in the mail. Anyone with a refund of \$1.00 - \$9.99 will receive a credit on their bill. WH has been returning capital credits for 39 consecutive years. If you would prefer to receive your capital credit refund on your December invoice instead, please visit whe.org and search "Capital Credit Refunds" to register by November 15. If you have registered to receive your refund as a bill credit for previous years, you will not need to register again.

Capital credits are a benefit of a member's ownership in the cooperative. They are financial margins distributed to cooperative members and are based on purchases of electricity from the cooperative in previous years. These margins are used as capital by the cooperative to operate the business for a time period.

To learn more about capital credits, visit our website or contact a WH representative at (763) 477-3000.



Significant additional wind generation coming in 2021

WH's power portfolio is getting even cleaner next year. In 2021, WH is partnering with Great River Energy (GRE) to secure wind energy contracts that benefit the membership with emissions-free energy and lower power costs.

Wind energy will be provided by GRE, one of WH's power suppliers, from regional locations in the upper Midwest, including Minnesota and South Dakota. And this wind energy will be cheaper than the traditionally fueled energy it replaces.

In fact, these wind contracts will provide renewable power with fixed pricing for decades to come. This is all part of a larger effort to ensure an affordable, reliable and low-carbon power supply. All told, WH will be adding 22% of dedicated wind over the next two years.

Note: Winter construction charges

WH reminds members that if you are planning to run electric service to a home, outbuilding or other facility, please be aware that additional winter charges may apply between November 15 and April 15. Additional charges apply due to the cost of construction during winter-related conditions. You can avoid winter construction charges by having your site ready for service installation and have electrical inspection completed prior to November 15. Please contact a New Service or Engineering representative at (763) 477-3000 for more information.

Fire Safety – When time is everything



October is Fire Safety Month, which makes it the perfect time to make sure your home is as safe as possible. This month, plan a home escape route for your family that includes two ways out of every room in the house. A meeting place should also be designated so that everyone knows where to go after they get out and can make sure each person got out safe.

WH Security recommends taking the time to hold a fire drill with your family, especially if you have young children, so they know what to do when they hear a fire alarm. In scary situations, some kids instinctively hide instead of evacuating, so it's important that they know what to do and to practice regularly.

Home smoke sensors are required by the Minnesota State Fire Code, but WH Security takes your safety a step further by offering monitored smoke and fire sensors that are connected to your home security system. Because these sensors are monitored 24/7, you'll know if a fire occurs at your home whether you're there to hear the alarm or not. These sensors are designed to detect the presence of smoke and/or a significant increase in temperature. If either of these situations occur, an audible alarm will go off immediately and dispatchers will be contacted. The dispatchers will notify you and the fire department of the situation, so action can be taken immediately.

Smoke and fire sensors can be added onto most home security systems and do not increase WH Security's monthly monitoring cost. They're a small investment that can protect you, your home and valuables from a potentially devastating fire. Better yet, these sensors work whether your alarm panel is armed or not. Call 763.477.3664 to add monitored smoke sensors to your home.

WHSECURITY
Trusted. Local.



Quick fix. 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.

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

WH Appliance
Repair

Trimmed Trees are Safe Trees



Safely have your trees trimmed by our expert tree care specialists. Schedule your service today!

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

Solar Winners

tenKsolar Winner



GARY ECKSTEIN of Buffalo wins a credit for 205 kWh, July's output from WH's tenKsolar panel array.

GEORGE LAMBRECHT of Buffalo wins a credit for 206 kWh, August's output from WH's tenKsolar panel array.

Solar Winner



ZANE SCHAEFER of South Haven wins a credit for 274 kWh, July's output from WH's solar panels.

DAVID DOMBECK of Hamel wins a credit for 258 kWh, August's output from WH's solar panels.

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

Board Report: Meeting highlights

AUGUST BOARD MEETING

The Wright-Hennepin and WH Holding monthly Board of Director meetings were conducted August 21, 2020. A quorum of directors was present. Items discussed or Board action taken:

- Heard second quarter top 10 Balanced Scorecard results for the electric business, WH Holding and its subsidiaries.
- Approved updated Annual Meeting notice, agenda and ballots.
- Approved district 8 candidates for 2020 WH Annual Meeting as recommended by Legal Counsel.
- Approved updated policies.
- Selected Eide Bailly as the new auditor.
- 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.
- Heard second quarter report on the technology sunset of 3G security conversions.
- Heard report on procedures and fees for locating inactive members with bad addresses.
- Reviewed and filed the monthly CEO, financial, legal and other operating reports.
- Directors reported on industry meetings they attended on behalf of the cooperative.

SEPTEMBER BOARD MEETING

The Wright-Hennepin and WH Holding monthly Board of Director meetings were conducted September 18, 2020. A quorum of directors was present. Items discussed or Board action taken:

- Approved WH and WH Holding director fees for the balance of 2020 and 2021.
- Approved Thursday, April 15, 2021 as WH's next Annual Meeting and Thursday, May 6, 2021 as a back-up date.
- Approved appointing Legal Counsel and Auditor as Election Judges for WH's 2021 Annual Meeting.
- Heard a report from the Policy, Planning and Professional Committee.
- Approved recommended changes to the Bylaws for members' consideration as part of the 2021 Annual Meeting.
- Approved amendments to ZEF Energy's Articles of Incorporation.
- Approved a resolution amending the sale of real estate property to approximately .0861 acres instead of .07 acres.
- Approved 2021 board meeting dates, a strategic issues session and strategic planning session dates.
- Approved employee engagement initiatives and funding to retain top talent and improve building space.
- Heard report on Right-of-Way tree trimming and spraying procedures.
- Reviewed and filed the monthly CEO, financial, legal and other operating reports.
- Directors reported on industry meetings they attended on behalf of the cooperative.
- Heartland Security Services (HSS) General Manager Guy Adams presented the annual HSS update.

Our office will be closed in observance of the holidays on December 24-25 and January 1.

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

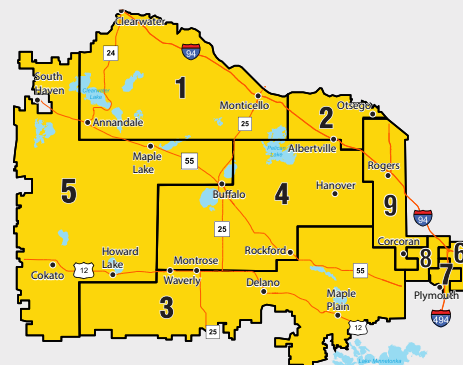
WH Security monitoring:

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: David Silver, 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.

Satisfaction Survey

WH member satisfaction is measured using surveys taken each December by a percentage of members. The result is calculated using the American Customer Service Satisfaction Index (ACSI).

6800 Electric Drive
Rockford, MN 55373

Hotline Update

October news for Wright-Hennepin members

Celebrating Co-op Month

October is Co-op Month, and while we couldn't celebrate as normal, WH found ways to support the local community. WH hosted an ice cream truck at local daycares earlier in the fall. In October, we held a virtual Bingo game and gave away great prizes! WH looks forward to celebrating co-op month with members next year – hopefully in person!



Members may now file for board seats

WH members can now submit nominations to vie for a seat on the cooperative's board of directors in Districts 1, 3 and 9. The board seat for District 3 will be open. Elections will take place at WH's 2021 Annual Meeting on Thursday, April 15, 2021. Your board district (BD) number is shown on the second line of the mailing address, just above your name. Members in these districts who would like to run in the election need to file a director nominee application form. To apply, print, complete and sign the form found at <http://bit.ly/2IGVgnk> by February 24, 2021.

Mail in the form along with a resume to:

Wright-Hennepin Cooperative Electric Association
Attn: Dale Jans, Secretary/Treasurer
P.O. Box 330
Rockford, MN 55373

