

Community events are back!

Wright-Hennepin (WH) is excited to participate in community events again in 2021. This summer, WH made appearances at the Delano and Annandale Fourth of July parades, Maple Grove Days and the Wright County Fair. WH will also participate in Rockford River Days in August. Check out page 8 for upcoming events this fall.



Children stopped by our booth at the Wright County Fair and received yellow WH work hats.



Delano Fourth of July parade



Annandale Fourth of July parade



WH had a booth at the Maple Grove Days Business Expo, where we got to see everyone's smiling faces again!



These two shared WH's excitement about being back at the Delano parade!



WH sponsored demo derby cars at the Wright County Fair along with the ultimate truck mud run and fireworks.



CEO's Memo

TIM SULLIVAN
WH PRESIDENT AND CEO

How cutting-edge technology benefits your co-op and you

Once a classic 20th century infrastructure business, Wright-Hennepin (WH) today increasingly looks more like a 21st century technology business. And while poles and wires continue to be important, WH's future is being built on a foundation that relies at least as much on managing kilobytes as kilowatts.

The evidence? Consider that, this summer, WH is simultaneously pursuing a comprehensive three-year effort to upgrade every meter in our service territory along with a five-year plan to replace every demand management receiver. These receivers make WH's Energy-Saving Programs (ESPs) possible.

Both projects are noteworthy for their scale and importance. After all, your electric meter is your single most important interaction point with WH. It doesn't just record energy usage, it acts as your energy cash register, used to develop and report your bill. In turn, WH aggregates meter data to help us plan for new growth, to improve outage management and to present the information you need to make smart, well-informed energy decisions.

BENEFITS OF AN UPDATED AMI SYSTEM

WH has long been a leader in advanced metering solutions. We deployed our first Advanced Metering Infrastructure (AMI) system back in 2006, a development which allowed us to read meters remotely. In turn, this allowed us to report daily energy usage to you via our interactive energy portal MyMeter.

But, as with other technologies, great advances have been made over the past 15 years, delivering new capabilities that provide faster, better, more responsive service. Let's look at three:

1. **Improved energy management:** Our legacy AMI system allowed us to read meters daily. Now, we can read them hourly. The benefit? Among others, this allows us to update MyMeter much more frequently, not just 24 or 48 hours later. And while after-the-fact reporting is helpful for understanding usage patterns, the most effective energy management occurs in near real-time. This increased responsiveness will help you reduce your energy bills and help WH manage overall system demand. The ultimate goal is to ensure the two systems work together seamlessly to provide you with everything from energy use notifications to outage alerts to two-way texting capability.
2. **Better outage management:** With advanced AMI, we can "ping" a meter to see if it's still reading. We also receive outage reports automatically. In turn, this means we can diagnose outages faster, dispatch crews in less time and therefore restore power more quickly. Of course, the benefit to you is more reliable, responsive service.
3. **Enhanced system intelligence and planning:** As more and more of the economy – led by the transportation sector and electric vehicles (EVs) – runs on electricity, WH

will need ever-better planning capability to accommodate the growth. After all, EVs drive up residential home usage by 30%. As EV usage grows, WH will need to add transformers, substations and feeder lines in a timely, cost-effective manner.

The information leveraged from our AMI system will be central to helping us manage that growth. We'll know where and when to build out our distribution system. In turn, this will help ensure reliable power and help us send the right price and usage signals to you, the consumer.

DEMAND MANAGEMENT RECEIVER REPLACEMENT PLAN

My May column outlined recent changes to several of our ESPs. These programs provide you with a discount or incentive in exchange for allowing WH to control your air conditioning, space heating, or electric water heating equipment. WH achieves these savings by using radio-controlled demand management receivers. And like other technologies, these devices need to be periodically updated and replaced.

Starting this fall, and continuing over the next five years, WH will change out 30,000 demand management receivers across our service territory. If you participate in one or more of our ESPs, you can expect a WH staff person or contractor to contact you and to visit your home to conduct the switch-out. This new equipment will allow you – and the co-op at large – to continue to benefit from reduced energy demand for many years to come.

So, the next time you see a utility pole or padmount transformer, remember there's a lot of unseen, behind-the-scenes technology that allows you to turn on the lights with confidence. Increasingly, it is sophisticated, next-generation technology – and WH's ability to manage it – that is responsible for delivering you safe, reliable and affordable power. At WH, reinvesting in best-in-class technology solutions to deliver best-in-class service remains a firm and ongoing commitment.

As always, thank you for your business.



WH energy-use consultants (EUCs) work on changing a load control receiver.

Wright-Hennepin Board of Directors appoints John Reynolds as new District 4 director

WH's Board of Directors recently appointed John Reynolds of Buffalo as the new director of District 4. He lives outside of Buffalo with his wife Stacie, with whom he has three daughters. They have been WH members for 20 years. Reynolds was appointed by the WH Board of Directors after Dale Jans retired in May. He will serve the rest of the term as the District 4 director until the 2022 Annual Meeting, when the board seat will be up for election.

Reynolds was born in Hutchinson, Minnesota and attended St. John's University in Collegeville. After graduating, he entered the ROTC and went on active duty for four years, where he earned the rank of captain. Shortly after, he moved back to Minnesota and entered the manufacturing field. Currently, Reynolds is the Vice President of Operations for Stratasys in Eden Prairie.

Reynolds said, "I hope to maintain the high level of service and good value [of the co-op], in light of many challenges," such as mandates, costs and more.

He said his background in manufacturing may help add value to discussions in the board room. It is Reynolds' goal to continue to add to "the good service WH has provided to continue to be successful" for his fellow cooperative members.



Seeking participants for electric vehicle subscription pilot study

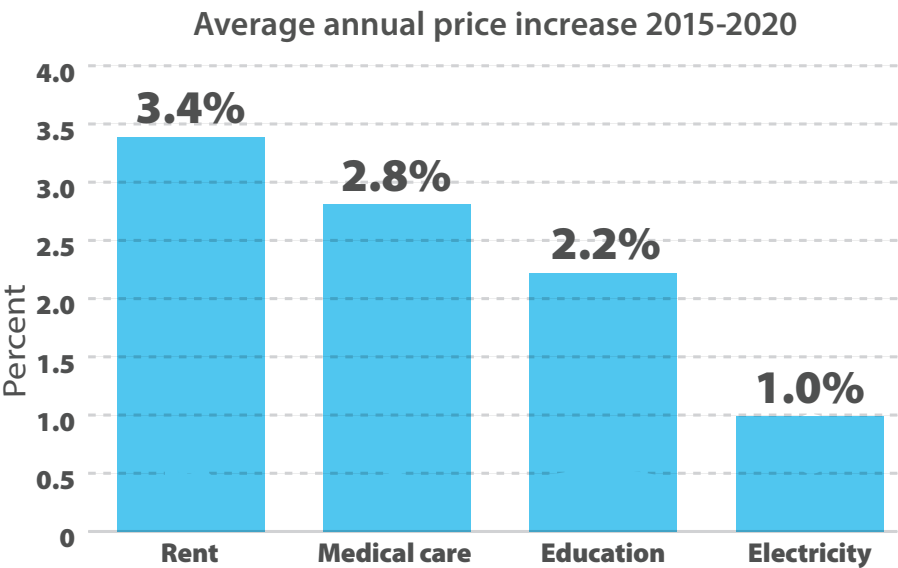
WH is seeking 25 participants for an upcoming electric vehicle (EV) pilot study beginning this September. The study will enroll participants in a subscription program, similar to that of a cell phone plan, where the phone, minutes and data are all included in one low monthly bill. EV drivers, or those looking to purchase an EV, will pay \$49.99/month which will include the purchase and installation of the ZEFNET charging station as well as all energy used in the charger overnights and on weekends. WH is excited to offer this opportunity to help pave the way of much more widespread use of EVs in the future.

Those interested in joining the pilot study can call WH at (763) 477-3000.



ELECTRICITY REMAINS A GOOD VALUE

The cost of powering your home has risen much more slowly than other common expenses. Looking at price increases over the last five years, it's easy to see why electricity remains such a good value!



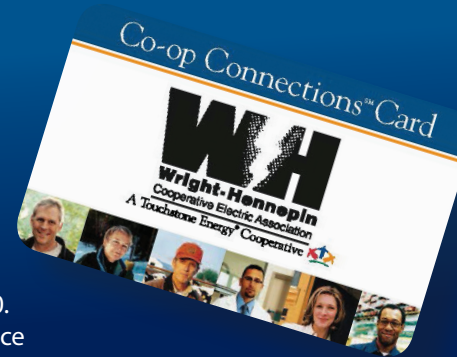
Sources: U.S. Bureau of Labor Statistics
Consumer Price Index

Co-op Connections deal of the month

NUTRISHOP IN MAPLE GROVE

15% off every visit. Free in-body scan.

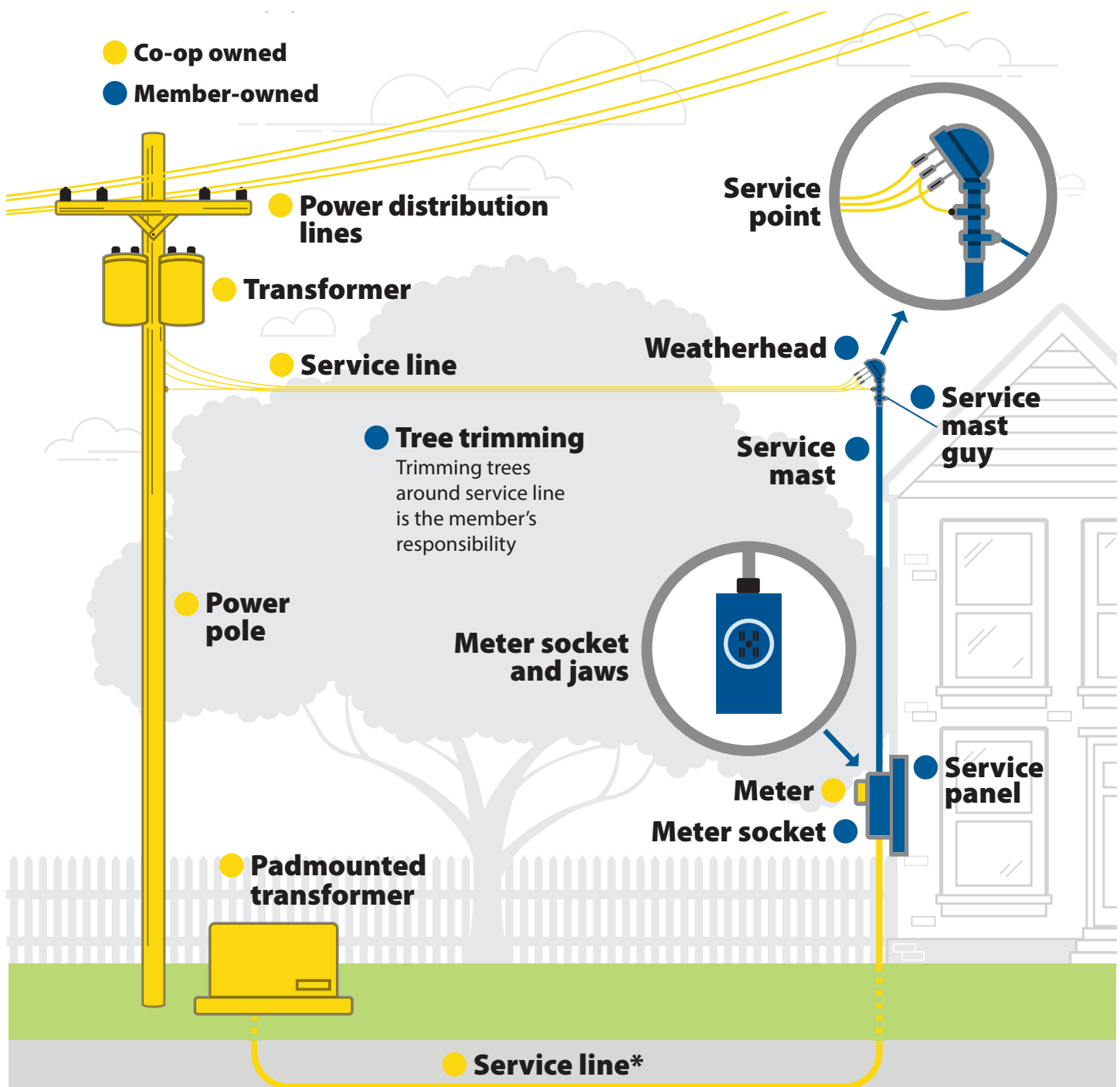
Lost your card? No problem. For a free replacement or to sign up your business, call (763) 477-3000. For more deals, visit www.connections.coop, or use the Co-op Connections app on your mobile device to find all your local deals and more!



Who owns what?

ELECTRIC CO-OP OWNED EQUIPMENT VS MEMBER-OWNED EQUIPMENT

This graphic depicts equipment owned by the co-op (in yellow) and the member (in blue). If a storm damages any equipment owned by the co-op, we are responsible for repairs. If a storm damages any member-owned equipment, the member is responsible for repairs. Members should hire a licensed electrician when making any repairs to member-owned equipment.





Update your contact information with WH

Keeping your contact information up-to-date with your co-op is critical. Make sure you stay connected with WH in the event of an outage. You can report outages with your phone, and WH can send notifications as a text or email, as well. Ensuring your contact info is up to date also lets you receive the latest e-newsletters, email notifications and other important member communication.

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, email or both. Call Member Services to sign up for notifications at (763) 477-3000 or visit our website at <https://bit.ly/WH-outage-notifications>.

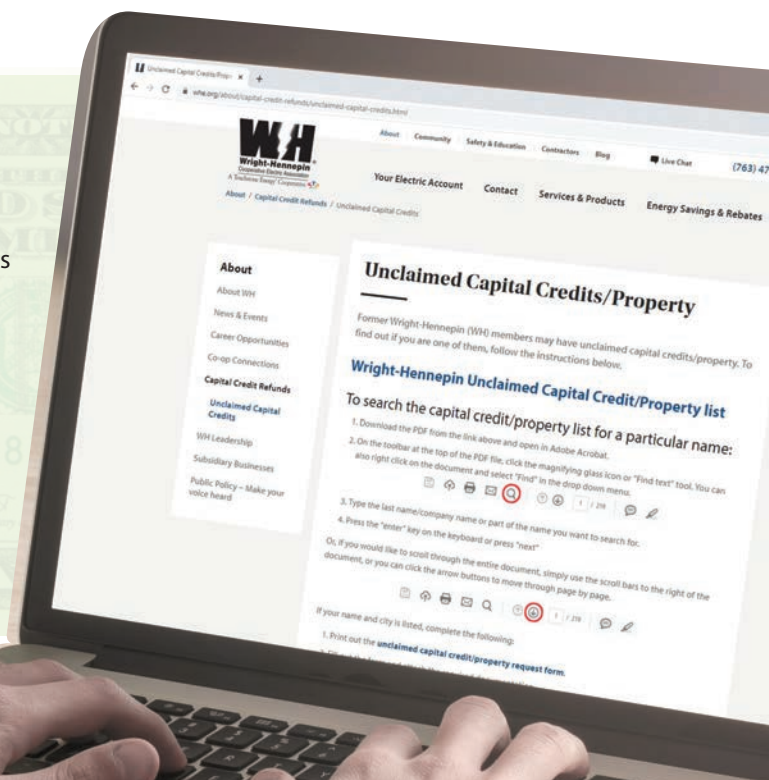


WH's pollinator planting is thriving!

Located at the solar arrays at our Rockford headquarters, our pollinator habitat is home to bees, butterflies and beautiful flowers.

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 up to 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 <https://bit.ly/WH-unclaimed-CC> 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.





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

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\$18⁷⁵ month

Get help with your unexpected repair bills with a WH Appliance Repair plan. Your plan includes **your choice** of 5 appliances.*

Popular options include:

- ✓ Refrigerator
- ✓ Clothes Dryer

- ✓ Heating System
- ✓ Range
- ✓ Water Heater

*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



Smarter home security

Home and Business Security Monitoring

It's summer and we're all getting out and about more often. To keep an eye on your property at all times, consider installing security cameras. By using our automation services, you can receive alerts and check your cameras from your smart device anywhere there is an internet connection.

Our latest video systems include analytics that help limit the number of events a camera picks up for those living on busy streets or with active wildlife in the yard. With a virtual tripwire system, the customer can designate a specific digital line and the video system will only trigger to record when something fully crosses that line. For example, you might set your trip line to be a specific point across your driveway. This way, the video system won't record when cars drive down the road, only when they enter your driveway. Not all cameras offered by WHS have a tripwire. Please check your equipment to see what capabilities it offers.

WH Security offers all the latest video technology to protect you, your home and your business. Learn more on our website or give us a call today at 763.477.3664 to find out more about our security cameras, which are monitored 24/7 by a local team of professionals. And WH members receive a \$3 per month discount on their security monitoring fees!

3G IS GOING AWAY HOW WILL IT AFFECT YOU?

As customers, we all want the latest and greatest technology and faster connections. To make this happen cost-effectively and efficiently, cellular companies across the United States have begun to update their 3G networks in favor of 4G Long-Term Evolution (LTE) technologies. If you have a system through WH Security, this technology sunset may affect your security system or other older cellular communication devices.

You will need to upgrade if your system communicates on 3G technology.

If the 3G sunset does not affect you, here are some other reasons you may want to update your security system:

- You want to be able to interact remotely with your system.
- You are thinking about cancelling your landline phone.
- You are remodeling and need to update your system.

**Need more information?
Call our security specialists at
763.477.3664.**

WHSECURITY

763.477.3664 | info@wh-security.com | wh-security.com

Solar winners

tenKsolar Winner



LISA QUADY of Waverly wins a credit for 184 kWh, May's output from WH's tenKsolar panel array.

GEOFFREY CAUFMAN of Plymouth wins a credit for 187 kWh, June's output from WH's tenKsolar panel array.

Solar Winner



PHILLIP PEDERSON of Rogers wins a credit for 262 kWh, May's output from WH's solar panels.

KEVIN O'DONNELL of Maple Grove wins a credit for 277 kWh, June's output from WH's solar panels.

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

Board Report: Meeting highlights

JUNE BOARD MEETING

The Wright-Hennepin (WH) and WH Holding monthly Board of Director meetings were conducted June 10, 2021. A quorum of directors was present. Items discussed or Board action taken:

- 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.
- Approved updated policy on the President & CEO and Board of Directors Relationship.
- Approved holding annual Bylaws Committee Meeting on Tuesday, September 7, 2021.
- Approved holding the 2022 Annual Meeting on Thursday, April 21, 2022 with a back-up date of Thursday, May 5, 2022.
- Approved rescheduling district 4 candidate interviews from Tuesday, June 22, 2021 to Thursday, June 24, 2021.
- Authorized pre-purchase of materials for 2022 and pre-approval of any materials requiring a lead time of six months or greater.
- Selected delegate and alternate for Rural Electric Supply Cooperative (RESCO).
- Selected directors to attend the fall Minnesota Rural Electric Association's Washington D.C. Visit.
- Board was informed that WH received an 87 on its recent American Customer Satisfaction Index (ACSI) survey.
- Heard report on the WH's top 25 commercial accounts.

- Heard report on competitiveness for WH Appliance Repair, WH Security and WHIRC.
- Reviewed and filed the monthly CEO, COO and financial reports.
- Directors reported on industry meetings they attended on behalf of the cooperative.

JUNE SPECIAL BOARD MEETING

- Approved establishing a Reserved Equity Fund as outlined in the Cooperative's Bylaws.
- Approved revising the accumulated funds target for WH Holding.
- Approved appointing John Reynolds as District 4 Director effective July 1, 2021, serving until WH's April 21, 2022 Annual Meeting.
- On behalf of the Wright County ADA, Director Bakeberg presented the Board with the 2020 Golden Butter Knife Award for serving real dairy products at its Annual Meeting.

JULY BOARD MEETING

The Wright-Hennepin and WH Holding monthly Board of Director meetings were conducted July 13, 2021. A quorum of directors was present. Items discussed or Board action taken:

- Welcomed newly appointed Director John Reynolds, District 4.
- Approved updated chain of command policy.
- Approved a price increase for WH Security's standard monitoring for 2022.
- Selected a director to attend the Wright County 4H Auction.
- Held annual review of the Cooperative's Form 990.
- Heard WH results from the National Rural Electric Cooperative Association's Segmentation Study.
- Heard report on delays in Rural Utilities Service's (one of WH's lenders)

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

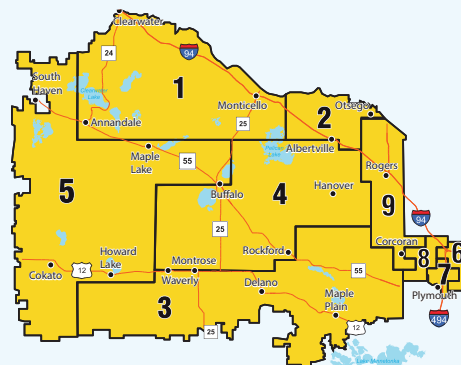
WH Security monitoring:

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: Pat Bakeberg, Waverly
District 4: John Reynolds, 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.

environmental review process.

- Heard reports on MyMeter, WH Generators and Cyber Security.
- Legal counsel shared a draft Bylaw amendment regarding the director election processes to be reviewed by the Board's Bylaws Committee in September.
- Directors reported on virtual industry meetings they attended on behalf of the cooperative.
- Reviewed and filed the monthly CEO, COO and financial reports

6800 Electric Drive
 Rockford, MN 55373

Hotline Update

AUGUST NEWS FOR WRIGHT-HENNEPIN MEMBERS

WH's inaugural EV Ride and Drive Event is coming in September!

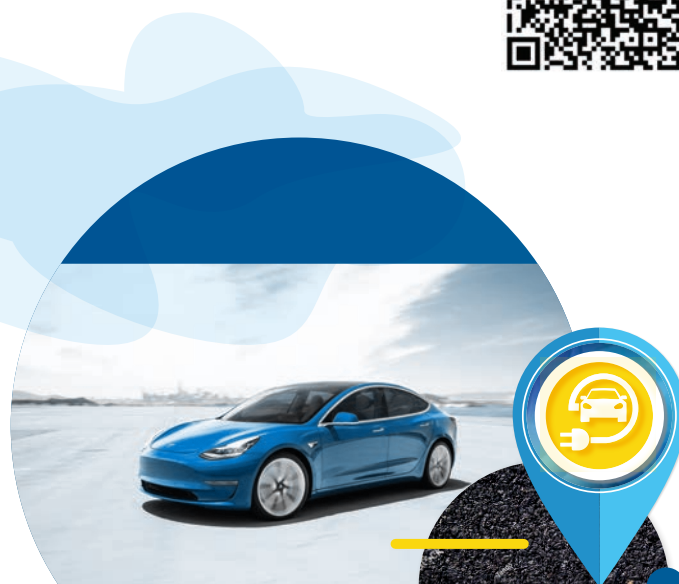


Have you ever wanted to drive an electric vehicle (EV)? Now you can! WH is hosting its first-ever Ride and Drive event on Thursday, September 16, where members can come and check out – and even drive – all sorts of EVs, from the Chevrolet Bolt to a Tesla! Stop by, grab some free ice cream, learn about EVs and see what other types of vehicles are available in electric options. Look for more information in our September e-newsletter and on our social media channels. Reserve your test drive today on our website at <https://bit.ly/WH-ride-and-drive> or by scanning the QR code above.

WHAT: WH's 2021 EV Ride and Drive event

WHEN: Thursday, September 16, 2021. 4 – 7 p.m.

WHERE: WH's headquarters. 6800 Electric Dr, Rockford, MN 55373



Join us for free Co-op Month events in October

Don't miss National Co-op Month in October! WH is hosting its annual Co-op Month festivities again this year. Join us for our member lunch on October 14 and for our Fall Festival on October 28. Learn more on our website at <https://bit.ly/WH-co-op-month>. See you there!

Sun	Mon	Tue	Wed	Thu	Fri	Sat
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10	11	12	13	14	15	16
17	18	19	20	21	22	23
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