



Wright-Hennepin

Cooperative Electric Association

A Touchstone Energy® Cooperative

Wright-Hennepin Cooperative Electric Association's

Hotline Update

February 2013

Member saves money with Dual Fuel Off-Peak program

Members of Wright-Hennepin (WH) can receive a special low Dual Fuel electric rate of 4.9 cents per kWh for electric heating systems that have non-electric backups.

Once on the Dual Fuel program, when peak energy demand periods occur, the electric heat is switched off and the non-electric back-up heating system is automatically activated. When the period is complete the electric heat comes back on again automatically.

Peter Achey, of Maple Plain, Minn. is one of many

members taking advantage of Dual Fuel savings. Achey began participating in the Dual Fuel program two years ago and has enjoyed his experience ever since.

"The Dual Fuel program has been excellent since the day it has been up and running in my home. I have had zero maintenance issues and could not ask for a better, more comfortable heating situation," said Achey.

"The program hasn't interfered with the use of the heating I already have. It still feels the same inside my home; it is very rare that we

need our back up gas boiler system. This year the heating has only been shut down twice," explained Achey.

Dual Fuel control periods usually occur on the coldest days of the year. Winter control periods can be up to a maximum of 12 consecutive hours.

For more information on the Dual Fuel heating program, contact a representative at: (763) 477-3000. 

Peter Achey, of Maple Plain, Minn. standing near his electric furnace, air source heat pump and gas boiler.



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WH's Annual Meeting to be held April 2

Wright-Hennepin (WH) will be celebrating its 2013 Annual Meeting on Tuesday, April 2. The event is free to members and will be at WH's headquarters in Rockford, Minn. – located at 6800 Electric Drive.

Registration begins at 4 p.m. Wright County 4-H will serve a free pork chop dinner from 4:30 p.m. to 6:45 p.m.

A short business meeting will follow at 7 p.m. Free parking is available at WH, Our Father's Lutheran Church and the Rockford Mall with a shuttle that runs continuously.

Business meeting

The theme for the 2013 Annual Meeting is "Smart power for your home," which will focus on technology WH has invested in to better serve members. Special guest speaker, Steven Collier, an energy consultant and the Business Development Vice President at Milsoft Utility Solutions will speak. He will discuss the technology changes taking place in the electric industry. At the end of the business meeting, WH will announce the results of the director elections in Districts 4, 6 and 8, as well as the Bylaw amendments. A grand prize drawing of a retired 2003 Chevy

Astro cargo van from WH's fleet will immediately follow the meeting. Attending members will be entered in the grand prize drawing as they register and can also enter for prize drawings at many booths. At the end of the business meeting all members will receive an attendance gift of a free pound of butter.

Free events and activities

- A local Girl Scout troop will have fun activities including coloring and crafts for children ages 2-10 from 4:30 p.m. to 8 p.m.
- Attending members will have the opportunity to win prizes by playing Bingo from 4:30 p.m. to 6:45 p.m.

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Wright-Hennepin will again feature a free pork chop dinner at the annual meeting.



CEO's Memo

MARK VOGT

WH President & CEO

READ MORE!

from CEO Mark Vogt
on his new blog:
<http://goo.gl/awkmm>

Rates, reliability and renewables

When I was going to elementary school the three big subjects were reading, writing and 'rithmetic. For today's electric suppliers, the "Three R's" are rates, reliability and renewables. Let me update you on your cooperative's progress with each of these topics.

Rates were competitive again in 2012

The books for 2012 are closed and I'm pleased to report that WH met your Board of Directors goal of retail competitiveness with Xcel Energy, our neighboring electric utility. By year end, the price of 1,000 kilowatt hours of general service electricity (average residential usage) from WH in 2012 was the same as Xcel Energy at an average of \$116 per month. That was the "all in" price, which included the general service rate, the power cost adjustments or other adders each month and the basic monthly charge. If you participated in WH's Off Peak programs, as about 55 percent of you did, your average price of power was significantly lower than this average. And if you received a capital credit check in 2012, as 84 percent of you did, your average price of power came in lower than the average as well.

Your Board uses Xcel as the competitive benchmark based on your long time feedback on that topic. Consumers naturally compare energy prices and your Board considers it a primary objective that we remain competitive with our neighbors.

We are grateful to achieve this objective because the customer make-up and operating characteristics of the two utilities are so different. For instance, Xcel averages about 40 consumers per mile of line. WH has 12. The point is, it costs both companies about the same to build and maintain a mile of distribution power line, but WH has fewer customers to spread out costs. So that's one of the reasons why we've branched out into a number of diversified businesses as part of the WH Holding Company since 1989. These include WH Security, WH International Response Center, WH Services and WH Generation. Contributions from each of these companies definitely have helped even-out the playing field for WH. In 2012 alone, that amounted to almost two million dollars in member rate relief. Those contributions, plus the advantages we've gained from diversifying power suppliers, keeping local operating costs flat for over a decade now, improving the operating efficiency of our grid through advanced technology and by gaining high member saturation in the off peak programs, have all played a major role in meeting our competitiveness objectives. As I mentioned last month, while WH will realize an increase in wholesale power costs in 2013 that will be a "pass through" on the power cost adjustment line item on your bill, we believe your retail electric rates will be among the most favorable in the region in 2013, based on the rate announcements we've already seen from area electric suppliers.

Reliability record was best in 2012

Cold weather like we experienced in January really tests the integrity of our distribution grid. I'm pleased to report that WH's system performed almost flawlessly

during that extreme weather. Outages during the month were very sparse. For the entire year 2012, interruptions per customer were the best on record at 0.51 (less than one outage per customer for the year) and significantly better than the industry average. That performance is a direct result of your Board of Directors approving the necessary capital investments to keep the system in top operating condition, as well as our dedicated line workers and employees who take pride in a quick response at any time of day that service needs restoration.

Renewables for you in 2013

Right now 12 percent of the electricity you purchase from WH is already being produced by renewable energy sources, mostly from wind turbines owned and operated by our power suppliers, Great River Energy and Basin Electric Power Cooperative. That number will ramp up to 25 percent in the next few years as we seek to meet that state target ahead of schedule.

The other renewable objective we've set for your cooperative is to try to figure out how wind and solar home generation systems can be brought into the mainstream. As you know, there are many challenges with these residential-sized systems such as upfront cost, output, siting and zoning issues, incompatibility with grid needs, not to mention the sizeable concern about one group of consumers subsidizing another. But we're attacking each of these to see how we can make it easier and cheaper for you to participate.

If you've been to our office in Rockford, you know that we are demonstrating a residential sized wind generator at our campus. We also have a pair of solar arrays, testing two different photovoltaic technologies for home use. And we have invested in an energy storage appliance manufacturer – a battery company if you will -- called Silent Power in Baxter. This appliance can store wind or solar energy in batteries because the age-old problem with renewable energy systems is that they tend to make power when its not needed. Batteries would fix that. We are gaining direct experience and insights to all these technologies that we want to make

available to WH members.

Our newest renewable demonstration project is what we are calling "Community Solar." Think of our Community Solar project as something of a time-share: You buy a small piece of a bigger unit located at a site away from your home. In our case, we are building a 32 kW solar array on our campus at Rockford, which is big enough to power five homes. The array will have 171 individual solar panels. Members can subscribe to one or as many of these panels as they want, up to the size needed for their whole-house needs. Once it's installed, a subscriber's electric bill will be credited each month for the power produced by their panels in the array. Weather permitting, we are aiming to have Unit One of the Community

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Board Report

December Board Meeting Highlights:

The monthly meeting of the Board of Directors was held December 12, 2012. A quorum of directors was present. Board action taken:

- Selected a delegate to represent WH at the 2013 National Rural Electric Association's (NRECA's) annual meeting.
- Approved rescheduling the January and February board meetings.
- Approved having a delegate attend the 2013 Washington D.C. legislative rally.
- Reviewed and filed the monthly CEO, Legal, financial, and operations reports.
- Approved legal counsel's 2013 retainer.

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WH's Board of Directors

Chris Lantto, board chair	District 5
Thomas Mach, vice chair	District 6
Dale Jans, secretary-treasurer	District 4
Timothy Young	District 1
Butch Lindenfelser	District 2
Burton Horsch	District 3
Kenneth Hiebel	District 7
Donald Lucas	District 8
Erick Heinz	District 9

The board of directors meets monthly at the cooperative's office in Rockford. Regular meetings are generally scheduled the second Tuesday of each month for 2013. Members with items of interest are encouraged to contact the president and CEO to confirm meeting date and time.

WH & WH Holding LLC's Management Team

MARK VOGT

President and CEO
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Vice President, Finance and CFO
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LANCE HOVLAND

Vice President, Energy Distribution
763.477.3105, lhovland@whe.org

SONJA BOGART

Vice President, Customer Service, Sales & Marketing
763.477.3061, sbogart@whe.org

ROD NIKULA

Chief Operating Officer, Heartland Services, LLC Power Supply
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STEVE NISBET

Vice President, Technology Operations
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WENDY YOUNGREN

Vice President, WH International Response Center
763.477.3144, wyoungren@whe.org

Help lower costs with Beat the Peak

As part of ongoing efforts to keep power costs as low as possible, Wright-Hennepin (WH) is now offering a new program called Beat the Peak. The more member participation, the lower overall costs can be.

Wholesale power costs are much higher during certain times of the day on days when there is high energy use in the market. Therefore, if we can shift usage during these times we can save money. In fact, we estimate that if every WH member were to shift two kWh of use from peak energy use times, we could save up to \$400,000 per month in wholesale power costs. Ultimately this results in savings on everyone's electric bills.

How you can help.....

1. Sign up to receive Beat the Peak notifications via text and/or email by going to <http://goo.gl/XZ0dB>.
2. Receive a notification the day before any Beat the Peak day.
3. Use less energy between 5 p.m. and 10 p.m. on Beat the Peak days.

To encourage signing up we are currently offering a special promotion. **If you sign up before March 8, your name will be entered in a drawing for a chance to win a \$100 Visa gift card.**

Together we can lower energy costs! 



Annandale Food Shelf receives \$10,000 energy efficiency grant

In December 2012, Wright-Hennepin (WH) presented the Annandale Food Shelf with a \$10,000 energy grant for their conservation efforts. The new "state of the art" facility was completed in 2012 and provides record amounts of groceries to needy families.


Energy grants from WH are awarded to businesses that install energy-efficient equipment that reduces electricity consumption.

"The state of Minnesota mandates that utilities assist income eligible residents as well as non-profit businesses with investing in energy efficient equipment. The Annandale Food shelf qualified for this grant due to their new construction non-profit status," said Key Account Executive Lane Wilson.

While the food shelf was under construction, energy efficient lighting and HVAC equipment was installed.

"This is fantastic," said food shelf President Ed Skomoroh, adding "When I applied for a rebate on the fluorescent lights and the two air conditioners, little did I imagine in my wildest dreams that we would receive \$10,000. This will go a long ways in paying our utility bills."

Each year, WH invests more than \$500,000 on residential and commercial conservation programs per requirements of the Minnesota Dept. of Commerce.

"This is a great way for WH to encourage energy efficiency, while benefitting a great charitable organization," said Wilson. 



Continued from page 2... CEO's Memo

Solar project up and running by the time of our Annual Meeting in early April. I'm delighted to say that as of two weeks ago, the project is fully subscribed by WH members. We are already taking subscriptions for Unit Two.

It's been an exciting project for your cooperative. It is the first Community Solar project in Minnesota and the first one in the nation incorporating battery back up. All these "firsts" are creating a lot of interest in the commercial media and in our industry. There has been a front-page story on our project in the St. Cloud Times. The USA today ran a story on page three last fall. Last month the Star Tribune featured the project on the front page of its weekend business section. Two legislators mentioned it on MPR last month. I've personally made presentations to state and national industry gatherings, and my staff has addressed many environmental and interest groups in the Twin Cities and around the service territory.

As this newsletter was going to press, we were scheduled to be on WCCO Radio February 9. I think this is all indicative of the interest homeowners have in home generation.

We need to figure out a way to make renewables a win-win proposition for both the consumer and the utility because lost kWh sales will only push higher prices onto the members who don't participate in these programs. Our work with these demonstration projects has given us some unique perspective about how we might achieve that win-win solution. By this time next year, I think we'll know.

Rates, reliability and renewables: Our goal is to make WH's members proud of their cooperative in each one of these categories.

Mark Vogt

Industry News

Xcel : Expect electricity rates to increase more

Businesses should expect energy bills to increase like they haven't for decades beginning this year, according to the CEO of Minnesota's largest utility at a speech Tuesday, January 23.

An aging utility infrastructure — both in Minnesota and around the country — coupled with slower revenue growth is expected to increase the capital needs of power companies, said Xcel Energy Inc. (NYSE: XEL) Chairman, President and CEO Benjamin Fowke.

He spoke along with leaders of five other business sectors at The Minneapolis/St. Paul Business Journal's 2013 Industry Outlook event, touching on topics including hospitality, health care, banking and the labor market.

"We have seen a real decline in energy sales," Fowke said. "It used to be fairly predictable that as a utility you could take [gross domestic product] times 70 percent and that was your electric sales growth. That's not the fact anymore."

Due to the economy, conservation efforts or technology, utilities are seeing flat sales. That spares power companies from building expensive new generation plants, Fowke said, but they still need funds to replace pipes, wires and transformers for systems, many of which are decades old.

Source: St. Paul Business Journal

Minnesota solar electric installations achieve strong growth

ST. PAUL, Minn., Jan. 15 -- The Minnesota Department of Commerce issued the following news release:

New Minnesota solar electric installations in 2012 nearly tripled in capacity compared with 2011, according to figures compiled by the Minnesota Department of Commerce, Division of Energy Resources.

"Solar is gaining a bigger role in Minnesota's clean energy economy," said Commerce Commissioner Mike Rothman. "We are working hard with utilities and others to ensure that we incorporate solar energy into our portfolio of renewable energy resources. While solar power still represents a very small portion of the total electric power in Minnesota, solar in Minnesota continues to make substantial progress and will continue to do so as it becomes more and more affordable."

In 2012, 299 solar electric, or solar photovoltaic (PV), systems with a capacity of 4,844 kilowatts (kW) were installed in businesses, residences and nonprofit organizations. The 299 systems were the most since 2010 (265 installations) and greatly exceed the 164 installations and 1,771 kW in 2011.


Source: Targeted News Service/equities.com

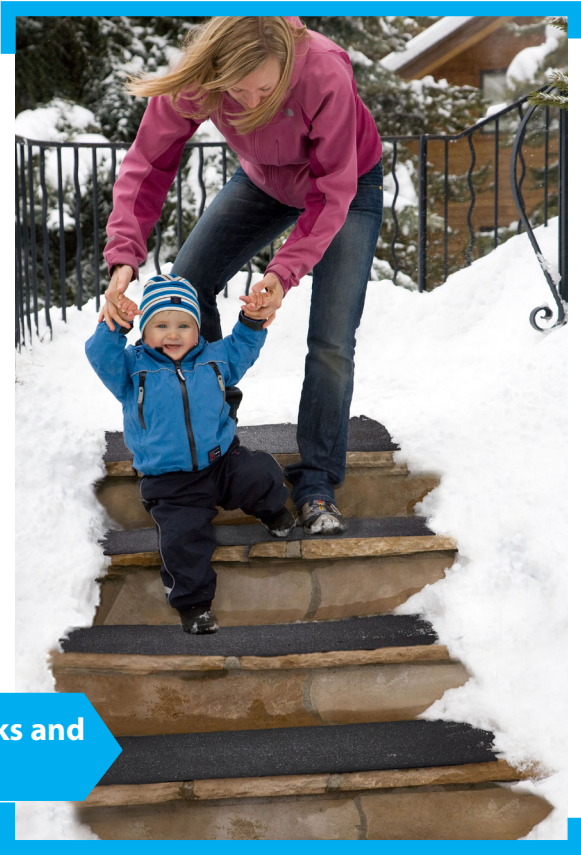
HeatMyFloors.com offers new electric snow melting mats

Are you looking for an easy way to prevent snow and ice accumulation on your sidewalks or steps and eliminate the daunting task of shoveling? Perhaps you have even wondered how you can prevent slip-and-fall accidents that occur around your home or facility without having to salt. There is an answer and solution for both of these questions.

HeatMyFloors.com is now offering a new product of electric snow melting mat called HeatTrak. The mats are designed solely for outdoor use, as they continually melt snow on contact and can be left outside all winter long. What makes HeatTrak unique is that the mats melt snow at a rate of two inches per hour. As a result, the user is provided with a cleaner and safer walkway or stair region without needing to shovel. In addition, HeatTrak products are waterproof and designed to lie on top of existing surfaces, which helps preserve sidewalks that can be ruined with salt usage. Eliminating the need for salt also prevents messy indoor floors, creating a cleaner environment.

HeatTrak mats are available in unique sizes that attach to stairs and walkways, or both. Both products require a power unit that plugs into a 120 volt outlet. Mats can cover any size area due to their ability to interconnect. On the surface, the mats are created with a chevron pattern to provide traction and prevent slipping when the user is walking on them.

Overall, HeatTrak is durable, designed with safety in mind, and convenient. To learn more contact a representative at: (763) 477-3665. 



HeatTrak mats are great for stairs, sidewalks and other high traffic areas.

Comfortable heat for you and your pet

Many of you are familiar with Wright-Hennepin's (WH) popular HeatMyFloors.com products. They provide warm, comfortable radiant heat under a wide variety of flooring types. You will be happy to know that these popular products can also be used to keep your pets warm during cold weather.




One way to provide pet comfort is by installing STEP Warmfloor in a dog house. STEP Warmfloor is an innovative heating system created by strong, flexible, thin plastic heating mats. The mats are

designed to be used under almost any flooring including carpet, vinyl, laminate, marble, stone, tile and wood. Although this system is typically used inside homes, STEP Warmfloor can be used for dog houses too.

The typical set up for a dog house consists of two heating strips that total four feet in length, giving the dog a designated heated area to lie on. Each individual strip is one foot wide; making the heated space two feet by four feet.

As a whole, using STEP Warmfloor is a viable alternative to blankets and will give you peace of mind knowing that your dog is warm, safe and healthy. Similarly, STEP Warmfloor does not pose a risk to the animal because it uses a low amount of voltage. The mats are a worthy investment for insulating the floor of a dog house, but can also be used for other animals such as cats, rabbits, or pigs.

Whether you are heating a dog house, or your own house, HeatMyfloors.com offers radiant heating systems that are simple to install. These systems can be shipped or picked up at WH. For more information, contact a representative at: (763) 477-3665. 



tenKsolar Winner

LANCE KENYON of Buffalo wins a credit for 94 kWh, December's output from WH's tenKsolar panel array.

BARRY SCHULTZ of Annandale wins a credit for 143 kWh, January's output from WH's tenKsolar panel array.



Solar Winner

BRIAN THICKPENNY of Monticello wins a credit for 129 kWh, December's output from WH's solar panels.

DOUGLAS WESEMAN of Rogers wins a credit for 183 kWh, January's output from WH's solar panels.



Wind Winner

BRENT NORDHUS of Delano wins a credit for 530 kWh, December's output from WH's wind generator.

STEPHEN HAWRYSH of Monticello wins a credit for 941 kWh, January's output from WH's wind generator.

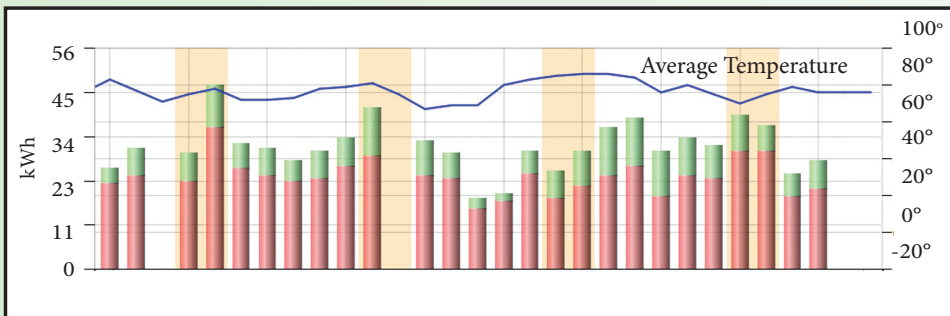
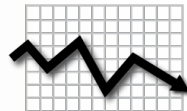
Average monthly energy output:

Wind generator: 671 kWh

Solar panels: 212 kWh

To enter the monthly contest to win the output from WH's wind generator or solar panels, go to: <http://goo.gl/QjyTM>

View your daily energy use with MYMETER™



Sign up today at mymeter.whe.org

With MyMeter you can:

- » View daily and monthly home energy use
- » Compare your energy use to the average for your neighborhood
- » Take an "energy challenge" and set an energy-saving goal
- » Access energy saving tips

This is a free service to help you understand how you are using energy.



WH scholarship deadlines are approaching soon

Wright-Hennepin Holding is awarding 20 college scholarships this spring. The upcoming deadlines for each scholarship are as follow:

- **WH Local Schools Scholarship**, awarded to one member of each school in WH's service territory. Please check with your guidance counselor, as each school has different deadlines.
- **The "At-Large" Scholarship**, for students who attend private schools, home schools, or schools that neighbor WH's electric service territory: March 31, 2013
- **Edward R. Slebiska Memorial Line Worker Scholarship**, for students wishing to pursue a career as a lineman: April 25, 2013
- **Elwyn and Hazel Knickerbocker Memorial Scholarship**, for students wishing to pursue a career as a lineman: April 25, 2013

For additional scholarship details and to download an application form, please visit <http://goo.gl/QUmMZ>. WH Holding is a wholly owned subsidiary of Wright-Hennepin.

WH is now accepting applicants for Youth Tour program 2013

Each year, Wright-Hennepin (WH) sponsors one high school junior from our service territory to attend the Electric Cooperative Youth Tour program in Washington, D.C. For one week, 1,500 high school students from across the nation visit our nation's capital and monuments to learn about American history, their role as a citizen, and how electric cooperatives operate. During their time, the students meet with state representatives and senators.

The all-expense paid trip to Washington, D.C. runs from June 14-20, 2013. High school juniors are encouraged to submit applications for a chance to be selected. The application deadline this year is March 15. After the applications are received and reviewed, those selected will participate in a face-to-face interview. Finally, one lucky recipient will be chosen. To receive an application, please visit whe.org and click on "Community Involvement," then "Youth Tour." More information about the program can be received by visiting www.youthtour.coop.



The Electric Cooperative Youth Tour gives students a glimpse into how our nation's capital operates, as well as teaches students the importance of electric cooperatives.

Winter is a great time to trim trees



When sensitive oak, elm, fruit and nut trees are trimmed in the summer, it leaves them susceptible to disease. That's why cooler months are a great time for trimming.

WH SERVICES

Call today to schedule a free estimate: (763) 477-3000

Continued from cover...

WH's Annual Meeting Scheduled April 2

Director Elections and Bylaw Amendments

All members will be receiving a Bylaw ballot and those in Districts 4, 6 and 8 will be receiving director ballots. Ballots will be mailed a few weeks before the annual meeting with instructions for voting by mail. Ballots received on or before March 26 will be entered in an "early bird" prize drawing for an iPad mini.

The 2012 Annual Report will be mailed to members in March and include detailed information about each candidate, as well as details about Bylaw amendments. Members who have not voted by mail can also cast votes at the meeting up until the time the ballots are called for during the business meeting, which begins at 7 p.m.

Informational booths

Stop by the many meeting booths to learn about new technology, products, services and ways to save money and energy at home.

WH Appliance Repair/Customer Service: Learn how WH Appliance Repair can protect you and your family from large unexpected appliance repair bills. Also, meet with a customer service representative who can answer questions and offer suggestions on how to make paying your electric bill easier.

Beat the Peak: Learn how you can do your part to help lower wholesale power costs between 5 p.m. and 10 p.m. on Beat the Peak days.

Co-op Connections/Community Involvement: Learn about the many great savings available from local and national businesses with your exclusive Co-op Connections card. In addition, learn more about community programs available for you and your family, including a Washington, D.C. trip and scholarships.

Control my Appliance: Learn about a pilot program that will allow you to remotely control your window air conditioner and other appliances

Director booth: Meet your board of directors and learn how they help your cooperative remain financially sound and provide reliable electricity and competitive rates.

Electric safety: Stop by this booth and learn about important electric safety precautions.

HeatMyFloors.com: Feel the comfort of under-floor radiant electric heating systems, and learn how they can be used in your home.

MyMeter and money-saving ideas: View a demonstration of an online tool that can help you understand and reduce your home's energy use. Also learn about our new energy assessment service, which will help you save energy and money.

Off-Peak programs: Receive information on electric home heating, cooling and money-saving Off-Peak solutions.

Power supply: Great River Energy and Basin Electric Power Cooperative, WH's wholesale power suppliers, will provide information about work taking place at the generation and transmission sector of the industry in order to ensure a dependable future power supply.

Power reliability and real-time outage information: See how WH's cutting-edge technology initiatives help track, shorten and prevent outages.

WH Security/Control My Home: Security systems can do more than protect you from burglaries. They can also detect temperature changes, smoke, water damage and much more. See the latest in home security products at this booth, including the Control My Home interactive system and new referral program.

Solar Community: Are you interested in solar power? Learn about WH's second solar community project and how you can participate.


Silent Power: Learn about the latest renewable energy technology. Silent Power is a Minnesota company that manufactures electric energy storage devices that work with renewable energy systems and utilities.

Tree trimming services: Receive information about tree-trimming services that can beautify your landscape year round.

Prevent water damage with sensors

Late winter and early spring months are prone to wet and snowy weather such as heavy rains, ice and snow melt. All of these weather elements hold the possibility of causing a flood or water damage on your property. To protect your property, WH Security offers flood and water sensors to detect water before damage occurs.

The sensors work by detecting the presence of water wherever they are mounted; giving you instant warning when water leakage or flooding occurs. As soon as the detector comes in contact with water, it signals an alarm panel that alerts WH Security's monitoring center. From there, you will be notified immediately of the alert.

The sensors are physical devices that are typically placed on the bottom of basement walls or inside a sump pump basket close to the floor, and are triggered by rising water. WH Security suggests testing the sensors on a monthly basis. To learn more, please visit: <http://goo.gl/5jRe6> 


WH Solar Community Update

Wright-Hennepin (WH) is now taking reservations for its second solar community. Solar communities will allow members to purchase and use affordable solar panels without having to worry about installation and maintenance. By owning solar panels through WH's solar community participants are able to lock in the cost of electricity for the life of the project, which is estimated at 50 years.

WH's first solar community has already sold out and construction is planned to begin in February. WH is partnering with Clean Energy Collective (CEC), Carbondale, Colorado to construct the solar array at its headquarters in Rockford, Minn.



Members who are interested in reserving a spot in the second solar community can purchase as few as one individual solar panel, or enough panels to power their entire home. In turn, they will have their proportion share of the panels energy output deducted from their monthly electric bills.

If you're interested in participating in this program, please visit: <http://goo.gl/hMua9> or contact a representative at: (800) 646-0323. 

New power outage alerts available


Wright-Hennepin (WH) works to keep outages to a minimum by making sure equipment is properly maintained and upgraded. However, when outages do occur, we want to provide the best and timeliest information regarding the situation.

WH now provides a free service that allows you to receive outage notifications when there is an electric outage at your property. Notifications are provided via text, and/or email.

These messages provide estimated times of restoration for outages at your property. In addition to these new alerts, WH

has a real time outage map that shows where outages are located, how many people are affected and an estimated restoration time for each outage available at: <http://outage.whe.org>.

During large outages, WH also posts regular updates on Facebook, found at www.facebook.com/WrightHennepin and an outage update Twitter handle, @WrightHennepin.

Members can sign up to receive the alerts via text, email or both by going to <http://goo.gl/zHeQG>. If you have any questions about outage notifications, contact customer service at (763) 477-3000. 

Looking for an easy way to own solar?



Through the WH Solar Community, you can:

- Own solar panels without the hassle of installation and maintenance
- Receive a locked in electricity rate
- Help the environment by using green energy

www.whsolarcommunity.com • (800) 646-0323

WH Appliance Repair



An extended warranty for your appliances, and peace of mind for you

For just \$17.99 per month, WH Appliance Repair covers parts and repairs on:

- ✓ Refrigerator
- ✓ Clothes dryer
- ✓ Heating system
- ✓ Range
- ✓ Water heater

Special!

FREE energy assessment + water saving shower head*

A \$99 value!

Additional appliance coverage available

For more info:

Visit whe.org, click on "For My Home," then "WH Appliance Repair" or call (763) 477-3000.



*With 1-year agreement

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Customer Call Center Hours:

7:30 a.m. to 6 p.m. Monday - Friday
Call: (763) 477-3000 or (800) 943-2667

To report an outage:

Electric 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



Printed on partially recycled paper.



WH line worker interns (front to back)
Jack Elfmann, Maple Lake, Minn; Jake Wurm, Maple Lake, Minn; John Pribyl, Monticello, Minn; Dan Morris, Cokato, Minn; Tony Ross, Rogers, Minn; Joe Chap, Cokato, Minn; completed their two week internship Jan. 11.

Students gain valuable experience through on-the-job linemen internship

A local group of six line worker students recently concluded a two-week internship with Wright-Hennepin (WH). Students Dan Morris, Cokato, Minn; Jake Elfmann, Maple Lake, Minn; Jake Wurm, Maple Lake, Minn; Joe Chap, Cokato, Minn; John Pribyl, Monticello, Minn; and Tony Ross, Rogers, Minn. were able to apply their classroom knowledge directly in the line worker field.

WH's internship program has served as a learning experience for 22 students since it began in 2008. While out in the field, the students observed and assisted linemen by installing new wiring and framing utility poles. In addition, they worked to help construct a new substation located near Annandale. A substation is part of an electrical generation, transmission, and distribution grid that helps modify and distribute electricity. Substations take electricity coming from power plants over transmission lines and transform it to lower voltage power.

"Having the opportunity to observe how the full-time line men carry out their responsibilities was very interesting. We learned something new every day," said Elfmann.

While working outdoors is one of the most enjoyable aspects of the job, the line men and interns routinely take measures to stay safe while outside. Each day, they wore hard hats, protective eyewear, gloves, steel toe shoes and reflective clothing.

The occupation outlook for linemen is expected to consistently grow over the next ten years, providing job opportunities for those who have excellent technical and mechanical skills. To become proficient, internships such as that offered by WH, help students accumulate these skills.


"The internship gives them a small picture of what they have to look forward to when they get out of school," said Rich Horman, WH lead line crew foreman.

WH offers an internship program as well as scholarships for line men programs. Please see page five for more information about upcoming scholarship deadlines. 

Seeking pilot program volunteers

As part of ongoing efforts to keep power costs low, WH is looking for volunteers to be part of a pilot project. Those who have a window air conditioner or a dehumidifier may qualify for the project. Volunteers will also need to have a computer with an Internet connection within 30 feet of the air conditioner or dehumidifier.

There is no cost to join the pilot. WH will provide equipment that can be easily installed within approximately 10 minutes. Once hooked up, pilot participants will be able to remotely control the temperature of the room their air conditioner is in, via a smart phone application or a website. They will also be able to see how much energy their air conditioner or dehumidifier uses.

Volunteers will have the air conditioner or dehumidifier managed during times of peak demand, much like with the standard Off-Peak air conditioning program. In return for allowing WH to manage air conditioners and dehumidifiers, participants will receive a gift card at the end of the summer. A limited number of spots are available for this pilot. Signing up is on a first come-first serve basis. To find out more, call a representative today at (763) 477-3000. 

Board Report

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Guests included:

- Attorney Scott Kelly provided an update on the stray voltage appeal.
- Officers of StarBank of Maple Lake shared the bank's history and business philosophy.
- Great River Energy's (GRE's) CEO Dave Saggau and Board Chair Mike Thorson updated the board on GRE and its membership.
- Nancy Carswell, director of the Crow River Food Co-op of Rockford, Minn, shared plans of bringing a food cooperative to Rockford.

January Board Meeting Highlights:

The regular monthly meeting of the board of directors was held January 24, 2013. A quorum of directors was present. Board action taken:

- Selected delegates and alternates for 2013 industry meetings.
- Approved Minnesota Rural Electric Association's 2013 membership dues.
- Approved notice of the 2013 Annual Meeting for April 2, 2013, beginning at 7 pm at the cooperative's headquarters in Rockford.
- Approved drafts of bylaw and director ballots. WH voting delegate for the 2013 annual meeting.
- Nominated Director Duane "Butch" Lindenfelser to run for the Minnesota Rural Electric Association's board of directors.
- Rescheduled the May board meeting.
- Reviewed and filed the monthly CEO, Legal, and operations reports, as well as year-end financial reports.

Guests included:

- Consultant Gary Cerkvenik shared his observations the utility industry.
- Researcher Gina Ricci reviewed results of an Energy Efficiency Study of WH members.
- Basin District 9 Director Wayne Peltier updated WH's board on generation and transmission issues.
- Attorney Scott Kelly provided an update on the stray voltage appeal.

Energy-saving tip:

Electronics account for 8.1% of your home's energy use. Cut costs by plugging items into a power strip, and turning the strip off when not in use.

Winter tips for saving energy in your home

The cold winter months are characterized by dropping temperatures and rising electric use, but by understanding why your bill increases in the winter, you can take steps to save money.

Even if you don't use electric heat, you may notice that your electric bills are higher during the winter months. There are a few reasons this happens:

- You may be using supplemental electric space heaters in garages, basements, or other unheated spaces.
- Shorter days and longer nights mean lights stay on longer both inside and out.
- You may be using electric blankets and heating pads to keep warm.
- Most heating systems use electricity for some functions, like a fan, and many run almost continuously when it's very cold.
- Winter brings the holidays, which often means additional house guests, entertaining, cooking, baking, and decorating with holiday lights.

While heat, lighting and other forms of electric use are necessary to keep you comfortable, there are simple steps you can take to lower your use each month:

- Only use space heaters in rooms where you desire additional heat the most.
- Install and program a thermostat, reducing the temperature in your home while you're away and asleep.

- When you leave a room, turn off lights and electric devices such as TVs, computers, radios, stereos, DVD players and video gaming devices. Another option is to purchase a power strip that has a switch to shut off all electricity at once. Even when these devices are turned off, they still consume electricity if they are plugged in.
- Keep doors and vents shut in rooms that aren't being used to save heat.
- Open curtains and shades on south-facing windows during the day to allow solar radiation to warm living spaces. Close all curtains at night to help prevent heat loss.
- Winterize windows by putting plastic film on them to restrain drafts.



For more ways to save energy, visit WH's Energy Saving Ideas blog by visiting <http://goo.gl/6ABY9> or visit TogetherWeSave.com.

Although electricity bills can be higher in the winter, there are steps you can take to lower your use each month.

Don't reach for a sweater...



Eliminate cold spots in your home this winter

Winter has finally arrived, but don't let that make you feel sluggish! Enhance the comfort of your home by eliminating cold spots. Wright-Hennepin has several heating options to help keep you warm and comfortable. We offer space heaters, bathroom and towel heaters, and garage heaters.

Contact a representative to learn more today:
(763) 477-3000, (800) 943-2667, or info@whe.org

Do you have a cold spot in your home?

Keep your most used rooms warm and comfortable all winter long with electric space heaters manufactured by Convectair. These space heaters are powerful enough to keep your largest rooms warm during cold nights and flexible enough to be used nearly anywhere.

Benefits:

- Efficient and comfortable heat – up to 19 percent more efficient than baseboard heaters
- Maintains even heat throughout a room
- Attractive heaters that complement the size and décor of any room



WH
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Cooperative Electric Association
A Northstone Energy Cooperative