



**Wright-Hennepin**  
Cooperative Electric Association

A Touchstone Energy® Cooperative 

# Wright-Hennepin Cooperative Electric Association's Hotline Update

**April 2013**

## Help lower power 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 in this program, the lower overall costs can be.

Wholesale power costs are much higher during certain times of the day on those days when there is high energy use in the area. Therefore, by shifting energy use 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 [www.whe.org](http://www.whe.org) and clicking on "For My Home". Then click on "Energy Conservation" and "Help Save Energy on Beat the Peak days."
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 the Beat the Peak day.

*Together we can lower energy costs!* 



**Sign up for Beat the Peak by May 31st to be entered into a drawing to win a free iPad!**

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## Wright-Hennepin's smart power and products highlighted at 76th Annual Meeting

More than 2,100 members and guests attended Wright-Hennepin's (WH) 76th Annual Meeting on April 2 to learn about WH's strong 2012 performance.

At the meeting, members passed recommended bylaw revisions and re-elected incumbent directors Dale Jans, Buffalo, Minn., District 4; Thomas Mach, Maple Grove, Minn., District 6; and Donald Lucas, Maple Grove, Minn., District 8.

Board officers Chris Lantto, Thomas Mach and Dale Jans were all re-elected as board chair, vice chair and secretary/treasurer, respectively.

During his speech, Lantto emphasized the unique business perspective that cooperatives have, including capital credit returns to members.

"Your cooperative is a non-profit organization, and so at the end of the year, when we had more margins than were needed to meet our mortgage covenants, your board was unanimous in deciding to immediately return a capital

credit refund in December of \$1.2 million and an additional special refund of \$2.5 million in March," Lantto said.



WH served over 2,000 meals at its 76th Annual Meeting.

WH's chief financial officer, Angie Pribyl, informed the audience of WH's strong financial condition in 2012, based on a review conducted by independent auditors and lenders.

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## CEO's Memo

**MARK VOGT**

WH President & CEO

### READ MORE!

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

## Buyer Beware: The phone, cable and lawn guy want to help you with energy efficiency

There are historic changes occurring in the electric industry, from massive new regulations on fossil fuel fired power plants to mandates on conservation and renewable power and more. It will change the way you buy electricity, the cost you pay for it and how and when you use it. But even with these "game changing" events, our commitment to you will be the same: to help find energy solutions and savings for our members.

One of the many industry changes coming has to do with so-called "third party service providers" that are starting to come out of the woodwork, ostensibly, to help you save energy and dollars. You will be able to tell who these new energy service providers are in two ways:

One is because many of them bear funky, nonsensical names that have no meaning except that it will make you wonder what it's *supposed* to mean. I guess it's a clever way to get your attention. In any event, you will be able to spot these start-ups because they will typically have some derivative of "green", "enviro", "eco" or "conserve" in their handle.

The second way to spot this new generation of energy service companies is that they will be prominent national players...in the cable TV business and the cell phone business, and a lot of other industries unrelated to energy. I've even seen an ad for energy audits offered by a landscaping company.

What's prompting all these companies to get interested in energy efficiency? A lot of money is on the table in terms of energy savings. I recently read that an energy efficient home uses 30 percent less energy than an average home. If you consider that Americans spend \$400 billion per year on electric bills, you could equate that to \$120 billion being wasted dollars. These third party providers advertise that they will help you save energy – for a price.

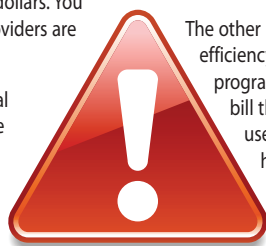
With WH, you don't have to rely on any of these unknown and untested upstarts. Neither will you have to count on the cable TV, cell phone or landscaping guy to help you with your energy projects. Because we are a member-owned, non-profit electric cooperative, we offer the expertise of qualified energy experts to you at little or no cost. We also have financing, rebates and in some cases grants to help with your energy efficiency projects.



*"If you get a call from the phone, cable TV or lawn guy wanting to help you with energy efficiency projects, tell them you already have free access to trusted, local energy experts at the company you own."*

Our team of local experts can show you how to save almost 50 percent on the costs to cool or heat your home and water with our Off-Peak programs. These programs include Off-Peak heating (Dual Fuel), air conditioning and water heating – the biggest energy users in your home. These WH experts have helped approximately half of the membership improve the value of their energy dollar.

WH Security offers home energy management systems and two new pilot programs to help members save on electric bills. The first is called, "Control My Appliance." While on this program, members use a new technology we've found called the Modlet device. It will enable you to remotely control high usage appliances such as window air conditioners and dehumidifiers from your smart phone. Until now, we have not been able focus on window air conditioners or dehumidifiers as part of our traditional Off-Peak programs – even though they use a lot of energy – and we are delighted to have found the technology to help you save with these appliances.



The other new pilot program to help you with energy efficiency and savings is called, "Control My Home." This program can help a homeowner save on their electric bill through automated home energy management. A user can remotely control, manage and schedule their home's *entire* energy use by utilizing an interactive website and mobile phone applications to remotely access and control thermostats, lights, individual outlets, and almost any appliance – both while occupied and away.

Aside from these specific programs, WH works hard to stay on top of providing our members with renewable options. Our newest renewable demonstration project is what we are calling "WH Solar Community." Our Solar Community is similar to a time-share, as members buy a small piece of a bigger unit located at a site away from their home. Our arrays are located at our business campus in Rockford and have about 200 individual solar panels. Members can subscribe to one or as many as these panels as they would like, at a significantly lower cost than if you tried to install panels on your home. Once a panel is purchased from our Solar Community, a subscriber's electric bill will be credited each month for the power produced by their panels in the array. The first solar array has already been sold out to WH members and we are now taking reservations for the second project. In fact, thirty percent of the panels in the second project have already been sold.

Energy conservation tips, videos and energy calculators can be easily found on our website. That library is constantly being increased. WH also updates all social media pages with energy-saving tips, including a twitter page – @WHGreenTweet – designed specifically to stream new energy-saving information weekly.

Exclusively available to WH members is the innovative MyMeter application, free to every member. MyMeter allows you to view and track your daily and monthly energy use any time of the day. Data suggests that just by being more aware of your energy use patterns, members could save two to three percent on their energy bill each month.

So if you get a call from the phone, cable TV or lawn guy wanting to help you with energy efficiency projects, be sure to tell them you already have free access to trusted, local energy experts at the company you own.

*Mark Vogt*

## Board Report

### February Board Meeting Highlights:

The monthly meeting of the board of directors was conducted February 28, 2013. A quorum of directors was present. Items discussed or Board action taken:

- Approved draft of agenda and tellers for the 2013 annual meeting.
- Rescheduled the April board meeting.
- Heard year-end reports and reviewed and filed the monthly CEO, Legal, financial, and operations reports.
- Conducted CEO's 2012 performance review. Board congratulated and recognized Vogt on a successful year in a difficult economy.
- Attorney Scott Kelly provided an update on the stray voltage appeal.
- Directors reported on industry meetings they attended on behalf of the cooperative.

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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 Management Team

#### MARK VOGT

President and CEO  
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#### STEVE NISBET

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#### WENDY YOUNGREN

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# Wright-Hennepin's newest substation now energized in Southside Township

As part of ongoing efforts to provide superior electric reliability, Wright-Hennepin (WH) recently energized its newest substation in Southside Township, northeast of South Haven.

The commissioning and ribbon cutting ceremony took place on March 8. The substation is located at the intersection of Oliver Avenue (Country Road 136) and 97th Street, northeast of South Haven and southeast of Fairhaven.

"This new Lake Caroline substation helps ensure WH's brand of high reliability and excellent power quality will continue well into the future," said Chris Lantto, Board Chair from the area. "It will also serve as a back-up in emergency situations should the substations in Silver Creek, Hasty and Goose Lake be taken offline for any reason," added Timothy Young, Board Director from the area.

Distribution substations are used to convert high voltage electricity from power plants into lower voltage levels suitable for distribution to homes and businesses. The Lake Caroline substation is fed by a 69-kilovolt transmission line.

As with WH's other substations, this substation is equipped with high-tech

special sensing equipment that remotely monitors and operates the substations from WH's dispatch center in Rockford. If an outage does occur, this equipment – called SCADA – allows for faster recognition and restoration of power to members. The substation will serve WH members in the area for decades.

WH invested approximately one million dollars in the new substation. WH thanks local businesses and residents in the area, along with Southside Township and Wright County officials for their support in helping create this exciting project, which will boost reliability and power quality in the area. **WHA**



Pictured in front of the new Southside Township substation at the ribbon cutting ceremony were: (from left to right, front) Steve Nordahl, Lead Electric Apparatus Foreman; Elaine Anderson, HES Engineering Tech; Bruce Keranen, Electric Apparatus Tech; Paul Kahlbaugh, Electric Apparatus Tech; Chris Lantto, District 5 Board Chair, French Lake; Tim Young, District 1 Director, Annandale; Mark Vogt, President and CEO; Wayne Baurenschmitt, Planning and Key Accts Supervisor; Lance Hovland, VP of Energy Distribution; Rich Horman, Lead Line Crew Foreman: (from left to right, back) Rick Vanderstappen, Lineman; John Stueven, Lineman; Scott Gearey, Lineman; Curtis Cordt, Engineering Manager; Jon Lee, Lineman; Ryan Greninger, Lineman; Tony Jude, Lineman; Josh Myers, Lineman; Jim Sundell, Relief Foreman; Mike Kronquist, Apprentice Lineman.

## Energy-saving tips

Wright-Hennepin (WH) encourages practicing energy conservation. Energy efficiency habits help save money on energy bills. To reduce daily energy consumption, here are tips to help you make smart energy decisions:

- Turn off unnecessary lights, appliances and electronics when not in use.
- Plug electronics and appliances into a power strip.
- Cook in the microwave or a toaster oven, rather than using a full-size electric oven.
- Use a programmable thermostat on your heating and air conditioning unit to pre-set the times it will heat or cool.
- Enable power management functions on computers and monitors to automatically put them into standby mode when not in use.
- Use your window shades and close blinds on windows facing the sun during warm summer days. On cold days, open the blinds facing the sun to take advantage of natural heating.
- Make sure your washing machine and dishwasher is only run when full.
- Wash clothes using cold water.
- Dry clothes back-to-back. Your dryer won't need to "re-heat" each time.
- Clean or change furnace filters regularly.
- Use low-flow faucets and shower heads. WH energy-saving water kits are only \$10, visit: <http://goo.gl/iroYE>
- Look for the Energy Star label, the government's symbol of energy efficiency, when shopping for appliances or light bulbs.

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



Small habits can make a big difference in energy reduction.



## Industry News

### Legislature proposes costly energy policy

The Minnesota Legislature is considering several proposals that would negatively impact Great River Energy and its cooperatives throughout the state. Two Omnibus Energy Policy bills are making their way through the Minnesota House and Senate.

Senate File 901 would establish a 2 percent by 2025 solar energy standard on top of the existing renewable energy standard and a 1 percent annual assessment on the retail sales of all utilities that would be used to create a utility-administered fund for solar incentives. In addition, the Senate measure takes 5 percent of the Conservation Improvement Program (CIP) spending requirement and creates a fund for "Made in Minnesota" solar incentives.

House File 956 has been amended to remove most of the onerous provisions for cooperatives and municipal utilities, which would be exempted from the solar energy standard and from paying the 1.33 percent annual assessment.

It's important that cooperative employees, directors and members contact their state senators and ask them to oppose SF901. This proposal would introduce sweeping changes to Minnesota energy policy that would significantly drive up costs.

Most state senators will return home soon for a week-long Easter break. You may find your senator's contact information at: <http://www.gis.leg.mn/OpenLayers/districts/>. Tell him or her that you oppose the costly proposed solar mandates and raiding of your electric co-op's CIP dollars with no corresponding CIP credit.

Source: Great River Energy

### Coal plants releasing less mercury

In lay terms, coal plants have been heavy smokers. While they still are, they've cut back and are using much less mercury and other hazardous materials. Tougher laws and better tools are the main reason, although the pace of change is uneven. The issue is one that has been percolating for two decades. Still, it is one of the Obama administration's most criticized actions – to force older coal plants to reduce their mercury emissions by 90 percent over a five year time frame that began last year.

The president's team says that the changes will require new investments in coal-related technologies that will create jobs and add some oomph to an ailing economy. Coal-fired utilities, meanwhile, say that the rules are jeopardizing reliability, and they need more time to comply.


The U.S. Department of Energy is working with private enterprise to develop the tools to make significant cuts in mercury from coal-fired power plants. The agency has achieved at least 50 percent reductions based on 1999 levels using "activated carbon injections" that also work to cut sulfur dioxide. Such advances have pushed

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# Prepare your air conditioner for summer

Spring is a common time to clean and repair your home after the long winter season. It is also the best time to prepare your air conditioning system for summer. This will ensure that your cooling system runs efficiently when hot and humid weather arrives.

Begin by replacing filters to keep your air conditioner operating at an optimum level. Clogged or dirty filters reduce system efficiency and increase costs. Continue changing filters regularly throughout summer.

It is also important to clean your air conditioner when the unit is off. Thoroughly wash dirty coils and hose the exterior. Debris such as dirt and grass restrict airflow, causing increased workload and decreased efficiency. Clearing the area around your air conditioner of weeds, grass or shrubs helps prevent obstructions as well. In addition, check your owner's manual to see if other services should be performed, such as adding lubricating oil or inspecting bolts. 



**Make sure that your air conditioner is ready for summer before the hot weather sets in.**



## tenKsolar Winner

**SANDRA JEAN** of South Haven wins a credit for 156 kWh, March's output from WH's tenKsolar panel array.

**RUTH ANN HELGET** of Annandale wins a credit for 264 kWh, April's output from WH's tenKsolar panel array.



## Solar Winner

**MARK AUSTIN** of Maple Plain wins a credit for 174 kWh, March's output from WH's solar panels.

**CRAIG KROEGER** of Annandale wins a credit for 231 kWh, April's output from WH's solar panels.



## Wind Winner

**BRENT LACKAS** of Maple Grove wins a credit for 553 kWh, March's output from WH's wind generator.

**THOMAS LANNES** of Buffalo wins a credit for 650 kWh, April's output from WH's wind generator.

Average monthly energy output:  
Wind generator: 673 kWh  
Solar panels: 214 kWh

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

## Member saves money using Off-Peak programs

Save money and energy during the summer months with Wright-Hennepin's (WH) Cool Cash air conditioning program!

With Cool Cash, members save 15 percent on their total electric use in June, July and August in return for allowing Wright-Hennepin to cycle their air conditioners "on" and "off" at 15-minute intervals during times of high energy demand, generally the hottest times of the summer.


David Stein, of South Haven, Minn. began participating in Off-Peak program in 2000 and is pleased to partake in the saving opportunity.

"I participate in the Cool Cash program in the summer and the Off-Peak heating program in the winter. Both programs are excellent and I'm happy to be part of them. I'm glad WH offers the programs because the savings I notice on my electric bill are incredible. The best part is that I don't find myself losing comfort, the savings opportunity is convenient," said Stein.

Stein also plans to incorporate the Off-Peak programs into an addition he is building on his house this summer.

"I'll be building a hobby room in my garage this summer. I called WH and was happy to find that I can integrate the Off-Peak programs in the extra space. It will only extend my savings," Stein added.

For members currently on our Off-Peak programs, system cycling is planned to begin June 1.

To sign up or for more information, contact a representative at (763) 477-3000. You can also sign up at [www.whe.org](http://www.whe.org). 



Be a **Cool Cat** and....

**Save Money this Summer**  
with **Cool Cash!**

Join Wright-Hennepin's "Cool Cash" energy saving central air conditioning program today and receive a **15% discount\*** on your summer electric bills.

- No cost to join, no appointment necessary.
- One phone call signs you up.

Wright-Hennepin's "Cool Cash" energy saving central air conditioning program will put money in your pocket and help the environment by saving energy.

**Call today and start saving!**

**(763) 477-3000 or (800) 943-2667 • [www.whe.org](http://www.whe.org)**

\*Certain restrictions apply. 15% discount is based on the general service rate after the power cost adjustment for your energy use during June, July and August and does not include other monthly charges.





# "Plug into safety" for National Electrical Safety month

May is National Electrical Safety month and Wright-Hennepin (WH) has tips on staying safe around electricity. Use this checklist to ensure you can identify potential electrical hazards around your home:

## Checklist for inside your home:

**1.** Check that all switches and outlets are working properly. Improper operating switches or outlets may indicate unsafe wiring conditions. Signs to look for include outlets that are warm to the touch, discolored, loose-fitting or make a buzzing sound. Call a licensed electrician if you notice these signs.

**2.** Check all electrical cords for cracks or fraying. Damaged cords may have hazardous wires exposed. They should also be far from hot surfaces that could cause them to melt or lead to a fire.

**3.** Check that outlets are not overloaded and that appliances are away from sinks, toilets and bathtubs.

**4.** Put safety covers on all unused outlets accessible to small children.

**5.** Are you using the appropriate wattage light bulb in light fixtures? A bulb with wattage higher than recommended may overheat the light fixture.

**6.** Replace smoke detector batteries twice a year.



May is National Electrical Safety month and WH has tips on how you can stay safe.

## Checklist for outside your home:

**1.** Locate power lines before you begin chores such as cleaning gutters and trimming a tree.

**2.** Keep ladders away from power lines. Metal ladders conduct electricity.

**3.** Avoid using electric-powered mowers and power tools in the rain, wet grass or in damp weather conditions.

**4.** Always use an extension cord marked for outdoor use and rated for the power needs of your tool.

**5.** Stay away from downed power lines. Always assume they are "live" and dangerous.

**6.** Never enter an electrical substation. Substations should only be approached by utility professionals.

**7.** Call before you dig to prevent injuries and equipment damage. Homeowners must call Gopher State One Call at 8-1-1 prior to digging. Professionals will identify any hazards underground, free of charge.

For more information on keeping safe around electricity, visit our page: <http://goo.gl/29Ztt> or the Electrical Safety Foundation International page: [www.esfi.org](http://www.esfi.org). 



WH Board Director Butch Lindenfelser was elected to serve on the Minnesota Rural Electric Association (MREA) board of directors.


## Wright-Hennepin Board Director elected to serve on MREA Board

Wright-Hennepin (WH) Board Director Butch Lindenfelser was elected to serve on the Minnesota Rural Electric Association (MREA) board of directors beginning in March.

Lindenfelser, of Monticello, has served on the WH board of directors from district two since 1996 and will represent district four on the MREA board for a three-year term.

"I was interested in serving on the MREA board of directors because I am retired now and have more time to offer. The board only meets once every two months and the opportunity presented itself. My WH board encouraged me to seek the position and they were very supportive of the election," said Lindenfelser.

MREA is the electric cooperative industry's trade association representing 44 member-owned utilities and six generation and transmission cooperatives serving some 1.7 million Minnesotans. MREA provides legislative and regulatory representation, loss control services, education services and programs to a membership which is only second to Texas in the number of electric cooperatives serving a state.

"Butch will be a welcome addition to the MREA Board. His business background and association with Wright-Hennepin, one of the nation's most progressive electric cooperatives, will help MREA fulfill its vision of preparing its member-systems for an evolving industry," said MREA CEO Mark Glaess. 

## Volunteer for Green Touch at Lake Maria!

Join other volunteers for spring clean-up day at  
**Lake Maria State Park in Monticello:**

**May 4th, 2013  
10 a.m. to 2 p.m.**

For more information or to  
register call Lake Maria at:  
**(763) 878-2325**



## Like us on Facebook!

[www.Facebook.com/Wright-Hennepin](http://www.Facebook.com/Wright-Hennepin)

- Energy-saving tips
- Money-saving programs
- Promotions
- Events in your area



Like


# Wright-Hennepin members donate to worthy causes

Wright-Hennepin's (WH) Operation Round Up (ORU) participants donated grants totaling \$25,000 to local food shelves in February. Funds were used to replenish food supplies, while aiding in the efforts that support the March Minnesota FoodShare Campaign.

Minnesota FoodShare directs the March Campaign, the largest food drive in the state and restocks almost 300 food shelves across Minnesota. To support their mission, ORU donated special food shelf grants to local shelves in need. This donation was in addition to grants that totaled \$26,858 for other organizations.

ORU participants allow their electric bills to be rounded up to the nearest dollar. The rounded amount is then used for donations to fund community programs. ORU's trust board of directors manages the generated money, which is held in a trust fund. Through a selection process and review of guidelines, the board evaluates funding requests on a bimonthly basis. The Christians Reaching Out in Social Service (CROSS) Food Shelf, of Rogers, Minn, was one of 14 food shelves that received a special grant.

"CROSS staff and volunteers work to help fill gaps during times of crisis for local families living in our community. Our food shelf purchases total over \$4,000 per month to subsidize the food donated by the community. We are very excited and thankful that our grant of \$7,148 from WH can be used to continue funding for food purchases," said CROSS Food Shelf Executive Director Elizabeth Johnson.

Since the ORU program began in 1994, WH members have donated more than \$2.8 million to programs in need. Each participant contributes an average of six dollars per year. For those interested in applying for funds, the next application deadline is June 1, 2013. To receive an application, visit WH's website at [www.whe.org](http://www.whe.org), send an email to [info@whe.org](mailto:info@whe.org), or call Lisa Zipp and leave a message at (763) 497-8189. 



**Operation Round Up recently awarded local food shelves grants totaling \$25,000**

Front (left to right): Bev Irvin, Jean Skomoroh, John Meister, ORU Chair of the Trust, Robin LaFond, Shirley Legatt, Bonnie Blair. Back (left to right): Russ Irvin, Ed Skomoroh, Sandy McClurg, Liz Johnson, Ann Maas, Tracy Pierce, Margaret Maas, Roger Brenny, Jeanie Pilarski.

## Receive text updates during outages

Wright-Hennepin (WH) works to keep outages to a minimum by making sure power lines and distribution equipment are properly maintained and upgraded. However, when outages do occur, we want to make sure our members receive timely 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 via text, and/or email.

These messages are sent when the power is out at your property and provide estimated times of restoration indicating when your power is expected to be restored.

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](http://www.facebook.com/WrightHennepin) and our outage update Twitter handle, @Wright\_Hennepin.

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

WH members can receive free power outage notifications via text, and/or email.



### Control your home from anywhere you have an Internet connection.

**Special Offer:**  
2 months free interactive & security monitoring.  
Offer expires 5/10/13

**(763) 477-3664** [www.wh-security.com](http://www.wh-security.com)



The Power to Protect  
A wholly owned subsidiary of Wright-Hennepin Cooperative Electric Association

## 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](http://whe.org), click on "For My Home," then "WH Appliance Repair" or call (763) 477-3000.



\*With 1-year agreement

## Hotline Update Staff

**KRISTINA MORITZ** [kmoritz@whe.org](mailto:kmoritz@whe.org)  
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Production Manager

### Office Hours:

8 a.m. to 4:30 p.m. Monday- Friday

### 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





# Protect your home from water damage with WH Security sensors

To help protect your home from water damage, WH Security offers notification devices that alert you in the event of water moisture or flooding.

Flood sensors are placed in locations where water is most likely to accumulate in your home, such as near floor drains, pipes and fixtures. These sensors then detect the presence of water wherever they are mounted; giving you instant warning when water leakage or flooding occurs. When the detector comes in contact with water, it signals an alarm to the panel in the home that alerts our monitoring center. From there, you will be notified immediately.



Another type of water sensor is a sump pump detector. A sump pump detector will activate once the water level is too high in the sump basket, causing it to send an alarm signal.

To learn more about protecting your home from flooding, contact WH Security at (763) 477-3664 or visit: <http://goo.gl/jWwBi>.

WH Security offers notification devices that help protect your home from water damage.

## Annual Meeting Continued from page 1

"Your cooperative again was able to provide competitive electric rates, we made the proper investment into the electric grid to provide you industry leading reliability, we returned a record \$3.7 million to you in the last few months in capital credits, and local operating costs are lowest in our industry," Pribyl said.

WH President and CEO, Mark Vogt, reviewed benefits of the business cooperative model and addressed WH's industry-leading customer satisfaction survey scores in 2012.

Special guest speaker and President of Business Development for Milsoft Utility Solutions, Steve Collier, discussed the state of the electric power industry and what it means for consumers. Collier also spoke on economics, emerging technology and the smart grid. LeVander, shared his parting thoughts and memories during his last Annual Meeting with WH, receiving a standing ovation at the end of his remarks.

In addition to the business meeting, the evening also included a free pork chop dinner, bingo and a children's activity area. Many prizes were given throughout the evening, including a retired 2003 Chevy Astro cargo van, which was awarded to Brian Guimond of Maple Lake, Minn.



Members re-elected incumbent directors (left to right) Dale Jans, Thomas Mach and Donald Lucas.



WH's Legal Counsel of 46 years, Hap LeVander, accepted a retirement trophy displaying WH's first meter from Board Chair, Chris Lantto at WH's 76th Annual Meeting.



Members enjoyed playing bingo before the business meeting.

## Board Report

Continued from Page 2

- Participated in a "Black Swan" planning session with facilitator Scott Luecal and guest speaker Terry Holzer, retired CEO of Yellowstone Valley Electric Cooperative of Montana.

### March Board Meeting Highlights:

The monthly meeting of the board of directors was conducted March 12, 2013. A quorum of directors was present. Items discussed or Board action taken:

- Accepted the audit for fiscal year 2012 and was congratulated by the firm of Brady Martz on the cooperative's strong internal controls and overall financial condition. Board requested consideration of additional language regarding Great River Energy capital credits in future audit reports. The following was suggested: "If these allocations were required to be recorded at fair market value, the board of directors and management believe the allocations would have lower value than stated."
- Approved Cooperative Network's dues.
- Scheduled board's annual strategic planning session for September 2013.
- Selected a delegation of directors to represent the cooperative at the Wright County Dairy Princess program being held April 6.
- Heard the annual safety report and congratulated WH's employees on its strong safety practices and measures.
- Board took part in an emergency drill orientation.
- Approved the purchases and installations of a 1.2 MW generator, catalyst and distribution plant for WH and Rockford Millennium Park, and a 2.8 MW generator and distribution plant for Upsher-Smith and Maple Grove Water Tower.
- Reviewed and filed the monthly CEO, legal, financial, and operations reports.
- Directors reported on industry meetings they attended on behalf of the cooperative.

### Guests included:

- IBEW 160 Business Manager Tom Koehler and Business Agent Dan Kiefer, who shared with the board today's business environment from a labor union perspective.
- Justin Beoen and Jerry Samargia from the consulting firm of New Partners, who discussed the objectives and challenges of running various business-related campaigns. Minnesota Rural Electric Association CEO Mark Glaess also attended this portion of the meeting.

## Industry News

Continued from Page 3

at least 21 states to require their utilities to make 90 percent reductions in mercury. Minnesota is achieving results. And it is saying that its methods could become a national model. Minnesota says that it has cut its mercury emissions by more than half since the state had mandated that utilities operating within its borders abide by its rules. The state says that it has achieved results because it has been able to bring all sides to the table.

Source: Forbes

## Seeking 50 participants for pilot program

Do you have a dehumidifier and/or window air conditioner? If so, you may qualify for a pilot program to be conducted this summer.

### Pilot program participants will receive:


- A free Modlet device. The Modlet allows remote control of plug-in appliances and window air conditioners, via an Internet connection.
- A \$25 Visa gift card at the end of summer, in return for appliance management on peak energy use days.

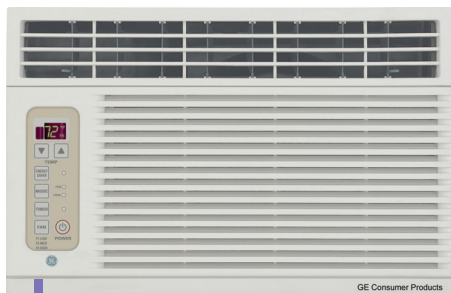
Wright-Hennepin (WH) will provide the special outlet, called a Modlet. This plugs into an existing electric outlet in your home. You then plug your dehumidifier, or window air conditioner into the Modlet. Through an Internet connection, the Modlet allows you to remotely turn on/off appliances and change the temperature in the room with the window air conditioner.

As part of the pilot, WH will manage appliances on up to 10 peak demand days (generally hotter days) this

summer between the hours of 5 p.m. and 10 p.m. WH will send participants a text and/or email informing of this the day before. During appliance management, window air conditioners will be turned up a few degrees and dehumidifiers will be turned off.

The number of pilot participation spaces is limited.

Contact a customer service representative at (763) 477-3000 for more information, or to sign up. 



If you have a dehumidifier and/or window air conditioner you may qualify to participate in WH's pilot program.

Trust your trees to us!

### WH Services offers the following:

- Tree and stump removal
- Pruning and shaping
- Emerald ash borer treatment
- Storm damage clearing
- Lot clearing

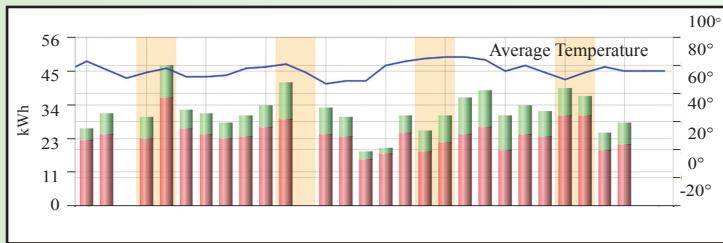
90 day, no-interest financing available!

**WH SERVICES**  
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Wright-Hennepin Cooperative  
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### WH statement of non-discrimination

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