



**Wright-Hennepin**  
Cooperative Electric Association

A Touchstone Energy® Cooperative 

# Wright-Hennepin Cooperative Electric Association's Hotline Update

**April 2014**

## Help lower power costs with Beat the Peak

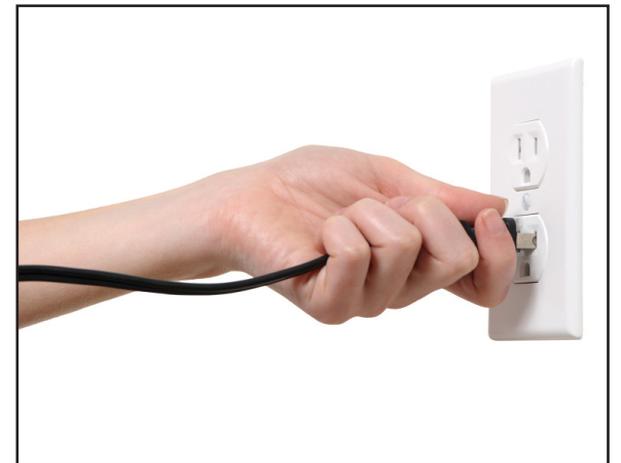
As part of ongoing efforts to keep power costs as low as possible, Wright-Hennepin (WH) encourages members to sign up for the Beat the Peak program. The more member participation, the lower overall power costs can be.

Wholesale power costs make up 70 percent of WH's total costs and are much higher on the days when there is high use in the area. Therefore, by shifting energy use during certain times on these days we can save significantly. In fact, we estimate that if every WH member were to shift two kilowatt hours 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/dutvG> or calling a representative at (763) 477-3000.
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 31 to be entered into a drawing to win a free iPad Mini!

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## Member saves money using Off-Peak program

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

Willie Crear, of Howard Lake, Minn. has been participating in a variety of Off-Peak programs since 2007.

"In the summer my air conditioner is cycled with an Off-Peak program. It's astonishing how much I save without sacrificing my comfort. I especially like the program because it helps WH and myself save on energy costs. I recommended all members to join the 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 WH 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. In 2013, over the three-month period of June, July and August, each participating member saved \$53.10 on average.

For members currently on Off-Peak programs, system cycling will begin on April 30.

To sign up, or for more information, contact a representative at (763) 477-3000. You can also sign up by visiting <http://goo.gl/YwYxZ>. 



WH's Cool Cash air conditioning program can help you save money during the summer months!



# CEO's Memo

**MARK VOGT** WH President & CEO

## READ MORE!

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

## CEO's Annual Meeting Speech: Performance that matters to you

*Editor's note: Below is a slightly edited and abbreviated text from CEO Mark Vogt's 2014 Annual Meeting Speech delivered to approximately 1,000 members in attendance on March 20, 2014.*

Good evening:

I would like to offer some summarizing perspectives on 2013. I'd also like to briefly review where your cooperative is headed in 2014.

Starting with 2013, the number one thing you talk to us about year in and year out is the importance of competitive electric rates. We were thrilled when the dust settled on the financial statements this year and saw that WH actually came in five percent lower than our larger utility neighbor.

This competitive position has already developed into a long term trend. Over about the last decade, your electric rates have been lower than Xcel's by more than two percent on an average annual basis - and that's a trend we intend to continue in 2014.

I'm pretty confident in being able to make that forecast because the tools are now in place, to make sure that everybody understands that competitiveness is our key goal here, and that we intend to match our recent performance again and again.

The second thing you tell us is most important is electric reliability - keeping your lights on. I'm pleased to report that we posted "best ever" performance during a single year in 2013 in the category of "average outages per consumer." For the average WH member in 2013, that was less than one outage for the entire year!

This outcome happens only because your board of directors has made the proper level of investment in maintenance and replacement of plant over the years, and by continuing to authorize the latest technology to make the existing system perform even better.

An important thing for those of us who serve you is to demonstrate the value of the cooperative business-model. In that model, you - the consumers - are also the owners of the business. That is quite unique, especially for a business as complex as an electric utility. So, with that ownership structure, the objective of a cooperative is to operate just at the cost of service. If the cooperative does well, any amount collected over and above the cost of service eventually goes back to you. We call those capital credits. In 2013, we were able to provide you, by far, the largest single-year capital credit return in the 77 year history of WH: \$3.7 million. Here's what that meant to you: for the average WH member, the capital credit refund on your electric bill in 2013 was about \$90. That's

the equivalent of almost one free month of electricity for a homeowner on WH's system.

Another important thing is our ability to meet your satisfaction in all the ways we provide service to you. That's something we hire an independent third party to measure for us through quarterly surveys. These same survey questions are used by many other industries in the nation. In that way, we can compare ourselves to other utilities and other industries. In 2013, I am pleased to report that you scored us in the top 16 percent of the nation's 1,000 electric cooperatives for best customer satisfaction. That score far exceeded those of investor owned and municipal utilities, and well ahead of some other pretty famous names in the business world.

*"We intend to continue being the competitive and most reliable choice for traditional grid power - for those of you who prefer that way of buying your power. And going forward, we endeavor to be the most trusted partner in the marketplace for those of you who will want to self-generate power at your homes or businesses."*

Let me say a word about safety. The work your employees do in your behalf is obviously very dangerous. Safety is top of mind for all of us, all the time. And so I'm pleased to report that your cooperative was just named as being in the top 20 percent of the safest electric cooperative utilities in the nation. As owners, I think each of you can take real satisfaction that your cooperative is among the safest in the country for it's employees and the general public.

So those are a couple closing thoughts on 2013 as they relate to our objective of providing performance that matters to you.

Turning to this year, an added emphasis from a strategic perspective will be to prepare your organization for the revolutionary choices that are starting to be available to electric consumers, and to ensure that WH's members are among the first in the state to take advantage of those choices. I'm talking about the ability to produce your own power at home. Solar panels are making that possible in a way that is quickly and fundamentally changing the dynamics of the electric utility industry.

These changes are happening as a result of the plummeting price of solar panels. They've dropped between 60 and 80 percent in the last five years. And it is also happening because of lucrative federal tax credits that are encouraging the installation of solar panels at customer homes like no other time.

These things have already produced remarkable results. According to GreenTech Media Research, more solar panels were added in the U.S. during the last 18 months, than in the last 30 years combined. And every expert analysis I have read predicts this phenomenon will only increase.

No traditional power provider dare overlook the impact of this industry change and the new choices that electric consumers have as a result. They can be a threat if solar panels displace kWh sales that are currently delivered over poles and wires, like WH does now. Or, these new changes and choices can be an opportunity if we use the moment to refresh and expand WH's mission about how we serve

power to this area as the 21st Century continues to unfold. And that is how your board of directors views it - as an opportunity.

To put action to that opportunity, I will be recommending to the board, by mid year, the formation of a new subsidiary company called WH Solar LLC. WH Solar will allow us to be a locally known resource and partner for anyone who wants to produce their own power with solar panels. In doing so, we will be able to promote even more clean and renewable energy for this area in the future.

We've been working towards this goal for some time. Perhaps the most visible activity came last September during the commissioning of what turned out to be the first community solar project in Minnesota, and the first one in the nation using battery storage for back up.

Publications such as the USA Today, Christian Science Monitor, National Geographic Magazine, the Minneapolis Star Tribune, and many others, have taken notice of the leadership your cooperative has provided in bringing renewable energy into Wright and Hennepin counties.

None of this would be possible without your enthusiastic support. As evidence of that, the first community solar project, which was built last fall and consisted of 170 panels, was sold out to WH members almost without the need to market it! I've been in this business 34 years and have not seen anything like it. We have now also sold out the second unit to WH members. Unit Two will be approximately the same size as Unit One and will also be built here on our business campus as soon as the snow clears.

A much larger third unit is now on the drawing board and if you are interested in

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## Board Report

### January Board Meeting Highlights:

The monthly meeting of the board of directors was conducted January 28, 2014. A quorum of directors was present. Board action taken:

- Approved notice of the 2014 Annual Meeting for Thursday, March 20, 2014 beginning at 7 p.m. at the cooperative's headquarters in Rockford.
- Approved draft of agenda, draft of the director ballots, and tellers for the 2014 annual meeting.
- Approved the offer and final conditions of two annexation agreements.
- Heard a proposal on four phases of the WH Solar business models.
- Approved a crowd funding plan to finance unit two of the WH Solar Community.
- Approved Minnesota Rural Electric Association's 2014 membership dues.
- Approved the purchase of two, two MW generators for the Trillium Woods development for load management purposes.

**Continued on Page 7**

### WH's Board of Directors

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

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 2014. Members with items of interest are encouraged to contact the president and CEO to confirm meeting date and time.

### WH & WH Holding Management Team

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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

# Wright-Hennepin's strong 2013 performance highlighted at 77th Annual Meeting

More than 2,000 members and guests attended Wright-Hennepin's (WH) 77th Annual Meeting on March 20 to learn about WH's strong 2013 performance.

At the meeting, members re-elected incumbent directors Duane "Butch" Lindenfelser, Monticello, Minn., District 2; Chris Lantto, French Lake, Minn., District 5; and Ken Hiebel, Plymouth, Minn., District 7. Following the Annual Meeting, Board Director Erick Heinz, Corcoran, Minn., District 9, was named Vice Chair of the WH Electric Board at the reorganizational meeting.

During his speech, Lantto shared what WH's Board of Directors believes are the most important performance areas for consumers and what makes their viewpoints unique.

"By first being a consumer, then a director, WH's Board members use that insight during every board meeting to help do what is in the best interest of our patrons. To help in that effort, once a year, we engage the talents of a professional strategist. This professional helps us better understand where consumer and industry trends are heading in the future, and how to prepare for those things now," Lantto said.

WH's chief financial officer, Angie Pribyl, informed the audience of WH's strong financial condition in 2013, based on a review conducted by independent auditors and lenders.



Members re-elected incumbent directors **Chris Lantto, French Lake, District 5 (left), Duane "Butch" Lindenfelser, Monticello, District 2 (middle), and Ken Hiebel, Plymouth, District 7 (right).**

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# Wright-Hennepin members donate more than \$46,000 to help local organizations

Wright-Hennepin (WH) members who participate in Operation Round Up (ORU) donated grants totaling \$46,455 in February 2014.

ORU participants allow their electric bills to be rounded up to the nearest dollar. The rounded amount is then used for donations to fund local programs. More than 80 percent of WH's members participate in the ORU program. 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.

- **\$2,500, ALS Association of MN,** funds to purchase equipment for a communication and assistive device program
- **\$3,500, Autism Allies,** funds for a resource fair
- **\$200, Buffalo High School All Night Grad Party,** funds to provide a safe all night graduation party
- **\$275, Clearwater Area Historical Center,** funds to purchase a TV and DVD player for historical video presentations
- **\$500, Confidence Learning Center,** funds for camper scholarships
- **\$30,000, Local Food Shelves Donation,** funds to replenish food supplies during MN Food Share Month in March
- **\$1,500, Noah's Ark Preschool,** funds to purchase necessary technology for the preschool
- **\$200, Osseo Senior High School All Night Grad Party,** funds to provide a safe all night graduation party
- **\$200, St. Michael-Albertville High School,** funds to purchase technology equipment for a conservation unit in a Power and Energy class
- **\$2,500, TreeHouse, Inc.,** funds to support transportation needs for the TreeHouse programs.
- **\$3,000, YMCA Camp Ihduhapi,** funds for camper scholarships



Operation Round Up recently awarded grants totaling \$30,000 to local food shelves.

For those interested in applying for funds, the next application deadline is June 1, 2014. To receive an application, visit WH's website at [www.whe.org](http://www.whe.org), send an email to [oru@whe.org](mailto:oru@whe.org), or call Lisa Zipp and leave a message at (763) 477-3000 extension 6126.

## Industry News

### NRECA tells EPA to drop CO2 rule for coal plants

National Rural Electric Cooperative Association (NRECA) CEO Jo Ann Emerson called on the Obama administration to withdraw and reconsider a greenhouse gas standard for future coal generation after a Department of Energy official acknowledged wholesale electricity prices from a plant with compliance technology could increase as much as 80 percent.

"This cost increase is unconscionable but not surprising," Emerson said in a recent statement. "In light of the administration confirming our deepest concerns about the cost impact of the proposed regulation on new power plants, the rule should be immediately withdrawn and reconsidered."

How much wholesale electricity prices would jump under the rule proposed by the Environmental Protection Agency came up during a Feb. 11 hearing of House Energy and Commerce Subcommittee on Oversight and Investigations.

The draft rule would require new coal-based power plants to build carbon capture and storage technology to comply. Carbon capture and storage technology for power plants remains untested on a commercial scale.

Source: [ECT.coop](http://ECT.coop)

### Minnesota becomes first state to set 'value of solar' tariff

Minnesota utility regulators on Wednesday approved the nation's first statewide formula for calculating the value of customer-generated solar power. The Minnesota Public Utilities Commission voted 3-2 in favor of a proposal aimed at settling the perennial debate over how much solar power is worth to a utility and its ratepayers, as well as society and the environment. Investor-owned utilities will now have the voluntary option of applying to use the value-of-solar formula instead of the retail electricity rate when crediting customers for unused electricity they generate from solar panels.

The commission voted to adopt the federal government's social cost of carbon figure, which environmental groups and the state's Department of Commerce argued was the best fit for a value-of-solar formula. "The social cost of carbon is specifically focused on measuring what is the economic and health damage of emitting one more pound of carbon," said Erin Stojan Ruccolo, director of electricity markets for Fresh Energy.

Bill Grant, Minnesota's deputy commissioner for energy, said the objective was to find a formula that accurately reflected all of the costs and benefits to all parties involved, including utilities, solar owners and other ratepayers.

Source: [Midwest Energy News](http://Midwest Energy News)

## Money-saving cooling options

Wright-Hennepin (WH) offers a variety of electric and geothermal cooling options for your home. Geothermal systems harness the earth's natural energy to deliver heating and cooling throughout your living space, making them environmentally friendly and cost effective.

With the cost of fuels always fluctuating, especially this past winter, now is a great time to consider the following options:

**Air Source Heat Pumps:** Air source heat pumps provide heating and cooling in one efficient and economical system that looks like a central air conditioning unit. In the summer, air source heat pumps work the same as standard central air conditioning units, cooling your home by moving heat outside. The difference is that during the cooler months, the same technology is used to bring heat into the home by reversing the heat-pump process. They are very efficient at heating the home down to 20 degrees Fahrenheit. In addition, members who utilize WH's Off-Peak program receive additional savings with a discounted rate for all energy that the air source heat pump uses.



**Ground Source Heat Pumps:** A ground source heat pump is the highest efficiency heating and cooling system available because it uses a renewable energy source: the earth. This system is three times more efficient than the highest efficiency gas furnace and consists of a network of durable plastic coils buried in the ground that absorb the earth's heat energy. A heat pump, which is connected to the coils, extracts that energy and converts it into heat, which is then transferred into the home. At the flip of a switch, the process can be reversed to cool your home. Ground source heat pumps are long-lasting, low-maintenance systems designed to meet 100 percent of a home's heating and cooling needs.

For more information about electric heating and cooling options as well as air source heat pump rebates, call a representative at (763) 477-3000. 

## Prepare your air conditioner for summer

As summer approaches and temperatures begin to rise, it is important to begin preparing your air conditioner. This will ensure that your cooling system runs efficiently when hot and humid weather arrives.

After many months without use, the first thing you need to do is change your air conditioner's filter. A filter acts as a barricade between debris and the air conditioner, so it is important to frequently replace the filter throughout summer to keep your system running efficiently.

Next, it is important to closely inspect and clean your air conditioner. Debris such as a dirt and grass can restrict airflow. Make sure the power is off and then spray the air conditioner's coils with a hose. For window air conditioners, use a vacuum brush to clean off the coils. Clearing the area around your air conditioner of weeds, grass and shrubs helps prevent obstruction as well. In addition, check your owners' manual to see if other services should be performed, such as adding lubricating oil or inspecting bolts.

Finally, change your thermostat setting to "cool". Lowering the temperature on your thermostat will not turn on your air conditioner unless it is moved from "heat" to "cool". 



As summer approaches and the temperatures begin to rise, it is important to make sure your air conditioner is ready to keep you cool this year.

## Summer Off-Peak schedule

Wright-Hennepin (WH) would like to remind members enrolled in Off-Peak programs that the switch to summer load management will begin on April 30. The summer period runs May through September.

For more information on how you can save by joining Off-Peak programs, call a representative at (763) 477-3000 or visit <http://goo.gl/YwYxZ>.



Control the comfort and security of your home from anywhere you have an Internet connection.

**WH Security** The Power to Protect

A wholly owned subsidiary of Wright-Hennepin Cooperative Electric Association

(763) 477-3664

[www.wh-security.com](http://www.wh-security.com)

**Special Offer:** Buy one, get one on any door, window or motion sensor with a new 3-year monitoring agreement. Certain restrictions apply. Offer expires 5/16/14

# Celebrate National Electrical Safety Month

May marks National Electrical Safety Month and to recognize this, Wright-Hennepin (WH) encourages members to identify potential electrical hazards in the home. Review the following tips to keep you and your family safe:

## Outlets and Plugs:

- Check for loose-fitting plugs, which can overheat and lead to fire.
- In homes with small children, put safety covers on unused wall outlets.
- Discard electrical cords if they are cracked or frayed.



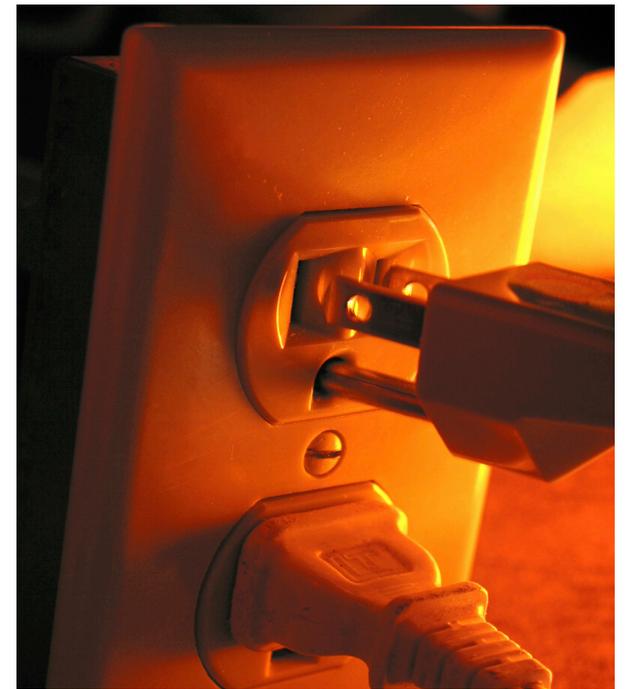
## Appliances:

- Always read and follow appliance manufacturer's instructions.
- Never leave electric cords in locations where they may come in contact with water.
- Make sure all appliances have been tested by a certified product safety organization such as Underwriters Laboratories.

## Lights and Lamps:

- Check to make sure light bulbs are screwed in securely.
- When replacing light bulbs, make sure they match the lamp's wattage.
- Check that lamps are placed on level surfaces, away from carpet, curtains and other materials.

For more information on keeping safe around electricity, visit our safety tips page: <http://goo.gl/29Ztt> or [safeelectricity.org](http://safeelectricity.org). 



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

## Stay safe: Call Before You Dig

Are you planning an outside home improvement project? Or maybe you will be doing some landscaping or digging a few holes in your yard? Whether you are planning to do the work yourself or hiring a professional, call 811 a few days before digging to avoid an accident.

The federally-mandated national "Call Before You Dig" number, 811, was created to help protect you from unintentionally hitting underground electric power lines, natural gas lines or water lines, which lie at various depths below the surface of your property or areas of planned excavation. Accidentally digging into one of these utility services is dangerous and could disrupt service to an entire neighborhood.

### Before you call 811, have the following information ready to provide to the operator:

- County, city or township
- Digging location (street address and nearest cross street)
- Type and extent of work that will be done
- Digging start date and time

After you call 811, a locator will arrive within a few days to designate the approximate location of any underground lines. They will mark the locations with flags or paint so you will know what's below and can work safely. There is no charge for this service. For more information, visit [www.call811.com](http://www.call811.com). 

ALWAYS  
CALL  
BEFORE YOU  
DIG



## View your daily energy use with MyMeter



Sign up today at [mymeter.whe.org](http://mymeter.whe.org)  
or by calling (763) 477-3000

### 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 electricity.



## WH Security now offering identity theft protection



WH Security's new identity theft protection program helps protect your assets.

According to the Bureau of Justice Statistics, about 16.6 million U.S. residents were victims of identity theft in 2012 and that number continues to increase. To help, WH Security has partnered with Zander Insurance Group to provide members with an affordable and effective identity theft protection plan, starting at \$6.75 per month. This service provides a recovery plan and reimbursement benefits should the customer fall victim to the crime.

While most identity theft plans focus only on financial fraud, WH Security's plan provides a variety of protection by monitoring and covering the following:

- Medical ID Theft
- Social Security ID Fraud
- Child ID Theft & Family ID Fraud
- Tax ID Fraud
- Employment ID Fraud
- Benefits ID Fraud and Criminal Activity

**Starting at  
\$6.75 per  
month**

For more information, call a representative at (763) 477-3664 or visit <http://goo.gl/Bxyncw>.

## Protect your home from spring floods with WH Security water sensors

To help protect your home from water damage, WH Security offers sensors 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 then alerts WH Security's 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/8rdhYb>.

## Annual Meeting

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"By any measurable standard, it is my opinion that your cooperative had an exceptional financial and operating year in 2013," Pribyl said.

The meeting also included two special guest speakers. Mike Bunney, Regional Vice President at National Cooperative Finance Corporation gave insight from a banker's perspective on WH's operational and financial performance and Scott Luecal, owner of Luecal Consulting, shared how WH's board of directors ensures that members receive performance that matters.

"The best part about WH is that it is a member-owned organization it is a local business, it is where you all live and work. Your directors and employees are accessible, you can talk with them any time, look them in the eye and tell them what you think the cooperative is doing well and where it can improve," said Luecal.

WH President and CEO, Mark Vogt, reviewed the importance of competitive electric rates, electric reliability, the value of the cooperative business model and safety.

Vogt also addressed revolutionary changes that WH continues to provide for consumers, including the ability for members to produce their own power at home.

"I can report tonight that we've now sold out the second WH Solar Community to WH members. It is the same size as unit one and will be built here, too, as soon as the snow clears. A much larger third unit is now on the drawing board as well," Vogt added.

In addition to the business meeting, the evening also included a free pork chop dinner, bingo and children's activities. Many prizes were given throughout the evening, including a retired 2006 Chevy extended cab pickup, which was awarded to George Ramola of Maple Plain, Minn.



**WH served over 2,000 meals at its 77th Annual Meeting.**

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**

**(763) 477-3000**

**Spring is a great time to trim trees!**

### Hotline Update Staff

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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



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## CEO's Letter

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solar for your home through the community solar concept, (please call a representative at (763) 477-3000 or visit <http://goo.gl/hMua9>.)

The great thing about the solar community concept is this: nothing gets built until the project is sold out and crowd funded, greatly reducing any business risk. And just like our other subsidiaries, any profits that will be generated from the sales, installation and maintenance from WH Solar will be used to keep your WH electric bills competitive in the marketplace.

To stay relevant in these rapidly changing times, we have to keep reinventing WH. To that point, we intend to continue being the

competitive and most reliable choice for traditional grid power - for those of you who prefer that way of buying your power. And going forward, we endeavor to be the most trusted partner in the marketplace for those of you who will want to self-generate power at your homes or businesses.

In pursuit of those goals, your board of directors, management team and employees recommit tonight to providing performance that matters to you.

Thank you,

*Mark Vogt*

## Spring energy-saving tips

Wright-Hennepin (WH) encourages practicing energy conservation. While spring cleaning this year, consider making some changes around the house to help conserve energy during the warmer months. Here are tips to save:

- Clean or replace the filters in your air conditioner.
- When cleaning windows, make sure they are in good condition. Leaky, loose or single-paned windows allow cooled air to escape. Consider repairing existing windows or replacing them with energy-efficient models.
- If your home has a sliding glass door, make sure its track is kept clean. A dirty track can ruin the door's seal and create gaps where cold air can escape.
- Clean under and in back of your refrigerator. Dust can build up in those areas, causing the refrigerator to run less efficiently.
- Dust light bulbs and lamp shades so they provide more light.
- Thoroughly dust computers, TVs and other electronics. Consider connecting them through a power-strip that enables you to turn them on and off more easily when not in use.
- Vacuum registers regularly to remove any dust buildup and make sure that furniture and other objects are not blocking airflow.



When spring cleaning this year, consider replacing old lights with high-efficiency LED or CFL lighting. A CFL coupon can be found on page eight.

- If you own a swimming pool, consider replacing the pool pumps and motors with energy-efficient equipment.
- When washing clothes, use cold water and adjust the water level to match the load size. When drying clothes, clean the lint filter before every load or consider hanging clothes outside to dry when possible.
- Set your thermostat as high as comfortably possible in the summer and consider purchasing a programmable thermostat.

For more ways to save energy, visit WH's Energy Saving Ideas blog at <http://goo.gl/CZTMW> or [TogetherWeSave.com](http://TogetherWeSave.com). 

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### tenKsolar Winner

**MIKE SCHOLLMAYER** of Maple Grove wins a credit for 194 kWh, February's output from WH's tenKsolar panel array.  
**BERNARD E. MARKETON** of Howard Lake wins a credit for 176 kWh, March's output from WH's tenKsolar panel array.



### Solar Winner

**MARTY EDWARDS** of Buffalo wins a credit for 231 kWh, February's output from WH's solar panels.  
**CARLA J. SMITH** of Maple Plain wins a credit for 270 kWh, March's output from WH's solar panels.



### Wind Winner

**CHRIS JOHNSON** of Plymouth wins a credit for 972 kWh, February's output from WH's wind generator.  
**MICHAEL MARKETON** of Waverly wins a credit for 923 kWh, March's output from WH's wind generator.

**Average monthly energy output over 12 months:**

**Wind generator: 826 kWh**  
**Solar panels: 220 kWh**  
**tenKsolar system: 164 kWh**

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

## Board Report

Continued from Page 2

- WH scored a year-end American Customer Satisfaction Index of 87.5, putting WH in the top 16 percent of all Touchstone Energy Cooperatives in the U.S.
- Selected delegates and alternates for 2014 industry meetings.
- Reviewed and filed the monthly CEO, legal and operations reports, as well as year-end financial reports.
- Approved the impairment of Silent Power investment in 2013 business.
- Directors reported on industry meetings they attended on behalf of the cooperative.

### Guests included:

- Lyle Witham, Basin Electric's Environmental Counsel, shared with the board changes coming to the Clean Air Act in 2016 and specifically what they mean for WH in terms of opportunities and threats.
- John Frederick, CEO of Silent Power, gave an update on recent activities at Silent Power.

### February Board Meeting Highlights:

The monthly meeting of the board of directors was conducted February 18, 2014. A quorum of directors was present. Board action taken:

- Approved allocating 2013 margins to the membership for future capital credit retirements.
- Approved the 2014 Load Forecast for Basin Electric Power Cooperative.
- Conducted annual review and approval of policies.
- Conducted CEO's 2013 performance review. Board congratulated and recognized Vogt on a successful year for WH and its members.
- Heard year-end reports and 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:

- Chris Martin and Alana Pilkington of National Rural Telecommunications Cooperative (NRTC), presented service options under consideration from NRTC.
- John Seifert, Superintendent of Public Works for the City of Rogers, and Bob Marohn, area grocery store owner, participated in a panel to share their motivations, insights and early experiences with installing solar at their properties.

### March Board Meeting Highlights:

The monthly meeting of the board of directors was conducted March 7, 2014. A quorum of directors was present. Items discussed or Board action taken:

- Accepted the auditor's report on fiscal year 2013 and was congratulated by the firm of Brady Martz on the cooperative's strong internal controls and overall financial condition. Brady Martz advised the board that WH received an unqualified audit opener.
- Heard annual safety report. Board congratulated employees on an exceptional safety year for WH workers and the general public.
- Reviewed and filed the monthly CEO, Legal, financial, and operations reports.
- Directors reported on industry meetings they attended on behalf of the cooperative.
- Selected a delegation of directors to represent the cooperative at the Wright County Dairy Princess program being held April 5, 2014.

# Help clean up Lake Maria State Park!

Wright-Hennepin is sponsoring  
Green Touch spring clean-up day at  
Lake Maria State Park:

**Saturday, May 3**  
**10 a.m. to 2 p.m.**

- Come plant wildflowers and trees and help rake leaves
- Free refreshments and lunch for all volunteers

For more information, or to sign up, call:

**(763) 477-3000**



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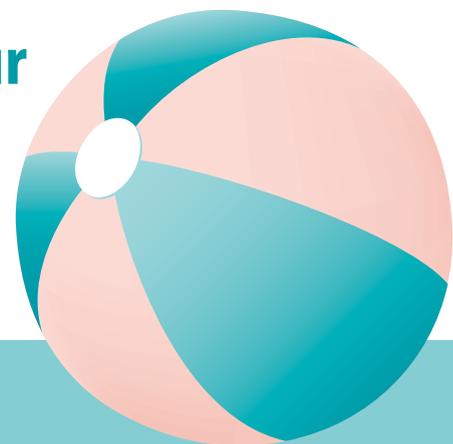
**For more info:**

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



# How would you spend an extra \$53?

It's not too soon to think about warm weather!  
If you are not already participating, join WH's Cool Cash  
Off-Peak Air Conditioning program and **save 15% off your**  
**June, July and August electric bills.** Past participating  
members saved an average of \$53.10 in 2013.  
Sign up today!



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