



**Wright-Hennepin**  
Cooperative Electric Association

A Touchstone Energy® Cooperative 

Wright-Hennepin Cooperative Electric Association's

# Hotline Update

August 2014

## WH introduces a first of a kind solar offering

In response to member interest in renewable energy sources, Wright-Hennepin (WH) is now introducing a very unique way to own solar by pairing two popular options: community solar with \$0-down pricing.

Community solar allows members the advantage of generating the energy for their homes or businesses from the sun without the hassle of installing and maintaining solar panels on their roofs.

The first \$0-down community solar offering will be a large, 150 kilowatt array to be located on a property owned by WH. The new array will be four times larger than the first two arrays built at WH. Under this program, members will be able to purchase energy from a single panel or from as many panels as needed to meet the power needs of their homes, businesses or farms. It is anticipated that the third array will be energized in late 2014 or early 2015.

New to this solar community offering will be the introduction of no money down financing as part of four easy rate options for members to choose

from. Included in the options are a locked-in, long-term electricity rate, protecting against future rate increases on members' current rates.

For those who wish to learn more, an informational meeting about the solar community will take place at WH's headquarters in Rockford, Minn. on September 4. Sign up by calling (763) 477-3000.

Community solar panels are being offered under the cooperative's newest diversified business: WH Solar LLC. WH Solar will strengthen WH's strategic future by providing a variety of solar offerings to WH members.

In the near future, WH Solar's offerings will also include rooftop solar installations for commercial, institutional and farm consumers. This will open the door for new energy customers who would like to participate in the program and desire to have solar panels on their properties.

For further information on any of these products, please visit WH's website at [www.whe.org](http://www.whe.org) or call a WH representative at (763) 477-3000. 

*"New to this solar's offering will be the introduction of no money down financing."*



An informational meeting about WH Solar and the new solar community offering, with many exciting new features, will take place at WH's headquarters in Rockford, on September 4.



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## Second WH Solar Community is energized

After a successful solar community was put into service September 2013, Wright-Hennepin (WH) has now energized a second solar community array. The second array is fully sold to members and located at WH's headquarters in Rockford, Minn. - adjacent to the first solar community. It began generating power on July 1, 2014 and members will begin receiving credits on their August electric bills.

Just as with the first solar community, the second array is an easy and affordable way for members to own solar energy for their homes and businesses. Through the second solar community, members will use the solar panels without installing equipment on their property and without worrying about maintaining the system. Members who have purchased panels will receive a kilowatt-hour (kWh) credit on their energy bill each month. The credit is based on the number of panels the member has purchased, as well as the amount of energy the solar array produces each month.



The second solar community is located adjacent to the first solar community.

Altogether, the second array contains 72 solar panels that each produce 410 watts of power. This is enough energy to power about four homes. Plans are underway for the third solar community, which will be located on a property owned by WH. If you are interested in learning more about this program or would like to participate in the third solar community, please visit [www.whe.org](http://www.whe.org) or call a WH representative at (763) 477-3000. 



# CEO's Memo

**MARK VOGT** WH President & CEO

## What will happen in the next three years?

What's in store for members between now and 2017? That's a question your Board of Directors and management will take up next month as part of WH's annual strategic planning workshop. A professional facilitator (whom many of you heard at the Annual Meeting last spring) will query the leadership of your cooperative on a number of timely issues, such as:

- With the amount of new technology already available that can shape how members use, reduce and now even make their own power, in what ways must WH adapt to stay relevant in the future?
- With new government rules and market-driven events affecting the very foundation of the electric utility industry, what specific actions must WH take to preserve reliable, affordable and fairly priced electricity for its members?
- What new offerings would increase the value WH delivers to its members and the communities we serve? Are there services, practices or programs that are outdated?
- How do we arrange a seamless (and uneventful) transition into the near term future given the number of retirements occurring among the Baby Boom generation at WH and the electric industry in general?
- What altogether new business or public policy trails must WH blaze to make sure your best interests are served in the future? What business or public policy outcomes must we scrupulously avoid?

As the board works to answer these questions, they will be armed with the latest polling data we conduct quarterly with WH members as well as with other general research about electric consumer trends across the country. The survey data we've been collecting from WH members since 2005 is a treasure trove about your needs, likes and dislikes. The results and trends of this survey have figured prominently in strategic decisions we've made over the years. For those of you who have taken the time to participate in these quarterly surveys, we thank you. Your input has made a difference.

During the upcoming strategic planning workshop, we will also conduct an "environmental scan", which identifies emerging trends, issues, actions and competitive positions of other area power suppliers in the region. Rate competitiveness and electric reliability are always center stage for your Board of Directors during this part of the workshop.

We are fortunate to have very precise operating benchmarks that compare WH's performance against all other electric cooperatives in the U.S. and Minnesota, as well as utilities of our same consumer size and plant growth. This operating data is also invaluable in helping your board set future performance measures.

We will have an industry "futurist" beam into the meeting via webcast. I like having guest speakers during strategic planning workshops because they often open vistas of thought outside the norm. I well remember the

speaker from about five years ago who described himself as someone who spends his days reading research papers from unrelated industries, then connects findings to offer hints about the future. He recounted how independent studies by GE and IBM came to the same conclusion that "the technology exists so that within ten years, 50 percent of Americans would be able to produce 50 percent of their home's energy needs." That got our attention! And lo and behold, he was right - except that he's five years ahead of schedule! The ability to generate power at home is already having a profound effect on electric utilities across America. The insight provided by this speaker five years ago has helped shape our strategy ever since.

In addition to the above information sources, your board attends several industry conferences each year to keep updated on nuances and subtleties occurring in the electric business (and all the industries your cooperative participates in). For instance, at a meeting in July, one of your directors scored a private conversation with a former chairman of the Federal Energy Regulatory Commission. This discussion provided a level of insight on likely directions for the electric industry not normally available in the general sessions of trade conferences.

Once all this information is digested, the facilitator then leads an exercise to assess WH's current strengths, weaknesses, opportunities and threats (SWOT). That discussion leads into the most important part of the workshop: developing specific action items and resource considerations to address the most prominent items identified in the SWOT analysis. Your directors then set timelines for management to execute those plans. It becomes the tool the board uses each month to measure progress at their board meetings.

This process is what has led to some of WH's most important strategic decisions. It specifically identified the opportunity to enter the home security business and the expansion into other diversified activities like WH Solar. Those diversified businesses (held separately from the cooperative in WH Holding) are now providing millions of dollars in rate relief to WH electric members each year. They are a key to why your electric rates compare so favorably among metro area electric suppliers. Likewise, the board's strategic planning workshops provided the stimulus to invest in automatic meter reading and other smart grid technology and automation - an investment that has paid for itself in many ways, not the least of which has been a dramatic drop in your outage time since 2006.

There is an old saying, "Plan the work, work the plan." It's a formula that has provided measurable results for WH members time and time again. I look forward to working with your Board of Directors to help determine how we can keep WH a vital, valuable and advanced energy partner for you in the next three years.

*"The quarterly survey data we've been collecting from WH members since 2005 is a treasure trove about your needs, likes and dislikes."*

*Mark Vogt*

## Board Report

### June Board Meeting Highlights:

The monthly meeting of the board of directors was conducted June 6, 2014. A quorum of directors was present. At the meeting, the board:

- Approved the WH Solar, LLC business plan.
- Approved a WH Response marketing plan for a new product.
- Approved annual dues for the National Rural Electric Cooperative Association.

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### 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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**TONY HEID**  
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# Maple Grove student attends Youth Tour

Elise Loveless of Maple Grove, Minn., was one of 1,500 students from across the nation selected to attend the Annual Electric Cooperative Youth Tour in Washington, D.C. June 13-19. This tour was established to help educate youth about political processes and give students the opportunity to interact with U.S. government. Wright-Hennepin (WH) sponsors one student each year.

As part of the tour, Loveless visited historical sites and monuments, including six Smithsonian museums, the home of George Washington, Arlington National Cemetery, the U.S. capital and the White House. In addition, Loveless visited the following memorials: the Vietnam War, Korean War, Franklin Delano Roosevelt, Abraham Lincoln and Thomas Jefferson.

"My favorite part of the trip was the day we visited the capital. I was able to meet with our local congressional representatives, the two Minnesota senators and tour the capital. I also enjoyed meeting new people from Minnesota and across the country who attended the tour," said Loveless.

Loveless felt the trip was a great experience and encourages other students to apply for next year's Youth Tour.

"I definitely recommend other students to apply. It was a privilege to learn so much on the Youth Tour trip, to meet new friends and to make memories that will last a lifetime. I also gained a better understanding about U.S. history as well as how beneficial cooperatives are," added Loveless.

High school juniors interested in applying for the Electric Cooperative Youth Tour can fill out an application and learn more at: <http://goo.gl/ouEED3>. 



 Maple Grove High School senior, Elise Loveless poses in front of the White House during her Electric Cooperative Youth Tour in Washington, D.C.

## Wright-Hennepin members donate more than \$19,000 to help local organizations

Wright-Hennepin (WH) members who participate in Operation Round Up (ORU) donated grants totaling \$19,705 in June.

ORU participants allow their electric bills to be rounded up to the nearest dollar each month. 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, following ORU guidelines, the board evaluates funding requests on a bimonthly basis.

- **\$750, Boy Scout Troop #590 of Otsego**, funds to purchase a dining canopy
- **\$1,000, Freedom Farm of Waverly**, funds to rewire schoolhouse and support the "Hope with Horses" program
- **\$10,000, Love INC - Heartland of Delano**, funds to support food and mentoring program
- **\$5,000, MN Adult and Teen Challenge**, funds to support the local program
- **\$1,000, My Brother's Keeper of Wright County**, funds to purchase materials needed for bedrolls and care packages
- **\$455, Rockford Education Foundation**, funds to support a water supply class
- **\$1,500, Westonka Food Shelf**, funds to purchase a refrigerator for food shelf needs

For those interested in applying for funds, the next application deadline is September 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

### Solar more than doubled share of new capacity in U.S. for first half of 2014

In the first six months of 2014, solar has represented almost a third of new electricity generation capacity additions in the U.S., more than doubling its performance in the same period of 2013, according to U.S. government statistics.

According to the latest monthly Energy Infrastructure Update issued by the Federal Energy Regulation Commission (FERC), new energy generation installations in the U.S. were dominated in June by natural gas and solar, with only about half as much wind added as solar. According to the report for June, around 40 MW of solar was installed in June, behind 63 MW of natural gas generation capacity added but ahead of wind power, with 21 MW. Eight times as much solar was added than biomass, at 5 MW.

Looking back on the first half of the year, solar remains the only close competitor to natural gas. Of a cumulative capacity of 3,529 MW installed from January to June of this year, 1,131 MW came from solar, while 1,555 MW of natural gas generation capacity was installed. Wind managed just over half of the latter figure, 699 MW, while only 87 MW of new biomass was added, the next highest new capacity addition in the report.

Compared to last year, solar appears to have taken some big strides. The figure for new generation capacity was similar last year for the period January to June 2013, when 1,194 MW of new solar was installed.

Source: PV-Tech

### Without much strain, Minnesota reins in its utilities' carbon emissions

When city leaders and state legislators agreed last year to fund roughly half the \$1 billion cost of a new stadium for the Minnesota Vikings, they attached the usual strings for such projects: It had to be architecturally iconic, employ steel made from Minnesota iron ore and offer at least a few cheap seats. It also had to be energy efficient, from lighting to building materials to the sources of its power. In this state, that is not unusual. Minnesota has mandated sharp reductions in energy use in every new state-financed building for more than a decade, and in renovated buildings for more than five years.

While other states and critics of the Obama administration have howled about complying with Minnesota's proposed rule slashing greenhouse gas emissions from power plants, Minnesota has been reining in carbon output for decades - not painlessly, but without breaking much of a sweat, either. Today, Minnesota gets more of its power from wind than all but four other states, and the amount of coal burned at power plants has dropped by more than a third from coal's 2003 peak. And while electricity consumption per person has been slowly falling nationwide for the last five years, Minnesota's decline is steeper than the average.

Source: The New York Times

# WH member reflects on how electricity changed his life in 1937

At the age of 91, Chester Kottke, of Rogers, Minn. still lives on the property that holds the farmhouse that he was raised in as a child. While Kottke has a lifetime of memories growing up in his family's farmhouse, there is one memory that is particularly significant.

"My life changed the day our farm was hooked up with electricity in 1937. I was 16 years old, and having electricity was extraordinary. It helped with our farm work, but it also made the difference between indoor and outdoor lighting, plumbing and all of the other commodities we take for granted today," said Kottke.

Kottke's property was once a poultry farm, where he and his family raised thousands of chickens at a time. Having electric power sped the production of eggs and helped his family complete their farm work more efficiently.

"Electricity helped our chickens lay more eggs and at a faster pace. This is because we replaced our kerosene lamps in the chicken coop with electric lighting that stayed on all the time. Light triggers the chicken's endocrine system, causing them to lay more eggs. So instead of having chickens only lay eggs during the day, they began laying them at night as well. We were no longer relying on natural light so our production increased tremendously and the work was easier," said Kottke.

While electricity made farming easier for Kottke's family, he remembers it impacting his life in a variety of other ways as well.

"We used firewood for cooking. We also had to heat water on the stove to take baths and wash clothes. There were no electric lights, radios, air conditioners, washers, dryers, computers, televisions, microwave ovens or video games," explained Kottke.

Electricity is a 24-hour a day commodity and a service that most of us cannot live without. It powers our homes, businesses and lives. According to the Energy Information Administration (EIA), nearly one-third of all U.S. households have four electronic devices, such as cell phones, plugged in and charging at all times.

"Being that I experienced life before electricity, I am amazed how our appetite for power has developed over the years. It is an indispensable necessity to modern life and we need it for almost everything we do. Most people do not think about the value of their electricity until the power goes out and it is something we should appreciate every time we flip a switch or turn on our television. The value of electricity is priceless," added Kottke. 



Chester Kottke, of Rogers, poses for a photo in front of his farmhouse that had electricity installed in 1937.

## Save on your heating costs with a plenum heater

Winter is right around the corner and now is a great time to begin thinking about saving on your heating costs. The quickest way to save is to install a plenum heater. Plenum heaters are electric heating units that mount in the duct work – or plenum – of your furnace.

The plenum heater allows you to use electricity as a fuel source option for your gas, propane or fuel oil furnace. This is especially beneficial for times when gas prices are high. They can be installed using a new or existing duct work.

In addition, adding a plenum heater allows you to take advantage of WH's discounted Off-Peak rates under WH's Dual Fuel program. For more information, call a representative at (763) 477-3000. 

You can save this winter by installing a plenum heater.



Did you know that just **\$1 of power lets you** Wash your dishes **FOR THREE WEEKS?**

**WH**  
Wright-Hennepin  
Cooperative Electric Association  
A Touchstone Energy® Cooperative 

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Always There

Find out how Electricity  
MAKES EVERY DAY EASIER  
[mnbrighterideas.com/valueofelectricity](http://mnbrighterideas.com/valueofelectricity)



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Production Manager

### Office Hours:

7:30 a.m. to 4 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

### 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.

# What are electric cars and how do they work?

As technology advances and becomes more affordable, more people are turning to electric vehicles (EVs) to save on gas and help with the environment. While you probably have an understanding of what EVs are, you may be wondering what type of EVs exist, how they work and if one makes sense for you. Here are the most common questions and answers to help you learn more:

## What is the difference between an EV and a conventional car?

Every conventional car uses electricity in some way. For example, electricity is needed to power conventional cars' windows and radios, via a battery. However, conventional cars cannot use electricity to move their wheels. They burn gasoline or diesel instead for this. EVs run without using any gasoline. Instead of filling EVs with fuel, you recharge these cars by plugging them in to an electrical outlet.

## What are the benefits to driving an EV?

The biggest benefit to driving an EV is that they require few or no trips to the gas station. A typical EV costs about three cents per mile to run. You top your car off with electricity by plugging it into a rechargeable battery pack. In addition, they do not require motor oil that needs changing. EVs are also quiet to drive and provide detailed information on battery range, driving efficiency and operating conditions.

## What EV models and types are available?

There are currently less than a dozen EVs available on the market. They include the Chevrolet Spark EV, Fiat 500e, Ford Focus EV, Honda Fit EV, Nissan Leaf, Mitsubishi i, Toyota RAV4 EV, Tesla Model S and the Smart Electric Drive. In addition, a new electric Volkswagen will be coming to showrooms across the U.S. in 2015.

## Where can I recharge my battery pack?

The rechargeable battery pack can be plugged into one of three power sources: a standard household outlet, an upgraded home charging system or a quick-charge station. Battery life varies depending upon the manufacturer, size of the battery, electronic set up, owner usage and battery chemistry. Overall, a battery typically lasts about five years.

## Does Wright-Hennepin offer a special rate for charging EVs?

Yes. Wright-Hennepin offers a special electric rate for those who would like to charge their EVs. For more information, call a WH representative at (763) 477-3000. 



Electric vehicles offer a variety of benefits over conventional cars.

## Receive a free water heater with Wright-Hennepin's new EZ Water Heating Program

With Wright-Hennepin's (WH) EZ Water Heating program, you can receive a brand new water heater for free. The program is specifically designed for those who need to replace their old gas or electric water heaters, but want to avoid the up-front cost and hassle of doing so.

In addition to the brand new water heater, you will receive free installation and a lifetime warranty on the tank. In return, WH will manage the timing of when your water heater uses energy, heating water at night by turning the water heater on from 11 p.m. to 7 a.m. each night. The water heater is then turned off from 7 a.m. to 11 p.m. and the 100 gallons of water that has been stored at night is used.

For more information and to see if you are eligible, call a WH representative at (763) 477-3000 or visit <http://goo.gl/fdmst8>. 



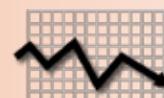
You can receive a free water heater by joining WH's EZ Water heating program.

## View your daily energy use with MyMeter



### 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 for yourself
- » Access energy saving tips



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

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

# Safety tips for a new school year

With the new school year right around the corner, it is a great time for parents to review and share safety precautions with their children. The following are some tips:

## Walking Safety:

- If possible, have your child walk with a friend or in a group.
- Plan and practice a safe walking route with your child.
- Talk to your child about what to do if they are approached by a stranger.

## After-School Safety:

- If your child will be home alone after school, post an emergency phone list where they can see it. This should include 9-1-1, parent's work and cell phone, as well as phone numbers for anyone else who is close and trusted.
- Make sure a first aid kit is stocked and stored where your child can find it.
- Make sure at least one approved smoke alarm is installed and operating on each level of your home.
- Make sure medicine is kept in a locked storage place or out of the reach of children.
- Remind your child to lock doors and keep windows closed.

## Bus Safety:

- When stepping off the curb, remind your child to look both ways to make sure there is no moving traffic from either direction.
- Remind your child to always cross in front of the bus.
- Make sure your child knows to keep their head and arms inside the bus at all times.
- Remind your child to remain seated until the bus has completely stopped.



Make sure your child waits for the bus to make a complete stop before approaching it from the curb.

For added peace of mind, WH Security offers a custom home security alarm system to protect your home and children 24 hours a day, 365 days a year. Through the use of interactive add-ons, a user can receive information that indicates when their child returns home from school. The user can also remotely lock or unlock their doors if the child needs assistance. To find out more, call a WH Security representative at (763) 477-3664 or visit [www.wh-security.com](http://www.wh-security.com).

Protect yourself against unexpected appliance repair bills!



Compare us to the competition

### WH Appliance Repair

No deductible or trip charge. Most labor and parts covered.

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

\$17.99 / month

Additional appliance coverage available

### Local Competitor:

No deductible or trip charge. Most labor and parts covered.

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

\$18.50 / month

Additional appliance coverage available

**WH Appliance Repair**

Sign up today!

Visit [whe.org](http://whe.org), or call (763) 477-3000



You can control your home's thermostat, lights, locks and electric outlets, from anywhere you have an Internet connection!

**WH Security** The Power to Protect

A wholly owned subsidiary of Wright-Hennepin Cooperative Electric Association

**Special Offer:** Purchase a WH Security system and get a \$50 Visa gift card with a new 3-year monitoring agreement. Certain restrictions apply. Offer expires 9/12/14

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

# Wright-Hennepin awards over \$24,000 to True Friends - Camp Courage to aid its conservation efforts

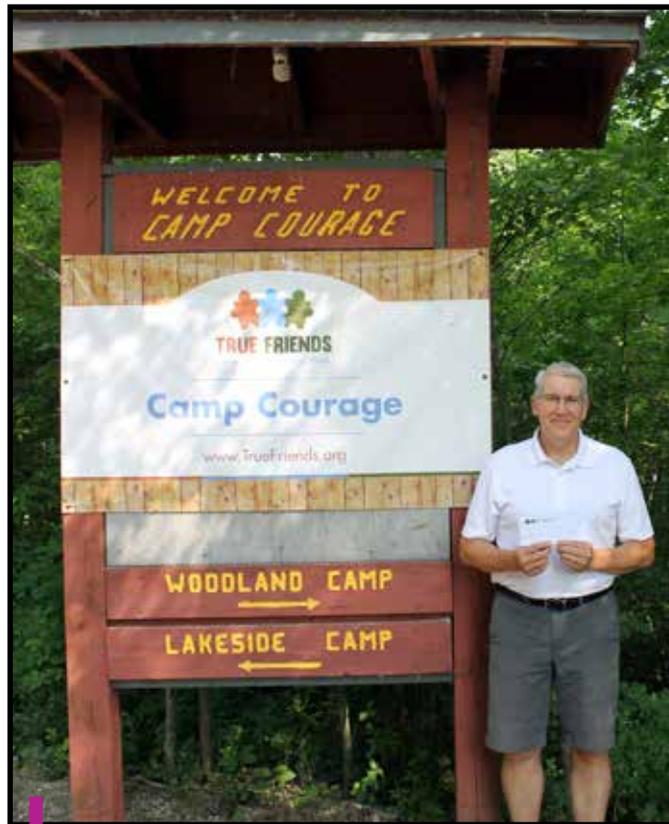
Wright-Hennepin (WH) recently presented True Friends - Camp Courage, a WH commercial member, with a \$24,110 grant to help with the installation of energy-efficiency equipment at its facility near Maple Lake, Minn. Energy grants are awarded to businesses that install energy-efficient equipment, reducing electricity consumption. As a non-profit organization, True Friends - Camp Courage qualified for these funds to assist with conservation.

True Friends - Camp Courage used the funds to help cover the cost of ground source heat pumps that will be used in two cabins. The new ground source heat pumps are estimated to reduce electric use by more than 44,800 kilowatt hours annually.

"We are extremely grateful to WH for this grant. It will help reduce our electric consumption and the savings can be used to provide life-changing experiences to even more children and adults with disabilities," said True Friends - Camp Courage CEO Ed Stracke.

Each year, WH invests more than \$500,000 on residential and commercial conservation programs per requirements of the Minnesota Department of Commerce, including about \$100,000 in energy efficient grants to commercial customers.

"This was an excellent opportunity to implement improved energy efficiencies while benefiting a great charitable organization like True Friends - Camp Courage. Helping customers is what we are all about," said WH Key Account Executive Lane Wilson. 



True Friends - Camp Courage CEO Ed Stracke receives a grant from WH.

## Come see Wright-Hennepin at upcoming events:

- **Maple Plain Parade (Maple Plain, Minn.)**  
- August 16
- **Montrose Days Parade (Montrose, Minn.)**  
- August 17
- **WH Solar Informational Meeting (Rockford, Minn.)**  
- September 4 (To sign up, visit [www.whe.org](http://www.whe.org).)
- **HeatMyFloors.com will be in booth 16 in the home improvement building at the Minnesota State Fair August 24 to September 1**

For more information about these events, visit [www.whe.org](http://www.whe.org) to view an events calendar. 



WH participates in a variety of parades and other events throughout the year.

## LIKE us on Facebook!

- WH's Facebook page contains:
- News & information
  - Energy - saving tips
  - Power outage updates
  - Special event photos
  - Community event photos



## Board Report

Continued from Page 2

- Approved renewal of insurance with Federated Rural Electric Insurance Exchange.
- Approved the retirement of a 2007 Chevy Impala and a trailer from WH's fleet, and a 1993 International flatbed with a crane to bid out to local construction contractors.
- Approved RUS Energy Resources Conservation Agreement and Resolution.
- Selected a director to represent the cooperative at a Wright County function.
- Reviewed and filed the monthly CEO, financial, legal and other operating reports.
- Directors reported on industry meetings they attended on behalf of the cooperative.
- Held regular quarterly executive session.

### Guests included:

- Geronimo Energy's Vice President Betsy Engelking and Director of Solar Nathan Franzen provided an assessment of the utility-scale solar energy market in Minnesota.

### July Board Meeting Highlights:

The monthly meeting of the board of directors was conducted July 15, 2014. A quorum of directors was present. At the meeting, the board:

- Approved that WH continue with the tax audit proceeding filed on behalf of members, along with 15 other cooperatives in Minnesota.
- Approved the organizational documents for the legal formation of WH Solar, LLC and established Brady Martz as the new company's auditing firm.
- WH Electric received an 88 on its second quarter American Customer Service Index (ACSI) score. WH's score continues to be among the strongest in the electric utility industry and across all industry sectors.
- Heard details on the LED lighting packages that will soon be offered to members through WH Response.
- Approved National Rural Utilities Cooperative Finance Corporation (CFC) resolution that continues to allow CFC to act as WH's paying agent.
- Reviewed and filed the monthly CEO, financial, legal and other operating reports.
- Directors reported on industry meetings they attended on behalf of the cooperative.

### Guests speakers included:

- Legal Counsel Scott Kelly provided an update on the stray voltage lawsuit.
- The Chief Financial Officers from four metro-area electric cooperatives participated in a panel that shared how each handles and calculates the monthly Power Cost Adjustment (PCA) from Great River Energy, which is approved on members' monthly statements.



### tenKsolar Winner

**SCOTT & CHRISTINE LARSON** of Maple Plain won a credit for 237 kWh, June's output from WH's tenKsolar panel array. **PIETER AKKERMAN** of Montrose wins a credit for 272 kWh, July's output from WH's tenKsolar panel array.



### Solar Winner

**LINDA FLYNN** of Buffalo wins a credit for 244 kWh, June's output from WH's solar panels. **DEAN GUNDERSON** of Maple Grove wins a credit for 279 kWh, July's output from WH's solar panels.



### Wind Winner

**BRYON GUSTAFSON** of Buffalo wins a credit for 779 kWh, June's output from WH's wind generator. **KATRINA MATTSON** of Maple Grove wins a credit for 656 kWh, July's output from WH's wind generator.

**Average monthly energy output over 12 months:**  
Wind generator: 911 kWh  
Solar panels: 224 kWh  
tenKsolar system: 161 kWh

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

## OFFICE HOURS REMINDER:

**WH will be closed Monday, September 1 in observance of Labor Day.**

[Electric & security dispatchers are still on duty around the clock.]

**Beginning September 2, WH's new office hours are: 8:00 a.m. - 4:30 p.m. Monday-Friday**

[Labor Day to Memorial Day]



**ENERGY TIP:**

*Unplug battery chargers when they are not in use.*

For more tips, visit <http://goo.gl/Q3fXEv>

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
- Aerial bucket truck work

**90 day, no-interest financing available!**

**WH SERVICES**  
**(763) 477-3000**  
**Summer is a great time to trim trees!**

## Fuel prices have you on a crazy ride?



### Off-Peak can help keep your costs level!

While gas prices have fluctuated greatly over the past few years, the cost of electricity has remained very stable.

Whether you have a cold room, or are looking for an efficient way to heat your whole home, Wright-Hennepin offers electric solutions to help save money on your home's heating bill. And, with the stable price of electricity, you won't have to worry about big swings in pricing – you can save those crazy rides for your next trip to the amusement park.

**Call a representative today:**  
**(763) 477-3000**



### Featured electric heating product:

#### Electric Plenum Heater:

Now you have the power to control your energy bills by switching between electric and your existing gas, propane or oil furnace. Plenum heaters can be added to your home's duct work and allow you to switch fuel sources, depending on current prices. Plenum heaters qualify for Wright-Hennepin's low-cost Off-Peak rate.

Plenum heaters offer you:

- Low operating costs
- 100% efficiency
- Clean operation
- Safe performance
- Unsurpassed comfort
- No odors, fumes or carbon monoxide

