



Wright-Hennepin
Cooperative Electric Association

A Touchstone Energy® Cooperative

Hotline Update

NEWS FOR WRIGHT-HENNEPIN MEMBERS

August 2022

WH attends community events

WH participated in several events this summer, demonstrating the core value of Commitment to Community. WH trucks appeared in the Fourth of July parades in Delano and Annandale, as well as the Maple Grove Days parade.

Children enjoyed stopping by our booth at the Wright County Fair for a hard hat, and WH was the proud sponsor of the demolition derbies, motocross and supercross riders, and the truck and tractor pull. More fun events are planned for this fall, including our second annual Electric Vehicle (EV) Ride and Drive event, Member Luncheon, and Fall Festival. Visit whe.org for more details!



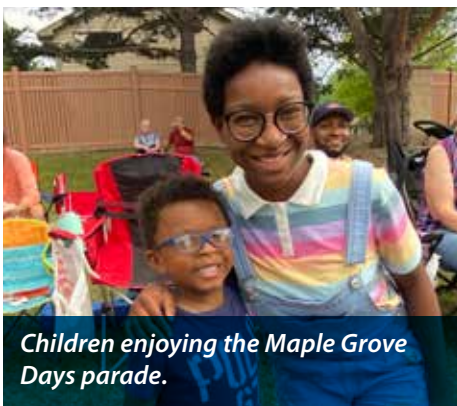
Kids enjoying the Delano parade.



Members of the WH crew with a decorated truck before the Delano parade.



Louie, an employee's child, stands on a WH truck before Annandale's parade.



Children enjoying the Maple Grove Days parade.



Children pose in front of a WH truck at the Wright County Fair.



WH sponsored the motocross event at the Wright County Fair.

3

Youth Tour

WH SPONSORS D.C. TRIP

4

Energy-saving tips

SAVE MONEY THIS SUMMER

5

Outage notifications

SIGN UP TODAY

8

Co-op Month events

YOU'RE INVITED



CEO's Memo

TIM SULLIVAN
WH PRESIDENT AND CEO

Region's electric grid faces possible risks this summer

“Midwest, including Minnesota, at greater risk for rolling blackouts this summer.”

~ Star Tribune
May 14, 2022

You may have seen headlines (like the one above) about the increased risk of rolling blackouts. So, what to make of them?

UNFORTUNATELY, WHILE BLACKOUTS ARE UNLIKELY, THEY ARE POSSIBLE. HERE'S WHY:

The reliability warnings stem from two key grid authorities: the North American Electric Reliability Corporation (NERC) and the Midcontinent Independent System Operator (MISO). NERC is responsible for overseeing electric reliability nationally and MISO is our regional authority, directing electricity from dozens of utilities in 15 states, impacting 42 million people.

NERC's alert was sounded this spring. According to NERC, “MISO faces a capacity shortfall in its North and Central areas, resulting in high risk of energy emergencies during peak summer conditions.” MISO put its warning this way: It “projected” requiring “increased, non-firm imports and potentially emergency resources to meet the 2022 summer peak demand.”

In other words, projected energy demand this summer is likely to outstrip firm energy supply. How big is the shortfall? MISO anticipates it will have 124 gigawatts (GW) of need but just 119 GW of “projected regularly available generation.” While this firm energy supply represents 96% of the expected need, it also means MISO will likely rely on other resources, including intermittent generation like renewables, energy imports from other regions, utility demand management programs and reserves to meet its obligations. This means a heightened – though still likely low – risk of blackouts.

Now, these statements can be difficult to unpack. For example, what is meant by “firm generating resources”? Well, consider “firm” generation as that which can be “dispatched” or turned off and on at will. Firm generation includes baseload fossil fuel plants, nuclear energy facilities, and gas peaking units.

Doesn't MISO have thousands of gigawatts of renewables too? Yes. But the challenge is wind and solar are intermittent, which means they can't be turned off and on at will. The wind needs to blow and the sun needs to shine for them to be available. So, in worst-case scenarios, MISO assumes they are unavailable.

That said, MISO has other tools in its toolbox. They can call on utilities, including Wright-Hennepin (WH), to reduce energy usage through Demand Management programs. They also maintain an 8% “reserve margin,” which isn't counted in the main pool.

So, why are rolling blackouts still possible? In short, because “firm” resources don't always act that way. A power plant (or several) may be taken offline at any time to address a maintenance or operational issue. In addition, our region's largest renewable resource – wind – is not always available in volume on hot, humid summer days. Demand for energy can also spike higher due to hot weather, or high economic activity. Again, grid planners work off projections. But energy markets match generation to load in real-time. After all, our energy needs never take a break; we need reliable power 24/7/365.

Still, the likelihood of all these negative events happening together (lost generation, higher demand, plants going off-line, wind not blowing) is low. But it is NERC and MISO's job to plan for emergencies and worst-case scenarios. At WH, we're pleased they do.

THE UPSHOT? CONSIDER THREE THOUGHTS:

- 1. The grid needs sufficient, firm generation.** The day has not arrived when we can rely solely on renewable resources to provide safe, reliable, affordable energy. And while WH has strongly embraced renewables, it's important to remember that reliability requires the ability to dispatch resources on demand.
- 2. WH's Demand Management programs,** including Energy-Saving Programs, provide significant value to WH members and the electric grid. Our members not only save money through our demand management (Energy Saving Programs) for home heating, air conditioning, water heating, and more. We also manage a fleet of generators for Commercial and Industrial members. All in, we can drop 25 megawatts, or 15% of our load, during critical times, ensuring we do our part for grid reliability.
- 3. Be prepared,** stay informed. If demand threatens to exceed supply this summer, WH will notify the membership via email, post on social sites, and share information on whe.org. We'll recommend taking simple steps like turning up your thermostat, pulling down your blinds, delaying use of your washer and dryer, and preparing food with a grill instead of an oven. It's also good to prepare for a sustained outage. Have some backup water, non-perishable food, and a radio on hand.

Whatever transpires, look to WH for timely information and updates. Together, we can ride through the difficulties. In the meantime, count on us to continue to put your interests first, including your need for 24/7 reliability.

As always, thank you for your business.

Comparing the costs of electric and gas vehicles

As gas prices have skyrocketed over the last several months, interest in electric vehicles (EVs) has grown right along with it. Edmunds reported in March 2022 that 45% of interviewed consumers expected gas prices to continue rising, and noted that 12% of them said that gas prices would be the most important factor in a vehicle purchase. While a hybrid or fully electric vehicle may dramatically reduce the price at the gas pump, consumers also noted in the Edmunds survey that they had concerns about higher costs of both purchase and maintenance of an EV, charging availability, and range anxiety, or worries about the ability to travel long distances on a single charge (Learn more at <https://edmu.in/3ypTrhv>).

The chart to the right offers a comparison of EVs to traditional Internal Combustion Engine (ICE) vehicles. While the initial purchase cost of an EV may be higher, it is quickly offset by the distance one can travel for \$100, miles per gallon equivalent (MPGe), and fuel, maintenance, and repair costs.

EVs are still evolving so it is important research what kind of vehicle will be the best fit for you. But new models are regularly hitting the market, offering more and more options to suit a greater range of needs.

COULD AN EV WORK FOR YOU?

	Electric Vehicles (EVs)	Internal Combustion Engine (ICE) Vehicles
Average transaction price ^{1,2}	\$56,437	\$45,927*
Distance traveled for \$100 ³	2021 Tesla Model 3 \$11.16 for a full charge means for \$100 the car can travel 2,381 miles	2021 Toyota RAV4 At \$2.998 a gallon, \$100 buys 33.36 gallons of gas, allowing the car to travel 1,000.8 miles
Average MPG (combined) or MPGe ^{4,5}	Tesla Model 3: 132 MPGe Hyundai Kona Electric: 120 MPGe Chevrolet Bolt EV: 120 MPGe	Ford F-150: 21 MPG Chevrolet Malibu: 32 MPG Toyota Camry: 26 MPG
Maintenance & repair costs per mile ⁶	\$0.061	\$0.101
Fuel costs, 7 years, low mileage ⁷	\$5,201	\$9,264
Tax credits or rebates	Many qualify for up to \$7,500 in federal tax credits Rebates from WH Energy-Saving Programs	None

- 1. <https://cnb.cx/3l1xmcp>
- 2. <https://bit.ly/hotline-update-avgprice> ; *across all vehicles, including EVs
- 3. <https://bit.ly/hotline-update-distance>
- 4. <https://bit.ly/hotline-update-combinedmpg>
- 5. <https://bit.ly/hotline-update-icempg>
- 6. <https://bit.ly/hotline-update-maintenance> pg 114
- 7. <https://bit.ly/hotline-update-fuelcosts>



Youth Tour returns to Washington D.C.

Students from around the country returned to Washington D.C. this summer for the Youth Tour, an all-expenses-paid trip for high school juniors and seniors sponsored by their local co-ops. This included Bethany Yu, a junior at Wayzata High School, sponsored by WH.

Yu said she applied for the Youth Tour “because it sounded like a really cool and unique opportunity and I’ve been interested in politics and social justice for a while and D.C. is the heart of this.”

Yu was one of 36 Minnesotan students on this year’s trip, joining 1,900 students from across the country for a six-day journey to sightsee and meet with federal legislators representing Minnesota to learn about issues that affect cooperatives across the country.

“My biggest takeaway from speaking with the legislators is that not every political issue is as black and white as people think it is. There is a lot of gray area and a lot of people working to find good solutions for the issues we face in Minnesota and across the U.S.,” said Yu.

This year’s packed itinerary included monument walking tours, a ghost tour, a picnic in Lafayette Square, photo at the White House, and a Washington Nationals baseball game, on top of a

day spent at the National Rural Electric Cooperative Association (NRECA) Youth Rally and a day on Capitol Hill. Yu said she’s kept in touch with some of the students she met on the trip, and plans to meet up with one of them at a concert this summer.

“I could not think of a better way to experience Washington D.C.,” Yu said. “I’ve made priceless memories and met amazing people. I took a lot of time for reflection on this trip and I am incredibly thankful for it. I have learned so much and met amazing people. This trip has created future opportunities and opened doors for me.”

Applications for next year’s Youth Tour open in mid-October. The student’s parent or guardian must be a WH member to be eligible.



Bethany Yu (second from left) enjoys a Washington Nationals game with other students on the Youth Tour.

Co-op Connections deal of the month

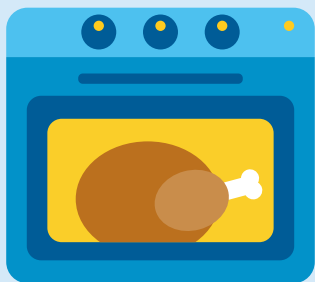
APEX CHIROPRACTIC - NEW HOPE

\$45 off your first appointment with a Consultation, Exam & X-rays. \$60 for one-hour massage.

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



Summer energy efficiency tips



AVOID THE OVEN

Get out the grill, or do a quick internet search for no bake recipe ideas. If you do use the oven, avoid opening the door as much as possible; your oven can lose up to 25 degrees of internal temperature when opened, meaning you'll have to keep it on longer to cook your dinner all the way through.



ADJUST THE THERMOSTAT

The best way to minimize utility costs while still staying cool is keeping your house warm during the day when nobody is home and then setting the thermostat as high as comfortably possible when you are.

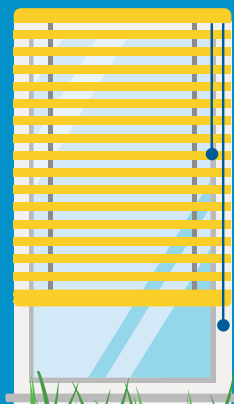
CHECK YOUR AC AND AIR FILTER

Make sure your air filter is clean. Filters allow air to flow through them while keeping dirt, pet hair, and other grime out of your HVAC system. Add your air conditioner to your WH Appliance Repair program so if it breaks, there is help to cover repair costs. Add an annual preventative maintenance air conditioner tune up to your package to make sure it's running at maximum efficiency!



CLOSE THE BLINDS

Consider closing the shades, especially on south-facing windows, during the hottest part of the day from noon to about 4 p.m. Radiant heat won't warm up your interior, so your air conditioner won't have to work as hard to cool the space, saving you money!



JOIN OUR ENERGY SAVING PROGRAMS

WH offers several Energy-Saving Programs for members, including for home cooling and electric vehicles. Learn more about our Energy-Saving Programs at whe.org or give our Member Services Representatives a call at (763) 477-3000.

Update your contact info with WH

Keeping your contact information current with WH allows us to notify you of outages in your area, ensures quick delivery of capital credit refund checks, and keeps you up-to-date on other important member communications! Your phone number also allows you to report an outage, since the system matches your address to your phone number. Call our Member Service Representatives at (763) 477-3000 to make changes, or log into your online bill-pay account to make sure your contact details are current.



Outage notifications

Stay informed with outage notifications from WH. Choose how to be notified of an outage:

1. **GET A TEXT**
2. **GET AN EMAIL**
3. **GET BOTH**

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

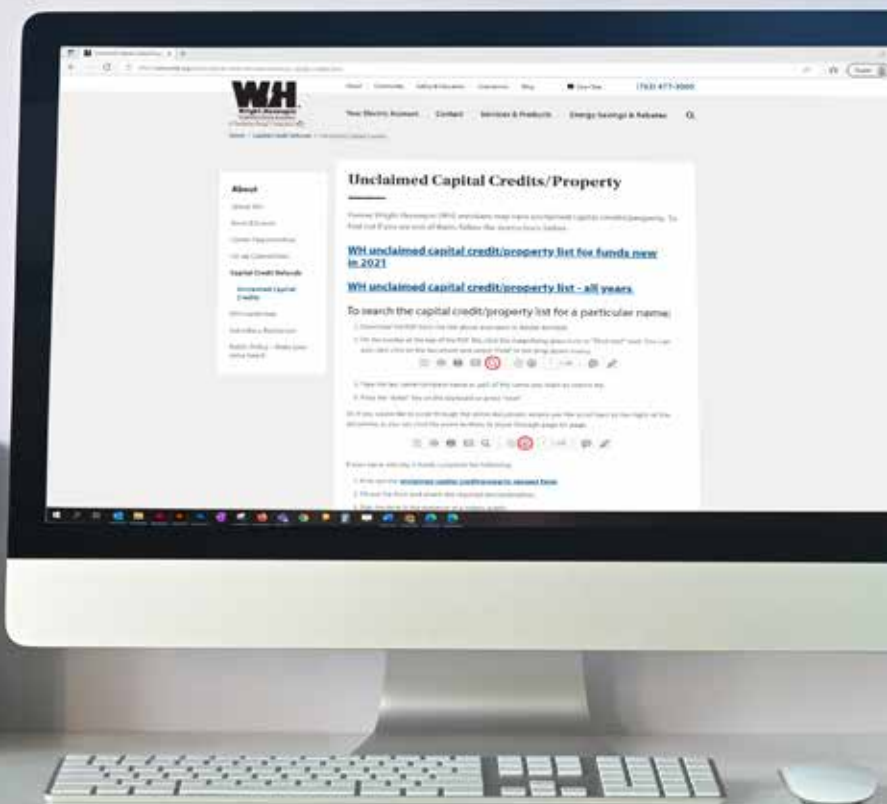


Unclaimed capital credits

Do you know anyone who was a WH member years ago and has since moved? They may have unclaimed capital credits. If a capital credit check is sent and returned due to an undeliverable address, it becomes an unclaimed capital credit and will be carried by WH for up to seven years. After seven years, WH is required to either turn the money over to the state of the last known address, or donate it to a charitable organization. WH's current policy as set by the board of directors states that all Minnesota unclaimed capital credits will be donated to WH's scholarship program.

Remember, even if you're no longer a member, keep your address up-to-date so you can receive your capital credits when retired. Find the list of unclaimed capital credits on the WH website at <https://bit.ly/WH-unclaimed-CC> to see if you know anyone on it.

If so, they may submit the unclaimed capital credit/property request form.



Keeping your home safe

with environmental sensors

Making your home a safe environment involves more than just preventing burglaries. Consider installing additional sensors such as carbon monoxide (CO) and sump pump sensors to help protect your home from other dangers.

Unlike smoke from a fire, CO can't be seen or smelled. It's an odorless, invisible gas produced from the combustion of fossil fuels, which is how heat is produced in furnaces and ovens that are fueled by LP or natural gas. The CO produced from these types of sources, if not properly ventilated, can cause harm to people and animals.

Installing CO detectors in your home and having them professionally monitored can keep you, your family, and your pets safe, even when you aren't home. If a leak occurs, a monitored CO detector will activate the alarm panel and send a signal to the monitoring center. The monitoring center will notify you and emergency personnel of the issue. If you have pets, having this device monitored is very important for their safety.



Another way to keep your home safe is with a float-style water sensor for your sump tank. When water gets too high, it triggers the alarm panel and notifies the monitoring center and you. Water sensors are always on whether your alarm system is armed or not, helping you avoid the cost and hassle of a flood.

Environmental sensors can prevent harm and help avoid expensive damage. Sensors from WH Security are professionally installed and monitored 24/7 from Rockford, MN.

**To learn more, give us a call at 763.477.3664
or request a free quote at wh-security.com**

WHSECURITY
Trusted. Local.



Quick fix. Fast service. Fair price.

WH Appliance Repair plan helps you with unexpected repair bills. The plan includes **your choice** of 5 appliances.*

Popular options include:

- ✓ Refrigerator
- ✓ Clothes Dryer
- ✓ Heating System
- ✓ Range
- ✓ Water Heater

Packages Start At

\$18⁷⁵ month

*Additional appliance coverage is also available. No deductible or trip charge. Certain restrictions apply.

(763) 477-3000 • whe.org/services-products.html

WH Appliance
Repair

Trimmed Trees are Safe Trees



**Safely have your trees trimmed
by our expert tree care specialists.
Schedule your service today!**

Services include:

- Pruning and shaping
- Tree and stump removal
- Lot clearing for construction
- Emerald ash borer treatment
- Aerial bucket truck work
- Tree fertilization
- Storm damage clearing



(763) 477-3000
whe.org

Solar Winners

tenKsolar Winner



HEATHER CUNZ of Maple Grove wins a credit for 147 kWh, June's output from WH's tenKsolar panel array.

THEODORE CHRISTENSON of Plymouth wins a credit for 166 kWh, July's output from WH's tenKsolar panel array.

Solar Winner



RUTH ANN HELGET of Annandale wins a credit for 231 kWh, June's output from WH's solar panels.

BRYON GUSTAFSON of Buffalo wins a credit for 258 kWh, July's output from WH's solar panels.

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

Board Report: Meeting highlights

MAY BOARD MEETING

The Wright-Hennepin (WH) and Wright-Hennepin Holding Company (WH Holding) monthly Board of Director meetings were conducted May 19, 2022. A quorum of directors was present. Items discussed or Board action taken:

- Critiqued the 2022 annual meeting.
- Approved holding the 2023 Annual Meeting on Thursday, April 20, 2023 with a back-up date of Thursday, May 4, 2023.
- Authorized pre-purchase of materials for 2023-2025 and pre-approval of any materials requiring a six month or greater lead time.
- Approved winner of the annual Slebiska Line Worker Scholarship.
- Approved the National Rural Electric Cooperative Association's membership dues.
- Approved moving the ZEF Energy Investment from WH to WH Holding.
- Approved January – June 2023 board meeting dates.
- Approved an increase in the Power Cost Adjustment to recover higher power supply costs.
- Heard report on WH Security's product line.
- Reviewed and filed CEO, financial, and other reports.
- Directors shared highlights of meetings attended on behalf of the cooperative.

JUNE BOARD MEETING

The Wright-Hennepin (WH) and WH Holding monthly Board of Director meetings were conducted June 13, 2022. A quorum of directors was present. Items discussed or Board action taken:

- Approved annual renewal of insurance with Federated Rural Electric Insurance Exchange.

- Approved annual renewal of Excess Deposit Insurance Bond.
- Approved annual renewal of line of credit.
- Approved annual renewal of seven irrevocable letters of credit.
- Approved updated policies.
- Approved holding annual Bylaws Committee Meeting on Tuesday, September 6, 2022.
- Board was informed that WH received an 88 on its recent American Customer Satisfaction Index (ACSI) survey.
- Heard report on the WH's top 25 commercial accounts.
- Heard report on competitiveness for WH Appliance Repair, WH Security and WH International Response Center.
- Reviewed and filed the monthly CEO, COO and financial reports.
- Directors reported on industry meetings they attended on behalf of the cooperative.

JULY BOARD MEETING HIGHLIGHTS:

The Wright-Hennepin (WH) and WH Holding monthly Board of Director meetings were conducted July 11, 2022. A quorum of directors was present. Items discussed or Board action taken:

- Approved rescheduling the August board meeting from Tuesday, August 16, 2022 to Friday, August 19, 2022.
- Approved donating \$500 to the Cokato Fire Department on behalf of Forsman Farms.
- Approved updated policies.
- Selected a director to attend the Wright County 4H Auction.
- Heard reports on WH Solar, WH generators and Cyber Security.
- Heard report on WH's obligations on Renewable Energy Credits.

Keep in touch with your cooperative!

Member call center:

(763) 477-3000 or (800) 943-2667
Hours: 7:30 a.m. – 5 p.m.
Monday – Friday

To report an outage:

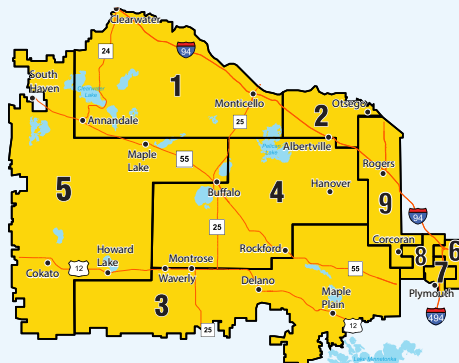
Dispatchers are available 24/7
Call: (763) 477-3100 or (888) 399-1845

WH Security monitoring:

Security dispatchers are available 24/7
Call: (763) 477-4275 or (800) 858-7811

Website: whe.org

Email: info@whe.org



Board of Directors:

District 1: Timothy Young, Annandale
District 2: "Butch" Lindenfelser, Monticello
District 3: Pat Bakeberg, Waverly
District 4: John Reynolds, Buffalo
District 5: Chris Lantto, Annandale
District 6: Mike Tieva, Maple Grove
District 7: Kenneth Hiebel, Plymouth
District 8: Mark Skinner, Maple Grove
District 9: Erick Heinz, Corcoran

WH President and CEO: Tim Sullivan

WH CFO: Brian Swanson

WH Holding COO: Wendy Youngren

This cooperative is an equal opportunity provider and employer.

- Heard report on the Advanced Metering Infrastructure and Demand Management Receiver Exchange Projects.
- Directors reported on industry meetings they attended on behalf of the cooperative.
- Reviewed and filed the monthly CEO, COO and financial reports.

6800 Electric Drive
Rockford, MN 55373

Hotline Update

AUGUST NEWS FOR WRIGHT-HENNEPIN MEMBERS

You're invited!

WH is hosting several events at our Rockford headquarters.
We hope to see you there. Learn more at whe.org.

EV Ride and Drive

Mark your calendars and join WH at our Rockford headquarters for the second-annual EV Ride and Drive Event! There will be free EV test drives, an EV car show, electric bicycle test drives, a food truck, and more!

Thursday, September 22, 2022
4 – 7 p.m.



Co-Op Month Luncheon

Co-Op Month is in October. Join WH for our Member Luncheon. Brats, hot dogs, potato salad, chips, drinks, and cookies will be served. Enter for a chance to win a \$100 bill credit.

Tuesday, October 11, 2022
11 a.m. – 1:30 p.m.



Fall Festival

Don't miss the Fall Festival! The fall festival will include pumpkin decorating, a bounce house, children's entertainment, and more.

Thursday, October 27, 2022
5 – 7 p.m.

