

## WH Board returns \$3.77 million to members

The Board of Directors of Wright-Hennepin Cooperative Electric Association (WH) is pleased to return a \$3.77 million capital credit refund to you this holiday season. WH is built on the cooperative business model, so because you get your electricity from WH, you're a member, not a customer! Capital credits are a distinct advantage of cooperative membership, compared to investor-owned utilities like Xcel, where profits are shared only with investors or shareholders.

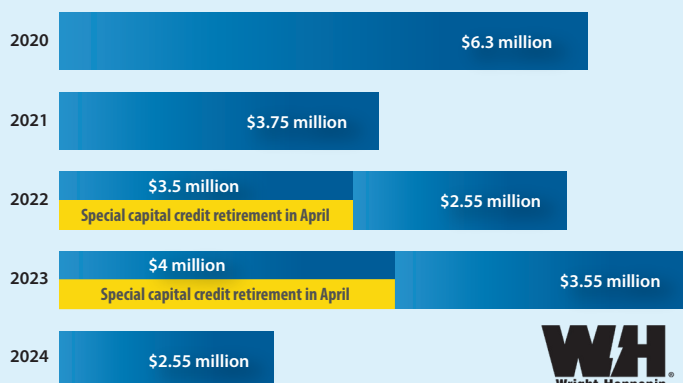
Because WH is member-owned, its mission is to provide electric power at the cost of service. Capital credits come from the money left over after WH pays bills or completes capital projects. This is the 44th consecutive year WH has returned capital credit refunds to members.



### Wright-Hennepin Board of Directors

*Back, from left to right: Michael Tieva, District 6; Duane "Butch" Lindenfelser, District 2; Chair Erick Heinz, District 9; Vice Chair John Reynolds, District 4; Timothy Young, District 1; Pat Bakeberg, District 3. Front, from left to right: Chris Lantto, District 5; Audrey Britton, District 7; Mark Skinner, District 8.*

## Benefits of being a member of a cooperative!



HISTORY OF CAPITAL CREDITS WH RETURNED FOR THE PAST 5 YEARS.

## Your refund comes from these sources:

### WRIGHT-HENNEPIN

WH is returning \$2.55 million based on the energy purchased during the years of 2004 and portions of 2016-2023. This refund is possible due to WH's excellent operating performance in 2024 and your cooperative's continued strong overall financial condition.

### GREAT RIVER ENERGY

Great River Energy (GRE), one of WH's power suppliers, also returns capital credits. Membership in WH may entitle you to a share of this year's almost \$927,000 return based on the energy purchased during 1993 – 1995 and a portion of 1996.

### BASIN ELECTRIC POWER COOPERATIVE

Basin Electric Power Cooperative, another WH power supplier, is returning capital credits. Membership in WH may entitle you to a share of this year's return of approximately \$295,000 based on the energy purchased during 2008.



# CEO's Memo

TIM SULLIVAN  
WH PRESIDENT AND CEO

## WHY IT'S SO IMPORTANT TO

# manage electric demand, not just energy

As consumers, we tend to think of our electric bill as paying just for energy. And yes, your monthly Wright-Hennepin (WH) bill pays for the electrons that power your life, including lights, water heaters, stoves, microwaves and cell phones.

But your monthly bill covers a lot more than that. If you look a little closer, you will notice a line item called the Power Cost Adjustment (PCA) which moves up and down throughout the year. It's this PCA charge that helps WH pay for the wholesale power we purchase and deliver to your home or business. In fact, power supply ultimately comprises 70% of WH's costs.

Why do power costs (and therefore the PCA charge) fluctuate by season? Ultimately, it's basic supply and demand: power costs more to deliver at certain times of the day and year than at others. For example, it costs more to provide power during the busiest times of day, typically morning hours when almost all of us are using showers and microwaves and again in the early evening hours when we return home to turn on lights, the stove and the washer and dryer.



Similarly, due to increased demand, power costs more to deliver in July and August and in January and February than in April or October. In fact, it's not uncommon for power costs to double or even triple during peak hours and seasons compared to off-peak times.

Of course, it's WH's job to deliver power to you and your family both reliably and affordably, whatever the hour or season. So, let's take a look at some of the tools and programs we use to help you manage your energy and money wisely, especially during peaks.

**Energy-Saving Programs:** The first, best way WH helps reduce electric demand on peak is by partnering with you through our Energy-Saving Programs (ESPs). WH offers our members savings for allowing us to manage air conditioning, water heating, electric heat, and electric vehicles. Participating in one or more of these programs can save you up to half off the usual price of electricity. Collectively, these residential programs are invaluable to the cooperative, helping all of us save \$2.5 million annually.

**Commercial and Industrial (C&I) generator program:** Through our WH Generation subsidiary, we also help reduce electric demand and costs for business members. Specifically, WH Generation helps manage a fleet of 25 generators, located at crucial business sites around our service territory. Collectively, by switching local businesses over to local generators during high demand times, WH saves an additional \$1.5 million a year. So, when combined, our residential and C&I business demand management programs save WH a whopping \$4 million a year.

WH's demand management capabilities are impressive. We have the ability to drop 15% of our peak load on a moment's notice thanks to member participation in our programs.

**Technology investments:** To make all this work, WH must invest in, deploy and upgrade demand management receivers (DMRs). DMRs are the little devices attached to your water heater or air conditioner that allow us to control load during peak times. Right now, WH is in the fourth year of a comprehensive effort to replace nearly every DMR on our system. We've already installed more than 11,000 and we'll add 14,000 more over the next three years. This will allow us to manage demand and produce savings for you for decades to come.

**MyMeter:** How can you help? If you haven't already, consider registering for MyMeter. MyMeter is a free, online portal that allows you to track your own energy use hourly. You can see when your power spikes or dips; information that empowers you to manage your energy use wisely. Consider MyMeter as a powerful, 100% customized home energy management tool available at your fingertips.

So, the next time you open your power bill, remember it's paying for a lot more than just energy. It helps cover the cost of delivering reliable power even during the highest peaks of the summer and winter, and at the most expensive hours of day. As your local electric cooperative, you can count on WH to develop and offer new programs to help manage electric demand in a way that helps you, your family, and your fellow members. It's just one more way that your local electric cooperative delivers value.

As always, thank you for your business.



# Scholarship applications now open

WH is proud to offer scholarships to local students – another benefit of being an electric cooperative member! Scholarships are available for those pursuing a traditional college degree, or a career in linework or low voltage technical systems.



**Local school scholarship** Each year, WH sponsors one \$1,500 scholarship at public high schools in its service area. These schools select their scholarship winner and have varying application deadlines. For your specific school's deadline, check with your guidance counselor.

**At-large scholarship** WH also offers one "at-large" scholarship valued at \$1,500 for students who attend private schools, online schools, or schools that neighbor WH's electric service territory. The at-large scholarship application is due to WH by April 1, 2025. *Note:* If you attend one of the high schools that is awarded a local school scholarship, you must apply through your school. You are not eligible for the at-large scholarship.

**Edward R. Slebiska memorial lineworker scholarship** WH awards up to three \$3,000 scholarships to students pursuing a career as a lineworker in honor of Ed Slebiska, the cooperative's first CEO. Applications are due April 1, 2025.

**NEW! WH Security scholarship** New this year, WH Security is offering one \$3,000 scholarship to Minnesota individuals pursuing education and training in fields relevant to technology systems work. Applications are due April 1, 2025.

**Basin Electric Power Cooperative scholarship** Basin Electric Power Cooperative, one of WH's wholesale power suppliers, awards \$1,000 scholarships. Applications must be submitted to WH by February 2, 2025. WH will submit finalists to Basin, who will choose a winner.



Find applications and more details for all scholarships at [bit.ly/WH-scholarships](https://bit.ly/WH-scholarships).



## Apply for Youth Tour!

The annual Washington, D.C. Youth Tour is a once-in-a-lifetime, all-expenses-paid leadership opportunity available exclusively to high school juniors whose parents or guardians are WH members.

One student will be chosen to represent WH in the National Rural Electric Cooperative Association Youth Tour, which brings together more than 1,800 high school students from around the country. Attendees spend a week visiting historical sites, making new friends, and enjoying once-in-a-lifetime opportunities to meet with Minnesota's political representatives. Delegates learn firsthand about local and national government, and how electric cooperatives across America are affected by today's political decisions.

The 2025 Youth Tour is June 16-21. Applications must be submitted to WH by March 1, 2025. The selection process begins with a review of applications and ends with interviews for the finalists.



Find FAQs and the application at [bit.ly/WH-Youth-Tour](https://bit.ly/WH-Youth-Tour).

## Transformer inspections

WH will continue inspecting padmount transformers in January. Members in the cities of Plymouth, Corcoran, Medina, Hamel, and Long Lake may see lineworkers inspecting the large green boxes found in yards. These transformers are a major part of the system that brings electricity to you.

**What will they do?** Lineworkers will access and open padmounted devices such as transformers, switches, fuse cabinets, and transition cabinets. The inspection process helps prevent and minimize outages. Lineworkers look for rust on the device or corrosion on the connections inside the device, as well as damage to the device or pad. They also look for potential issues in accessing the device, such as trees or bushes.

**What do I need to do?** Members don't need to do anything. WH lineworkers may be in your yard where the transformer is. These inspections are normally performed by WH or our representatives and take about 10 minutes to complete. If you have any questions, call (763) 477-3000.





# Co-op Connections deal of the month

**BROTHERS MEAT & SEAFOOD MAPLE GROVE**

**\$5 off any order \$50 or more**

**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](http://www.connections.coop), or use the Co-op Connections app on your mobile device to find all your local deals and more!



## “Someday, it might be us.”

### WH linemen provide mutual aid in South Carolina following Hurricane Helene.

After Hurricane Helene tore through the southeast, four of WH’s linemen traveled to South Carolina to assist Blue Ridge Electric Cooperative (BREC) in the aftermath.



*WH linemen who traveled to South Carolina (left to right): Trevor Skluzacek, John Stueven, Scott Gearey, Dan Morris.*

### GETTING THE JOB DONE

The crews convoyed with eight fellow linemen from Minnesota Valley Electric Cooperative and McLeod Cooperative Power.

“We avoided the Asheville area because there were so many roads shut down still, so we went down through Atlanta,” said line crew foreman Scott Gearey.

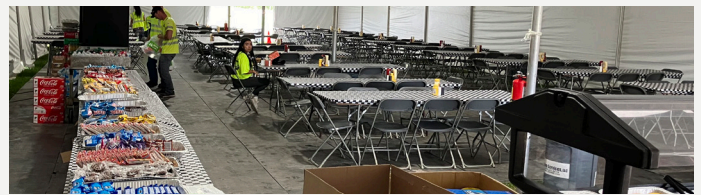


*Some of the many trucks supporting BREC.*

Crews were assigned a ‘bird dog,’ a local lineman familiar with the area. From there, restoration was “like we do here. We get a job, we ground the line out... and we just go to work,” said Gearey.

BREC made it clear the crews were heading into tough conditions, noting their “service territory has the most rugged terrain in the state....While it takes approximately four hours to replace a broken pole, many being replaced now are in areas inaccessible by machinery. This means the poles must be dug... by hand, just like they were in 1940 when the cooperative was formed.”

WH’s linemen described the area they were in as very densely forested, similar to Northern Minnesota but much hillier and with



*At night, mutual aid linemen returned to a tent city for food, rest, laundry, and more.*

very narrow roads. After 16-hour days, crews returned to a tent city, with hot meals, tents and semis that were converted into sleeping areas and showers, laundry facilities, and more.

“The food was actually pretty good, honestly,” relief crew foreman John Stueven said. “They had boxed lunches premade with sandwiches and chips, so you’d just take that with you in the morning.”

### LOCALS WERE IMMENSELY GRATEFUL

“You’d come to a four-way stop and everyone would just sit there parked and wave any line truck through,” said relief crew foreman Dan Morris.

“There were people from all over the U.S. there,” said Gearey. “You just always have to remember: someday, it might be us, and it’d sure be nice for them guys to come up. It’s a pay-it-forward type thing.”

Read the full story at [bit.ly/WH-Helene](http://bit.ly/WH-Helene).



*Some of the repairs WH’s linemen faced in South Carolina.*



# October was National Co-op Month

WH was proud to highlight its commitment to community during National Co-op Month in October. We are proud to be part of the communities we serve, and hosted a member appreciation lunch and Fall Festival at our headquarters in Rockford.



## Operation Round Up makes a difference in the community thanks to members like you



Your pennies make a big difference with Operation Round Up!

Operation Round Up (ORU) has donated more than \$5.1 million since the program began in 1994.

The program allows members to round their electric bill up to the next dollar, and that tax-deductible amount is put in a fund that is used for donations to local charities.

Read about how your donations make a difference at [bit.ly/WH-ORU24](https://bit.ly/WH-ORU24).

## Holiday office closures

WH's office will be closed Tuesday and Wednesday, December 24 and 25, and Wednesday, January 1, 2025 for the holidays.

Visit [whe.org](https://whe.org) any time to pay bills or report outages, or call 24/7 hotlines:

**PAY BILLS (763) 477-3131**

**REPORT OUTAGES (763) 477-3100**

## Nightlight and earbud distribution

WH donated more than 3,500 LED nightlights to kindergarteners and 4,000 earbuds to third graders at 40 schools throughout WH's service territory. The annual electricity-themed donation is part of WH's principle of commitment to community.







## WHETHER HOME OR AWAY, PROTECT YOUR HOME FROM WATER DAMAGE WITH FREEZE SENSORS FROM WH SECURITY.

Now through December 31, get a FREE water sensor with purchase of a new security system!

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# Solar Winners

## OCTOBER SOLAR WINNERS

**DENNIS KASIN** of Buffalo wins a credit for 272 kWh, September's output from one of WH's solar panel arrays.

**CAROLYN SHADE** of Maple Grove wins a credit for 104 kWh, September's output from WH's second solar panel array.

## NOVEMBER SOLAR WINNERS

**MARVIN VALERIUS** of Elk River wins a credit for 224 kWh, October's output from one of WH's solar panel arrays.

**FRANK CZANSTKOWSKI** of Rockford wins a credit for 76 kWh, October's output from WH's second solar panel array.

Learn more at [bit.ly/WH-solar-contest](https://bit.ly/WH-solar-contest)

# Board Report: Meeting highlights

## OCTOBER BOARD MEETING

The Wright-Hennepin and WH Holding monthly Board of Directors meetings were conducted October 14, 2024. A quorum of directors was present. Items discussed or Board action taken:

- Approved a general capital credit retirement of \$2.55 million during the upcoming holiday season.
- The Board was informed that WH received a \$926,844 check from Great River Energy for the retirement of 1993-1995 and a portion of 1996 capital credits. Board approved disbursement with WH's general capital credit retirement.
- The Board was informed that WH received a \$294,498 check from Basin Electric Power Cooperative for the retirement of a portion of 2008 capital credits. Board approved disbursement with WH's general capital credit retirement.
- Approved offering one \$3,000 WH Security Technology Systems Scholarship.
- Heard report on WH's 5-year outlook for priority capital projects in WH's territory.
- Heard report on current state of the labor market.
- Reviewed annual write-off of bad debt.
- Heard an update on WH's efforts to assist South Carolina cooperatives following the aftermath of Hurricane Helene. "Answering the Call" video was shown.
- The Board toured the updated pole yard.
- The Board joined the members for the Co-op Month Luncheon.
- Reviewed and filed the monthly CEO, legal, financial, and operations reports.
- Directors reported on industry meetings they attended on behalf of the cooperative.

### • Guest:

- » National Rural Utilities Cooperative Finance Corporation Regional Vice President Amanda Seger reviewed how WH compares to peers in the 2023 Key Ratio Trend Analysis report.

## NOVEMBER BOARD MEETING

The Wright-Hennepin and WH Holding monthly Board of Directors meetings were conducted November 21, 2024. A quorum of directors was present. Items discussed or Board action taken:

- » Approved 2025 work plan and budget.
- » Selected 2025 delegates and alternates for business meetings of the Minnesota Rural Electric Association (MREA) and National Rural Electric Cooperative Association (NRECA).
- » Approved rescheduling the October and December 2025 Board Meetings.
- » Congratulated Director Tieva on receiving his NRECA Director Gold Certificate.
- » Heard results of WH's recent Rural Electric Safety Achievement Program (RESAP) observation.
- » Reviewed and filed the monthly CEO, legal, financial and operations reports.
- » Directors reported on industry meetings they attended on behalf of the cooperative.

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FIND  
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MEDIA!**

# 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

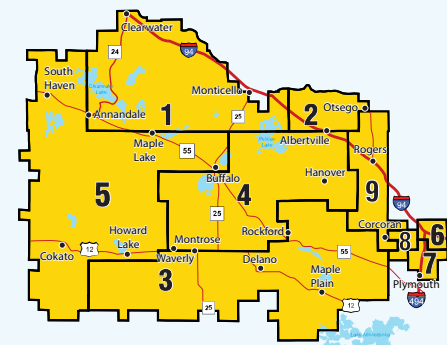
## WH Security monitoring:

Security dispatchers are available 24/7

**Call:** (763) 477-4275 or (800) 858-7811

**Website:** [whe.org](https://whe.org)

**Email:** [info@whe.org](mailto:info@whe.org)



## Board of Directors:

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

**WH President and CEO:** Tim Sullivan

**WH CFO:** Susan Sorensen

**WH Holding COO:** Wendy Youngren

*This cooperative is an equal opportunity provider and employer.*

## PURPA statement

The Public Utilities Regulatory Policies Act (PURPA) of 1978 states that WH is obligated to interconnect with and purchase electricity from co-generators and small power producers. WH will provide information on its PURPA policies and local democracy rules to all interested persons free of charge upon request. Any disputes over interconnection, sales and purchases are subject to resolution by WH. If any member has questions regarding PURPA policies, contact WH at (763) 477-3000.

6800 Electric Drive  
Rockford, MN 55373

# Hotline Update

DECEMBER NEWS FOR WRIGHT-HENNEPIN MEMBERS

## Renewable Program Options

**Solar Choice:** Offsets an amount of your electric bill with a fixed solar rate.

**Renewable Choice:** Allows WH to match up to 100% of your energy consumption with Renewable Energy Credits generated by renewable resources.



### WIN A BILL CREDIT

Enter to win the output of WH's solar panels!  
Learn more at [bit.ly/WH-solar-contest](https://bit.ly/WH-solar-contest)



### NOTICE OF UPCOMING MEMBER SURVEY

## WH strives to be your ideal utility.

WH will be conducting its semiannual American Customer Satisfaction Index (ACSI) survey in mid-December in partnership with National Rural Electric Cooperative Association (NRECA). You may be contacted via email to take part in the survey. We value your opinions, and hope to find more ways to exceed your expectations.

## Annual Meeting

**THURSDAY, APRIL 24, 2025!**

Keep an eye out for more information about WH's 88th Annual Meeting on our social media channels, website, and newsletters.

## Members may now file for Board seats

WH members can now submit nominations to vie for a seat on the cooperative's Board of Directors in Districts 4, 6, and 8. Elections will take place at WH's 2025 Annual Meeting on Thursday, April 24. Your board district (BD) number is shown on the second line of the mailing address, just above your name. Members in these districts who would like to run in the election need to file a director nominee application form.

For more information or to apply, visit [bit.ly/WH-Director-Election](https://bit.ly/WH-Director-Election). Applications must be completed, signed, and submitted by March 5, 2025.

MAIL IN THE FORM ALONG WITH A RESUME TO:

**Wright-Hennepin Cooperative Electric Association**  
**Attn: Board Chair Erick Heinz**  
**PO Box 330**  
**Rockford, MN 55373**

