



Wright-Hennepin
Cooperative Electric Association

A Touchstone Energy® Cooperative 

Wright-Hennepin Cooperative Electric Association's

Hotline Update

February 2014

WH's Annual Meeting to be held March 20

Wright-Hennepin (WH) will be celebrating its 2014 Annual Meeting on Thursday, March 20. The event is free to members and will be at WH's headquarters in Rockford, Minn. – located at 6800 Electric Drive.

Registration begins at 4 p.m. Wright County 4-H will serve a complimentary pork chop dinner from 4:30 p.m. to 6:45 p.m. A short business meeting will follow at 7 p.m. Free parking is available at WH, Our Father's Lutheran Church and the Rockford Mall, with a shuttle that runs continuously.

Director Elections

WH has elections for directors in districts 2, 5 and 7. The 2014 Annual Report will be mailed to members in March and will include detailed information about each director candidate. Ballots will be sent to members in districts 2, 5 and 7 before the meeting, and will include instructions for voting by mail. Ballots received on or before March 13 will be entered in the "early bird" prize drawing for an iPad mini. Members in those districts who have not voted by mail can also cast votes at the meeting up until the time the ballots are called for during the business meeting. At the end of the meeting, WH will announce the results of the director elections in districts 2, 5 and 7.

Business Meeting

The theme for the 2014 Annual Meeting is, "Performance that matters to you." Special guest speakers include Mike Bunney, Regional Vice President at National Rural Utilities Cooperative Finance Corporation and Scott Luecal,



Wright-Hennepin will again feature a complimentary pork chop dinner at the 2014 Annual Meeting.

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Combat propane prices with electric options

The bitter cold weather throughout the Midwest has increased demand and price of propane over the past several months. In some areas, propane prices have climbed above four dollars per gallon due to shortages.

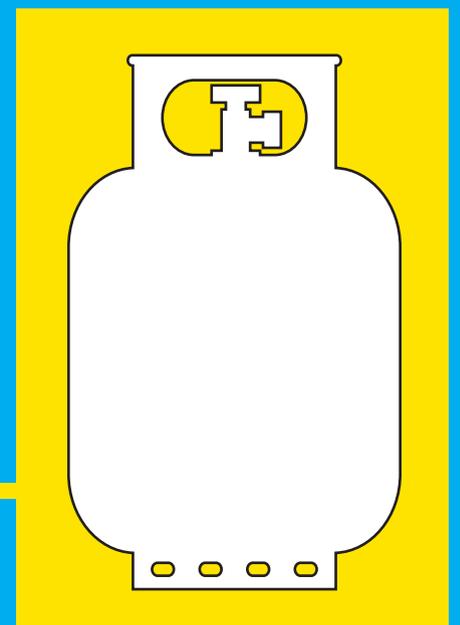
One of the best ways to help lower your energy bill, increase your comfort and protect yourself against fossil fuel prices is by joining WH's Dual Fuel heating program. If you are paying more than \$1.32 per gallon for propane you could be saving money with Dual Fuel.

The quickest way to save on your heating bill is by installing a plenum heater. These electric units are installed in the ductwork - or plenum - of your furnace. They allow you to switch between electric and propane, taking advantage of the lowest cost.

Besides plenums, there are several additional electric heating system options available, including heat pumps, electric thermal storage and radiant heat.

All of these systems qualify for WH's Dual Fuel program. With Dual Fuel you receive a special low electric rate.

For more information about electric heating options, contact a representative at (763)477-3000. 



Are you paying more than \$1.32 per gallon for propane? If so, you could be saving money with Dual Fuel.



CEO's Memo

MARK VOGT WH President & CEO

READ MORE!

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

Board Report

December Board Meeting Highlights:

The monthly meeting of the board of directors was held December 10, 2013. A quorum of directors was present. Board action taken:

- Approved the Board's Bylaw Review Committee's recommendation to:
 - 1) research the cost, procedures and timing for implementing electronic voting by the members and if feasible consider a bylaw change in 2015, 2) adopt a new Legal Residence Policy, 3) direct counsel to research the definition of "member" for further consideration. The committee further recommended no bylaw or article changes for the 2014 Annual Meeting.
- The findings of the 2013 Appliance Saturation Study were presented.

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WH's Board of Directors

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

The board of directors meets monthly at the cooperative's office in Rockford. Regular meetings are generally scheduled the second Tuesday of each month for 2014. Members with items of interest are encouraged to contact the president and CEO to confirm meeting date and time.

WH & WH Holding's Management Team

MARK VOGT
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LANCE HOVLAND
Vice President, Energy Distribution
763.477.3105, lhovland@whe.org

SONJA BOGART
Vice President, Customer Service, Sales & Marketing
763.477.3061, sbogart@whe.org

ROD NIKULA
Chief Operating Officer, Heartland Services, LLC Power Supply
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Vice President, Technology Operations
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WENDY YOUNGREN
Vice President, WH International Response Center
763.477.3144, wyoungren@whe.org

2014 is off to a fast and favorable start

2014 is off to a fast and favorable start for your cooperative on a number of fronts.

First is the cold snap that has held the area in its grip since late December. Wright-Hennepin's (WH) distribution grid has operated almost flawlessly in what could certainly be called "design conditions." It is during these times that the quality of our maintenance and replacement programs really shows, along with the skill and dedication of the employees who are entrusted with keeping the lights on. I'm pleased to report, too, that our power suppliers have provided, without incident, all the extra energy you have needed during this bitter cold.

Second, this cold spell has prompted many members to join our Off-Peak heating programs. It's a great option to consider for your home, especially if you are paying more than \$1.32 per gallon for propane. That's the equivalent price of our Off-Peak heating rate! If you are currently an LP gas user, the quickest way to savings is to install an electric plenum heater into your existing LP forced air furnace. These devices allow you to switch between electric and propane, taking advantage of the lowest priced energy. For more information, please call (763) 477-3000 today.

The **third** new development taking place is our next step as a provider of solar energy. Unit 1 of the WH Solar Community project - commissioned last September - was a large success. Now, I can report that your board of directors just authorized the construction of Unit 2 of the WH Solar Community project. We already have verbal agreements with WH members that, if they hold, will fully subscribe the second project. Current projections are to have Unit 2 up and producing power from the sun by June. And that means we are already planning the solar array for Unit 3, as well, hopefully to be operating by fall. We would like to site that one somewhere out in the service territory as opposed to

our campus here in Rockford. To reserve space in Unit 3, please call Rod Nikula at (763) 477-3106.

Fourth, by the time you read this, the books for 2013 will have been audited, and we have every expectation that the firm of Brady Martz will confirm the solid financial year your cooperative had in 2013. Most important for you is that your retail rates were again more favorable than Xcel Energy, the energy supplier you most compare us to. We expect that trend to continue in 2014. And we fully expect that based on the success of 2013, another sizeable capital credit retirement will be made to you in 2014.

Fifth, planning for our 77th Annual Meeting is well underway. That meeting is set for March 20th and we hope to see all of you there. We will again start the evening with the complimentary pork chop dinner for members. There will be lots of energy saving, money saving, home security and other informational booths. Bingo for nice prizes donated by our vendors will be part of the pre-meeting activities, as will final voting for this year's slate of director candidates. We will again keep the business meeting to one hour, but in that time you will get a good report on the state of your cooperative. We will have two special guest speakers this year to help us do that, as they will give you a unique viewpoint about WH's operation and strategies.

Your employees have done an outstanding job of getting your organization off to a fast and favorable start in 2014. It's a great springboard to help us achieve our mission of providing you safe, reliable and competitively priced energy, in a way that brings you extra value, and also in a way that keeps your organization in an exceptionally strong financial condition.

Mark Vogt

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

Abundant, Affordable & Always There

Find out how Electricity MAKES EVERY DAY EASIER
mnbrighterideas.com/valueofelectricity

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 Wright-Hennepin Cooperative Electric Association
 A Touchstone Energy* Cooperative

Wright-Hennepin awards \$11,284 to True Friends – Camp Courage to aide its conservation efforts

Wright-Hennepin (WH) recently presented True Friends – Camp Courage – a WH commercial member – with a \$11,284 grant to help with the installation of energy-efficient innovations 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 a high-efficiency lighting retrofit at their facility. The project replaced outdated lights with high-efficiency fluorescents and LED lights. The new lights are estimated to reduce electric use by more than 10,650 kilowatt hours annually. S & P Electric of Maple Lake made the project possible by providing materials and labor in advance of being reimbursed.

“We’re extremely grateful to WH for this grant,” said True Friends – Camp Courage President & CEO Ed Stracke. “Not only will True Friends reduce its electric consumption, but the savings can now be used to provide life-changing experiences to even more children and adults with disabilities.”

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.



True Friends – Camp Courage receives a check from Wright-Hennepin Cooperative Electric Association for a recently completed lighting retrofit. From left to right: Steve Peterson of S & P Electric; Wright-Hennepin Key Account Executive Lane Wilson; President and CEO of True Friends – Camp Courage Ed Stracke and True Friends – Camp Courage employee Dewey Ashenmacher.

“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. 

Wright-Hennepin members donate more than \$70,000 to help local organizations

Wright-Hennepin (WH) members who participate in Operation Round Up (ORU) donated grants totaling \$70,700 in December 2013. 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.

The ORU trust board approved the following donations on behalf of WH members for December 2013:

- **\$9,000, Alzheimer Association**, funds to support SafeReturn and Caregiver Support Group
- **\$3,000, Angel Bears of Hope**, funds to purchase Angel Bears to be given to adults and children with life-threatening diseases (pictured above)
- **\$1,750, Boy Scout Troop #541**, funds to replace camping equipment and new tires for troop trailer
- **\$5,000, Can Do Canines**, funds to support the placement of assistance dogs to clients in service area
- **\$5,000, Children’s Home Society & Family Services**, funds to support adoption programs
- **\$10,000, Community Action Partnership of Suburban Hennepin**, funds to support energy assistance
- **\$10,000, Cornerstone Women’s Center**, funds to support programs to women and families promoting a safe and welcoming environment
- **\$750, Cub Scout Pack #494**, funds to support Pinewood derby



Operation Round Up recently awarded a grant to Angel Bears of Hope in the amount of \$3,000 to purchase Angel Bears. ORU Chair John Meister (left) presented the grant to Angel Bears Minnesota Coordinator Sara Mower (right).

- **\$200, 2014 Maple Grove Senior High All Night Grad Party**, funds to provide a safe all night graduation party
- **\$1,000, Second Chance for Life Foundation**, funds to support patients in need of heart transplants
- **\$10,000, WeCan**, funds to assist the needy with emergency assistance
- **\$10,000, Wright County Community Action**, funds to support energy assistance
- **\$5,000, Wright County Human Services “Special Needs Fund”**, funds to support families in need

Since the ORU program began in 1994, WH members have donated more than \$2.8 million to programs in need. Each participant annual contributes six dollars on average.

For those interested in applying for funds, the next application deadline is April 1, 2014. To receive an application, visit WH’s website at www.whe.org, send an email to oru@whe.org, or call Lisa Zipp and leave a message at (763) 477-000. ext. 6126. 

Industry News

Minnesota PUC approves interim electric rate increase for Xcel Energy

The Minnesota Public Utilities Commission (PUC) has approved a 4.6 percent electric rate increase for Xcel Energy Inc.’s utility costs, on an interim basis. The increase - which is equal to the interim rate that Xcel sought - was applied January 3.

Xcel has requested an increase of 6.9 percent, or \$193 million, in 2014 - followed by a 3.5 percent increase in 2015. In total, the request would amount to a 10.4 percent electric rate hike over two years, netting \$291 million. The Minneapolis-based utility has cited investments in its nuclear and wind power operations, improvements to its electricity-distribution grid and investments in other power plants to justify the increase.

The PUC will make a final decision on the request by March. Xcel initially had requested a 10.7 percent rate hike for 2013, but was rebuffed. The 9 percent interim increase in 2013 was subsequently slashed to 3.8 percent, and customers will receive credits for their overpayments on their January and February statements, Xcel has said.

Source: TwinCities.com

Hydrogen fuel, not electricity, could be future of solar power

Changing solar energy not into electricity but hydrogen fuel and storing it for later can allow devices to run after the sun goes down, U.S. researchers say. While solar energy has long been used as a clean alternative to fossil fuels such as coal and oil, it could only be harnessed during the day when the sun’s rays were strongest, scientists at the University of North Carolina said.

The system developed at the university’s Energy Frontier Research Center generates hydrogen fuel by using the sun’s energy to split water into its component parts - hydrogen and oxygen - then storing the hydrogen while the oxygen is release into the air. The system can turn the sun’s energy into fuel while needing almost no external power to operate and releasing no greenhouse gases, the researchers said.

Source: Energy Central

Commentary - Arctic blast shows how we take the reliability of energy for granted

It feels like we have become very spoiled - and as a result not grateful for the amazing life that is possible here in the great Northland. Or cognizant of what it takes to deliver reliable, affordable energy when we want it and (more importantly) when we need it. Like this winter.

Our recent big chill is a mere inconvenience rather than life-threatening if we heed common sense - and the furnace and car work as intended. I for one am very grateful that the electrical grid has continued to work, with only a few short and minor exceptions, here in Minnesota. The furnace goes on, so life goes on. The power is on and my Internet is working, so I can work at home while nursing a cold. But one big interruption of the grid would remind us of how precious reliable energy is - how we cannot function without it. We are spoiled, if not a bit decadent.

Source: Star Tribune

WH interns gain hands-on training

A group of five line worker students recently completed a two-week internship with Wright-Hennepin (WH). Students Cale Ehresmann, Greenfield, Minn; Dan Morris, Cokato, Minn; Gavin Rufer, Cokato, Minn; Jake Wurm, Maple Lake, Minn; and Matt Zipp, St. Michael, Minn. applied their classroom knowledge directly in the line worker field.

"The internship was an invaluable learning experience every day. I developed new skills that are relevant to my future. I am also thankful for the WH linemen's time and eagerness in training us," said Rufer.

The interns learned and practiced electrical safety as a part of their training. In addition, they helped with a number of projects under the supervision of experienced WH linemen. Some of these projects included maintaining and repairing power lines and equipment, switching out power poles and hooking up new electric services.

"The internships we provide allow for practical experience, which enhances and complements the student's classroom learning. It gives each student a glimpse of what they get to look forward to in the future," said WH Lead Line Crew Foreman Rich Horman.

The Department of Labor notes that as the baby boom generation continues to age, qualified utility power workers with excellent technical and mechanical skills will be in high demand for many years to come. Internships such as those offered by WH will help students gain valuable training.

Along with an internship program, WH also offers scholarships for line worker training. Please see the story below for more information about upcoming scholarship deadlines. 



WH line worker interns (left to right) Gavin Rufer, Cokato, Minn; Cale Ehresmann, Greenfield, Minn; Matt Zipp, St. Michael, Minn; Jake Wurm, Maple Lake, Minn; and Dan Morris, Cokato, Minn. recently completed their two-week internship.

Scholarship deadlines are approaching soon

WH is awarding 20 scholarships this spring to help local students continue their education. The upcoming deadlines for each scholarship are as follows:

- **WH Local Schools Scholarships**, awarded to one member of each public school in WH's service territory. Funding is through unclaimed capital credits and WH Holding – a wholly-owned subsidiary of WH. Please check with your guidance counselor, as each school has a different deadline.
- **The "At-Large" Scholarship**, for students who attend private schools, home schools or schools that neighbor WH's electric service territory. Funding is through unclaimed capital credits and WH Holding – a wholly-owned subsidiary of WH. The deadline is March 15, 2014.
- **Edward R. Slebiska Memorial Line Worker Scholarship**, for students wishing to pursue a career as a line worker. Funding is through WH. The deadline is April 25, 2014.
- **Elwyn and Hazel Knickerbocker Memorial Scholarship**, for students wishing to pursue a career as a line worker. Funding is through the Knickerbocker family. The deadline is April 25, 2014.
- **Basin Electric Power Cooperative Scholarship**, for students who are dependents of WH members. Funding is through Basin Electric. The deadline is February 15, 2014.

For additional scholarship details and to download an application, please visit <http://goo.gl/xr8d8>. 



If you know a high school senior, make sure they check out WH's scholarships.

View your daily energy use with MyMeter



Sign up today at 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.



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Energy Efficiency rebates now available

Energy-efficiency rebates are now available on a first come, first serve basis. Members can receive one rebate per piece of equipment that is purchased and installed between January 1 and December 31, 2014. In addition, members must send a copy of their receipt and purchase form within 90 days of purchase. Below are additional details about 2014 rebates:

REBATES

Ground Source Heat Pumps:

- \$150 per ton

Air Conditioners & Air Source Heat Pumps:

Air Conditioners:

- \$50 for 13/14 SEER; \$100 for 14.5 SEER; \$150 for 15 SEER; and \$200 for 16 SEER

Air Source Heat Pumps:

- \$330 for 13/14 SEER; \$480 for 14.5 SEER ASHP; \$580 for 15 SEER; and \$630 for 16 SEER

Electronically Commutated Motor (ECM):

- \$25 for qualifying ECM motors (installed in new furnaces or as replacements in existing furnaces)

Heat Pump Water Heaters (HPWH):

- \$200 for residential members replacing a non-controlled electric water heater with a HPWH
- \$100 for residential members in new construction installing a HPWH

Ductless Mini-Split Air Source Heat Pump Program:

- \$100 for residential members installing a new or replacement Energy Star rated unit

WH offers a variety of energy-efficiency rebates.



WH's Annual Meeting *Continued from cover...*

owner of Luecal Consulting. A grand prize drawing of a retired 2006 Chevy extended cab pickup from WH's fleet will immediately follow the meeting. In addition, many booth prizes will be drawn for the day after. At the end of the business meeting all members will receive an attendance gift, which is a free pound of butter.

Free events and activities

- A local Girl Scout troop will have numerous fun activities including coloring and crafts for children ages 2-10 from 4:30 p.m. to 8 p.m.
- Attending members will have the opportunity to win prizes by playing bingo from 4:30 p.m. to 6:45 p.m.

Informational Booths

Stop by these booths to learn about new technology, products, services and ways to save money and energy at home.

Power Reliability: See how WH's cutting-edge technology initiatives help track, shorten and prevent outages.

Off-Peak Programs: Receive information on electric home heating, cooling and money-saving Off-Peak solutions.

Solar Community: Are you interested in solar power? Learn about WH's Solar Community projects and how you can participate.

Power Supply: Great River Energy and Basin Electric Power Cooperative, WH's wholesale power suppliers – will provide information about work taking place in the generation and transmission sectors of the industry, ensuring a dependable future power supply.

Beat the Peak: Learn how you can do your part to help lower wholesale power costs between 5 p.m. and 10 p.m. on Beat the Peak days.

MyMeter and Money-Saving Ideas: View a demonstration of an online tool that can help you understand and reduce your home's energy use. Also learn about our new energy assessment service, which will help you save energy and money.

WH Appliance Repair: Learn how WH Appliance Repair can protect you and your family from large unexpected appliance repair bills.



Mark your calendars: Wright-Hennepin's 2014 Annual Meeting will be held on March 20.

Customer Service: Meet with a customer service representative who can offer suggestions on how to make paying your electric bill easier, as well as answer any questions you may have regarding your account.

Electric Safety: Stop by this booth and learn about important electric safety precautions.

WH Security: Security systems can do more than protect you from burglaries. They can also detect temperature changes, smoke, water damage and much more. See the latest in home security products at this booth, including the Control My Home Interactive System powered by Alarm.com.

HeatMyFloors.com: Feel the comfort of under-floor radiant electric heating systems, and learn how they can be used in your home.

Tree Trimming Services: Receive information about tree-trimming services that can beautify your landscape year round!

Community Involvement: Programs are available for you and your family. Learn how your high school student can qualify for a scholarship or for a trip to Washington, D.C. In addition, learn how your donations help fund organizations in the community.

Co-op Connections: Learn about the many great savings available from local and national businesses with your exclusive Co-op Connections card.

Director Booth: Meet your board of directors and learn how they help your cooperative be financially sound and provide reliable electricity and competitive rates.



Special Offer: Receive a free key fob set with a new 3-year monitoring agreement. Certain restrictions apply. Offer expires 3/14/14

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

Protect your home with freeze sensors

During the winter months, many individuals travel to get away from the strong winds, snow, ice and extreme cold. Unfortunately, leaving your home unoccupied for long periods during subfreezing temperatures can lead to frozen pipes and water damage if your furnace quits or the temperature is too low. To protect your property, WH Security offers freeze sensors that detect temperature changes before damage occurs.

Freeze sensors are generally located near water pipes under the kitchen sink, but they can also be placed in basements near the pipes or smaller spaces where frozen pipes might be an issue. The sensors detect if the temperature drops to 42 degrees or lower. If this situation occurs, the sensor will alert WH Security's monitoring center. Dispatchers then inform you of the situation immediately, allowing you ample time to fix the problem before temperatures reach a critical level or cause damage. Freeze sensors are inexpensive to purchase and they do not increase monitoring costs over normal monitoring rates. They are also great for vacation homes or cabins.

In addition, with WH's Control My Home interactive system powered by Alarm.com you can see the current temperature of your home, change your furnace setting or receive text and email alerts when your temperature drops below the temperature you requested.

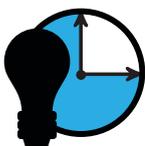
For more information, contact a WH Security representative at (763) 477-3664 or visit <http://goo.gl/JDRXfG>. 



WH Security offers freeze sensors to protect your property while you are away.

How power outages are restored

Wright-Hennepin's (WH) power distribution system is designed, maintained and operated to maximize reliability. However, outages can still occur. In the event of an outage, members sometimes have the following questions about WH's process for restoring power:



How are estimated times of restoration determined?

Estimated times of restoration are based on information as it becomes available. The time it takes to restore power depends on the situation. Each outage is a result of different circumstances. The cause of the outage and the number of areas affected has an impact on how long restoration takes. Most outages affect small areas and have minor causes, allowing crews to restore power quickly. For example, if there is a fallen pole near your home it is easy to identify what caused your outage and crews can immediately begin working on the repair. But during storm-related outages, restoration information may not be readily available because widespread damage to the power system can sometimes make damaged equipment difficult to locate. To sign up for outage notifications that provide estimated times of restoration via text message and/or email, visit <http://goo.gl/csdRH>.



Who has their power restored first?

When a new outage occurs, WH crews try to restore power to the largest number of individuals as quickly as possible. If one outage is affecting 1,000 homes and businesses and a second outage is affecting four homes and businesses, WH works to restore the outage affecting 1,000 homes first. For information on where crews are working during an outage, visit www.whe.org, click on "Power Outage" and then "View The Outage Map."



Why does my neighbor have power and I do not?

There are several possible reasons that your neighbor has power during an outage and you do not. Storm damage can affect main power lines, individual circuits or both. It is possible that your individual circuit may be damaged or you could be on a different main power line than your neighbor. In addition, your neighbor may have a backup generator that turned on when the power went out. 

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

Winter is a great time to trim trees!

Hotline Update Staff

KRISTINA MORITZ kmoritz@whe.org
Communications Specialist

ANDREA UNGER aunger@whe.org
Marketing Coordinator

JERRY KRANZ jkranz@whe.org
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



Printed on partially recycled paper.

What to look for when purchasing new appliances

Over the past few decades, manufacturers have made improvements in developing new, more energy efficient appliances. When shopping for new appliances, remember to look for the Energy Star label. However, it is also important to keep other appliance features in mind in order to get the best possible savings. Below are energy-saving purchasing tips for the most common household appliances:

Refrigerators:

- Look for refrigerators with freezers on top or bottom. They use 10 to 15 percent less energy than a side-by-side model of the equivalent size.
- In general, the larger the refrigerator is, the greater the amount of energy it consumes.

Clothes Washers:

- Look for washers with adjustable water levels. This gives you the option of using less water to wash small loads.
- Choose a washer with a faster spin speed. This allows more water to be removed after the wash and reduces the drying time.

Dishwashers:

- Look for dishwashers that have an energy-saving cycle that allows dishes to be air-dried with circulation fans, rather than heat-dried.
- Choose a dishwasher with a "light wash" cycle. This feature allows the dishwasher to use less water and operate for a shorter period of time.



Keeping energy-efficiency in mind when shopping for new appliances can help save on your electric bill.

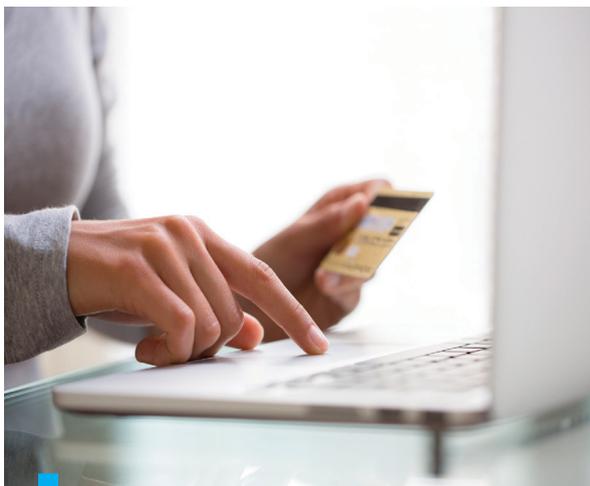
For more ideas and videos on how you can lower your energy costs visit: <http://goo.gl/xwXGE>. Useful energy-saving information can also be found by visiting www.togetherwesave.com. 

Make payments conveniently online

To make things simpler for members, WH accepts payments through its online payment service anytime of the day or night.

There are many benefits, including:

- **Fast:** You will no longer need envelopes or stamps and bills can be paid in minutes using the Internet.
- **Secure:** You can view and pay your bill using a Visa, MasterCard or Discover card, as well as a debit card and e-check. All payments are processed via a secure website.
- **Convenient:** By signing up for e-billing, you will receive an email when your bill is ready. You can also opt out of receiving a paper statement in the mail.



Paying your bill online is an easy and fast option for members.

For more information about online payments and e-billing, call a representative at (763) 477-3000 or visit <http://goo.gl/8mWGk>. 

ELECTRIC SAFETY TIP:

When unplugging a cord, always use your hand to grasp the plug at the outlet.



Board Report

Continued from Page 2

- The board was informed of two municipal annexation matters.
- WH International Response Center (WHIRC) achieved another successful Underwriters Laboratories (UL) audit. A presentation was made on the importance of the WHIRC's UL audit. The audit covers not only the facilities and hardware, but also disaster planning, equipment testing procedures, employee training, and response times on UL Fire systems.
- Heard reports about recent industry meetings from directors
- Reviewed and filed the monthly CEO, Legal, financial, and operations reports.
- Approved retiring two vehicles "as is" to the highest bidding salvage yard.

Guests included:

- WH and Operation Round Up (ORU) Boards met and heard the annual ORU report of 2013 activities.
- Attorney Scott Kelly provided an update on the stray voltage lawsuit appeal.
- Ryan O'Connor, representative of Survey & Ballots Systems, reviewed the option of member online voting.

Let us protect you from unexpected appliance repairs bills!

WH Appliance Repair



An extended warranty for your appliances, and peace of mind for you

For just \$17.99 per month, WH Appliance Repair covers parts and repairs on:

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

Special Two months free!

Additional appliance coverage available (With 1-year agreement)

For more info:

Visit whe.org, click on "For My Home," then "WH Appliance Repair" or call (763) 477-3000.



Cold weather energy-saving tips

Have you noticed that the local weathermen have nothing nice to say lately? This has been a very cold winter and it sounds like it could be a bit before it gets better. With that in mind, the following are some tips to help you stay warm and keep your heating costs under control this winter:

- Turn down your thermostat as much as possible.
- When you are asleep or away, lower your thermostat by 10 to 15 degrees.
- Replace or clean furnace filters and make sure your furnace has a regular tune up. A well-functioning furnace can save on heating costs.
- Seal any leaks in your house. Besides just doors and windows, also look for places where you have pipes, vents or electrical conduits that go through the wall, ceiling or floor and caulk any air leaks.
- Keep your fireplace damper closed when not in use.
- Keep heating vents clear of curtains, furniture and other obstructions.
- Shut vents in rooms that aren't in use.
- Open curtains on south-facing windows during the day, allowing sunlight to help heat your home.

For additional energy-saving information, visit WH's energy-saving ideas blog at <http://goo.gl/kXMAF4>. In addition, a collection of helpful videos can be found by visiting <http://goo.gl/SjBBAW>. 



Following simple tips can help decrease your energy bill in the winter.



tenKsolar Winner

HARLYN FREESE of South Haven wins a credit for 41 kWh, December's output from WH's tenKsolar panel array.



Solar Winner

DONALD ASLESON of Maple Grove win a credit for 63 kWh, December's output from WH's solar panels.



Wind Winner

SCOTT J. DANIELSON of Rogers wins a credit for 512 kWh, December's output from WH's wind generator.

Average monthly energy output over 12 months:

Wind generator: 664 kWh
Solar panels: 214 kWh
tenKsolar system: 185 kWh

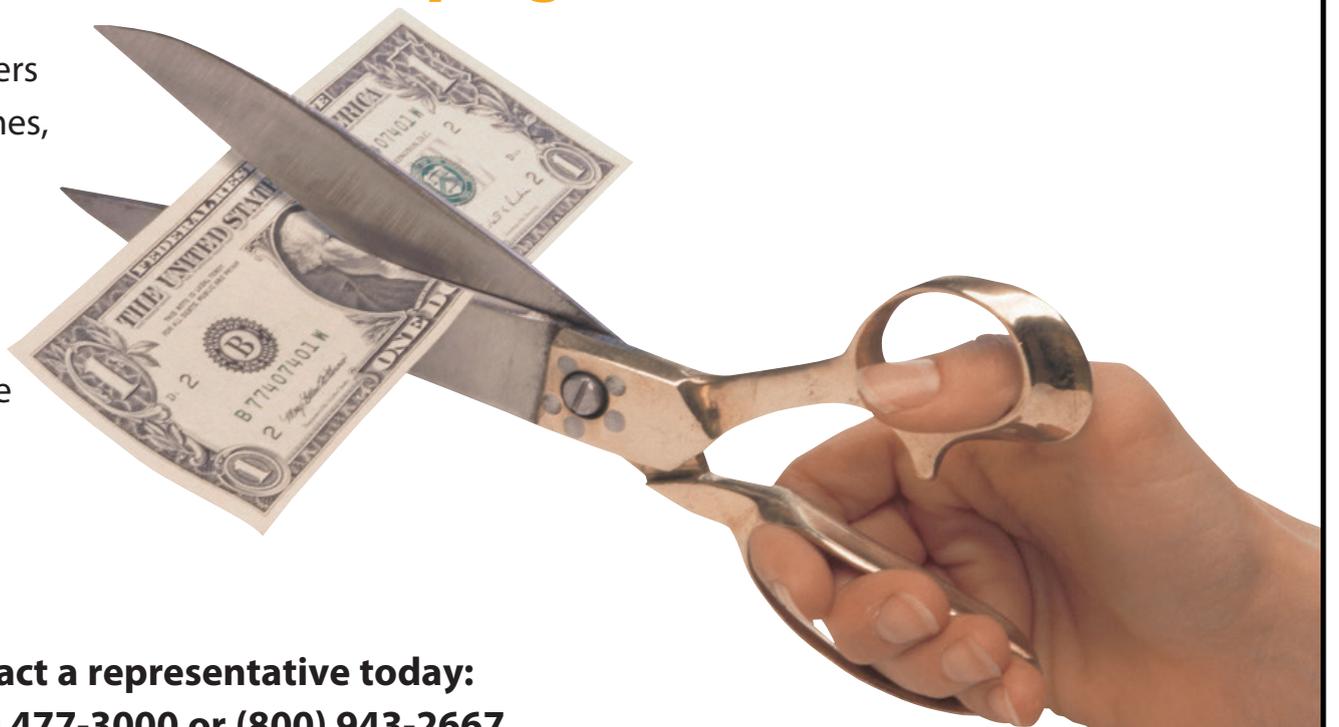
To enter the monthly contest to win the output from WH's wind generator or solar panels, go to: <http://goo.gl/QjyTM>.

Cut down your winter heating costs!

Sign up for the Dual Fuel Off-Peak program and save!

The Dual Fuel program is for members that use electricity to heat their homes, while still having a non-electric, automatic backup heating source.

Participants in this program receive a special reduced electric rate on the electricity used to heat their homes.



Contact a representative today:
(763) 477-3000 or (800) 943-2667
www.whe.org or info@whe.org