

Hotline Update

NEWS FOR WRIGHT-HENNEPIN MEMBERS

Local students awarded \$30,800 in scholarships

Wright-Hennepin (WH) recently awarded \$30,800 in scholarships to help 23 local students continue their education. Please join us in congratulating them!

WH local school scholarship WH awards one scholarship to each high school in its service area to outstanding students pursuing higher education. WH also offers one "at-large" scholarship for students who attend private or neighboring schools. Schools themselves select the winners.

WH has awarded \$646,150 to local students since 1988. Scholarships are made possible with funding from unclaimed capital credits as well as contributions from diversified businesses under WH Holding.

Edward R. Slebiska Memorial Lineworker Scholarship The Edward R. Slebiska Scholarship is awarded to two individuals planning to become electric lineworkers. WH has awarded \$108,000 through this scholarship since 2003.

Basin Electric Scholarships Basin Electric Power Cooperative awards a scholarship to a student of a cooperative member and an employee. Basin is one of WH's wholesale power suppliers. Since 2003, Basin has awarded \$25,000.



3 Summer rebates EFFICIENCY SAVES MONEY

Summer events! YAY! SEE WHERE WH WILL BE!

4

5 Electric vehicles WE'VE GOT ANSWERS

6 Save on WH Security PROTECT WHAT MATTERS MOST



CEO's Memo

TIM SULLIVAN WH PRESIDENT AND CEO

Consider WH your partner for all your electric vehicle needs

In any given week, it's difficult to watch television, open a newspaper or surf online and *not* see a significant news announcement involving electric vehicles (EV). Consider: We're living on the cusp of the most dramatic transformation of the transportation sector since the Model A replaced the horse and buggy.

C Nearly 100 electrified models slated to arrive through 2022. ~Automotive News http://bit.ly/Auto-News-EVs

C Electric vehicles on world's roads expected to increase to 145 million by 2030.

~The Guardian http://bit.ly/Guardian-EVs

G.M. Will Sell Only Zero-Emission Vehicles by 2035. ~The New York Times http://bit.ly/GM-EVs

According to recent studies, sales of EVs over the next two decades will balloon from 2% to 60%, and most new cars on the road will be electric by 2040. For Wright-Hennepin (WH), this means the biggest increase in electric sales since the advent of air conditioning. But for consumers, it means your next commute can be fueled from home, making your life more affordable and convenient while reducing emissions and helping the environment.

The fuel savings alone are substantial. In fact, EVs are estimated to save around 8 cents per mile. That's \$800 per year in fuel savings. And WH can help too. We offer rebates of up to \$1,000 when you purchase a ZEFNET charging station and join our Energy-Saving Programs (See page 3). But our efforts don't end there. Over the last few years, WH has been developing a comprehensive EV program for our membership. So, if you are considering a full or partial EV for your next vehicle, please consider these four ways WH can assist in your transition.

EV ENERGY-SAVING PROGRAMS While EVs are a tremendous opportunity, they also drive up costs for consumers and the co-op if they are plugged in during peak demand times. Consequently, WH has developed programs to incent you to charge at times when you can also enjoy a significant discount. In fact, our EV storage charging program cuts your energy costs almost in half when you charge overnight or during weekends and holidays. Our Time of Use program lets you charge whenever you want but cuts your energy costs significantly when charging during off-peak times.

PILOT EV SUBSCRIPTION PROGRAM (Program coming later this fall) Want to charge your car and pay for the charging station all for one low monthly price? Then consider participating in our Pilot EV Subscription Program. For just \$49.99 a month, 25 participants will get unlimited charging during non-peak hours and a high-performing ZEFNET charging station! Think of it as an EV version of your mobile phone bill, where, for one low monthly price, you pay for your minutes and phone together. Look for more to come in the upcoming months.

ZEFNET CHARGER I've mentioned ZEF Energy a couple of times now. Who and what is ZEF? They are a Twin Cities-based company that produces a best-in-class charger combined with a controller that allows you to plug in anytime but delays charging until off-peak, low-priced times. The ZEFNET charger also doubles as an electric meter and allows monitoring of usage on the related phone app. By purchasing one of these controlled chargers, you'll be getting a high-performance solution that saves you money and supports a local company and your co-op too.

YOUR EV SOURCE OF INFORMATION WH also wants to be your source for EV information. You may have noticed that every newsletter in the past year has included at least one EV article. We've helped explain the differences between a level 1 and 2 charger and the distinctions between a Battery Electric Vehicle (BEV) and a Plug-In Hybrid Electric Vehicle (PHEV). In upcoming newsletters, we'll share how far you can travel on a charge or how EV efficiency is impacted during a Minnesota winter. And in September, we'll host an EV Ride and Drive event. We'll offer vehicles to test drive, information booths, a look at a ZEFNET charger, and opportunities to connect and speak with other EV owners.

And there's more. We've installed public charging stations at our headquarters and at the Albertville mall. We're studying best practices. We're incorporating EV charging estimates into our long-term engineering plans. And over time, we're committed to converting our entire light-duty vehicle fleet to electric.

But whatever form our activities take, please know our core commitment is ultimately to make EVs work for our membership, to provide you with the rate options, the control strategies, the information and the knowledge you need to be an informed, confident consumer. After all, that's been WH's value proposition throughout our history and will continue to be well into the future.

As always, thank you for your business.



Operation Round Up spotlight

WH members participating in Operation Round Up (ORU) round up their bill to the nearest dollar, which provides funding to local charities and organizations. So far in 2021, more than \$104,000 has been donated to local organizations, including \$7,500 to the Hope Chest for Breast Cancer Foundation and \$6,000 to Can Do Canines.

Located in Orono, Hope Chest for Breast Cancer provides immediate financial assistance to breast cancer patients and their families. Donations received through the Hope Chest for Breast Cancer Foundation help pay for housing/rent, transportation, utilities, food and childcare to lessen the everyday burden of core expenses.

"We are so thrilled and grateful," Executive Director Jamie Flaws said. "When WH members make the decision to round up and donate, we apply it to community members in Wright and Hennepin counties."

Learn more about the Hope Chest for Breast Cancer Foundation at hopechest.com





Can Do Canines in New Hope is an organization dedicated to training and providing assistance dogs to those with disabilities.

"The money received from WH is and has been very important to us and will go into training the dogs," said Janet Cobus.

Those interested in learning more about the work Can Do Canines does can visit their website at can-do-canines.org.

ORU funds are awarded to local organizations on a bimonthly basis. Since 1994, WH members have donated more than \$4.7 million this way. Approximately 89% of WH's members participate in the ORU program and contribute a total of approximately \$19,500 each month. View the full list of donations on our website at whe.org.

Summer energy savings with WH programs



AIR SOURCE HEAT PUMP

If you're in the market for an energy efficient home cooling technology, consider an Air Source Heat Pump. They:

- Both heat and cool a home
- Move heat rather than converting it from a fuel
- Work as a standard central air-conditioning unit, cooling the home by moving heat outside
- Provide annual savings around \$459, or 3,000 kWh, according to the U.S. Department of Energy
- Enjoy a WH rebate of up to \$900 for qualifying systems plus a Conservation Improvement Program rebate of up to \$630

To learn more, call (763) 477-3000 or visit *whe.org*.



QUICK CASH WATER STORAGE PROGRAM

- Up to \$1,250 rebate
- \$10 monthly bill credit



- Vehicles may charge between 11 p.m. – 7 a.m.
- Energy-saving rate of \$0.06434/kWh
- Rebates available up to \$1,000

Co-op Connections deal of the month

RIVERWORKS THRIFT STORE IN ROCKFORD

\$5 off your total purchase of \$15 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, or use the Co-op Connections app on your mobile device to find all your local deals and more!

How to respond to summer storms

Summer in Minnesota means thunderstorms that can quickly grow dangerous. When these storms hit, make sure you're ready for any situation. Here are tips on how to be prepared and respond to summer storms:



Stay safe

If you see a downed power line, stay away from it! Downed power lines can still carry electric currents and pose dangerous threats. Report downed power lines to WH at (763) 477-3100.



Think ahead

Make sure to update your contact information on your WH account. Phone numbers help WH to respond quickly to your location when you report an outage. Call (763) 477-3000 to update your account information, and call (763) 477-3100 to report outages in your area.



Stay informed

Receive outage notifications via text or email by signing up at whe.org. You can also see the latest outage updates on our outage map or our social media platforms.

Report outages by calling (763) 477-3100 or go online at *whe.org*.



Be patient

Time of restoration can vary based on weather and outage cause. Please know WH crews are working as quickly and safely as possible to restore power.

We appreciate your understanding!





WH donates night lights and USBs to local schools

WH recently donated more than 3,000 LED night lights to kindergarteners and 3,200 USB plugs to third graders throughout the service territory. WH makes an annual donation to kindergarteners and third graders in nearly 40 community schools that ties into electricity.



Electric vehicle options

Electric vehicles (EVs) have come a long way from the limited options that were available even just a few years ago. Today, there are a lot of different types of EVs, and it can be hard to compare them to determine which is best for you. From luxury vehicles to familiar car brands, there are options for everyone ranging in model, price, range, charge time and more. When you are ready to consider an EV, check out a few of these models for comparison to start your search:

CALL BEFORE YOU DIG!

UP TO \$1,000 IN REBATES when you purchase a ZEFNET charger and join the EV Storage Charging Program.



Once you choose an EV, you'll need a charger. With WH's EV charging programs, we take the confusion out of how to charge your EV. When you purchase a ZEFNET charging station, which is compatible with all plug-in vehicles, you can sign up for WH's Electric Vehicle Storage Charging Program and take advantage of our rebates.

Interested in signing up for one of WH's EV charging programs? Head to our website or call (763) 477-3000 to learn more.



(763) 477-3000 whe.org





Know what's below, call 811 before you dig!

Protect what matters most

Home and Business Security Monitoring

Feel good about being part of the cooperative difference by choosing us for your home or business security needs. WH Security takes the guesswork out of putting together a system that works the way you need it to. Save \$3 every month on 24/7 monitoring – just for being a member of the cooperative!

Call us to discuss how we can customize a security package specifically for you.



EXPERIENCED AND LOCAL PROVIDER We've been protecting our Minnesota friends and neighbors for more than 30 years.

763.477.3664 info@wh-security.com wh-security.com



Packages Start At



Quick fix. Fast service. Fair price.

Choose your covered appliances!

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

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

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



Trimmed Trees are Safe Trees

on 24/7 alarm monitoring

month

WH members save



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



BRUCE NESS of Otsego wins a credit for 199 kWh, March's output from WH's tenKsolar panel array.

GAYLE RENSTROM of Monticello wins a credit for 148 kWh, April's output from WH's tenKsolar panel array.

Solar Winner



NICOLE SANDOVAL of Plymouth wins a credit for 259 kWh, March's output from WH's solar panels.

VICTOR GERVAIS of Annandale wins a credit for 209 kWh, April's output from WH's solar panels.

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

Board Report: Meeting highlights

APRIL BOARD MEETING

The Wright-Hennepin and Wright-Hennepin Holding Company (WH Holding) monthly Board of Director meetings were conducted virtually April 13, 2021. A quorum of directors was present. Items discussed or Board action taken:

- Approved renewal of WH's line of credit to WH Holding.
- Approved reducing May's Power Cost Adjustment (PCA) due to a strong start in 2021.
- Approved updated policies.
- Authorized purchase orders for truck and equipment procurement for 2022.
- Board was informed that WH will ensure the ability to pay, credit application and critical services physician forms are translated to be in compliance with Rural Utilities Service's (one of WH's lenders) Limited English Proficiency requirements.
- Board was informed that WH Holding received notification of forgiveness for the entire Payroll Protection Program Ioan.
- Heard key financial information to be presented at the annual meeting.
- Heard report on the Air Conditioning Program change, Advanced Metering Infrastructure (AMI) replacement, Demand Management receiver replacement and MyMeter.
- Heard report on commercial and residential developments in WH's service area.
- Heard a WH Appliance Repair overview.
- Directors shared highlights of meetings attended on behalf of the cooperative.
- Reviewed and filed CEO, financial, and other reports.

APRIL REORGANIZATIONAL HIGHLIGHTS

The Wright-Hennepin and Wright-Hennepin Holding Company (WH Holding) Board of Director Reorganizational Meetings were conducted following the Annual Meeting on April 15, 2021. A quorum of directors was present. Items discussed or Board action taken:

 Welcomed newly elected director Pat Bakeberg of Waverly – District 3.

Our office will be closed July 5 in observance of Independence Day.

- Approved the election of officers:
 - » WH Electric: Erick Heinz, District 9 as Chairman, Timothy Young, District 1 as Vice-Chairman and Michael Tieva, District 6 as Board Secretary Treasurer.
 - » WH Holding: Timothy Young, District 1 as Chairman, Michael Tieva, District 6 as Vice-Chairman and Duane "Butch" Lindenfelser, District 2 as Board Secretary Treasurer.
- Accepted the resignation of District 4 Director Dale Jans effective May 1, 2021.
- Appointed Vacancy Committee and timeline to file vacancy.
- Approved the reappointment of the Operation Round Up Directors Carol Halvorson – District 1 and Sharon Glessing – District 3 and appoint new director Cathrine Leuer – District 9.

MAY BOARD MEETING

The Wright-Hennepin and Wright-Hennepin Holding Company (WH Holding) monthly Board of Director meetings were conducted May 18, 2021. A quorum of directors was present. Items discussed or Board action taken:

- Approved winners of the annual Slebiska Line Worker Scholarship.
- Approved rescheduling the November 2021 board meeting.
- Approved January June 2022 board meeting dates.
- Approved the National Rural Electric
 Cooperative Association's membership dues.
- Approved updated Secretary's Incumbency Certificate Officers adding newly elected Board Secretary/Treasurer Michael Tieva.
- Critiqued the 2021 annual meeting.
- Heard first quarter results of the technology sunset plan of action for WH Security and WH International Response Center.
- Discussed Reserve Fund options.
- Heard report on WH Security's product line, along with a demonstration.
- Heard a WH Solar overview.
- Directors shared highlights of meetings attended on behalf of the cooperative
- Reviewed and filed CEO, financial, and other reports.

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:

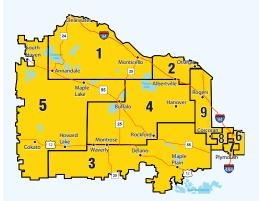
Dispatchers are available 24/7 **Call:** (763) 477-3100 or (888) 399-1845

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: Vacant District 5: Chris Lantto, Annandale District 6: Mike Tieva, Maple Grove

District 7: Kenneth Hiebel, Plymouth District 8: David Silver, 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.

YouTube: WrightHennepin



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Hotline Update

JUNE NEWS FOR WRIGHT-HENNEPIN MEMBERS



Pat Bakeberg (District 3)

Pat Bakeberg elected as District 3 director

At Wright-Hennepin's (WH) 2021 Annual Meeting, 21 members ran for the open District 3 seat. District 3 members elected Pat Bakeberg to serve on WH's Board of Directors.

Bakeberg lives in Waverly with his wife and two daughters. He, his wife and his parents run a dairy and crop farm together, and he is active in local non-profits and co-ops. Bakeberg grew up participating in cooperatives, even helping with WH's Annual Meetings as a part of 4H, where he helped with the kids' activities and served food.

"I believe in co-ops," Bakeberg said. "There is a mentality of everybody pulling their resources together. There needs to be a place in every community for co-ops."

To those who may be interested in running for a board seat, Bakeberg said: "Everyone has something to give to the board, and we need a lot of different backgrounds [on our Board]. Don't be afraid to put your name out there and let the people decide who they want to represent them."

Farewell, Burton and Dale!

WH would like to wish a bittersweet farewell and good luck to two of its directors who retired in 2021: Burton Horsch (District 3) and Dale Jans (District 4). Burton was elected to the Board of Directors in 2000. Dale was appointed in 1993 to the Board of Directors and in 1997 he became the secretary/treasurer, a position he has held since.

With a combined 49 years on the Wright-Hennepin Board of Directors, Horsch and Jans have served their cooperative with distinction.

Notable accomplishments during Burton and Dale's tenure on the board:

- WH membership grew from 26,375 in 1993 to 32,454 in 2000 to 45,690 members in 2021.
- WH's annual revenue grew from \$28 million in 1993 to \$39 million in 2000 to \$102 million in 2021, a 264% increase.
- WH's power lines expanded from 2,844 miles in 1993 to 3,171 miles in 2000 to 4,153 miles in 2021.
- WH Holding grew from one diversified business to six, including WH Security, WH International Response Center, WH Solar, WH Generation, WH Services and WH Investments.

- WH's power supply portfolio became more diversified, saving the members almost \$100 million since 2006.
- WH consistently ranked among the best in consumer satisfaction as measured by the American Customer Satisfaction Index (ACSI).
- WH donated more than \$4.7 million through Operation Round Up to local charities and causes.
- WH awarded more than \$750,000 in scholarships to high school seniors over their time at WH.
- Both Burton and Dale earned the title of Certified National Cooperative Director.



Dale Jans (District 4) Appointed to the Board of Directors in 1993



2001 Board of Directors



Burton Horsch (District 3) Elected to the Board of Directors in 2000