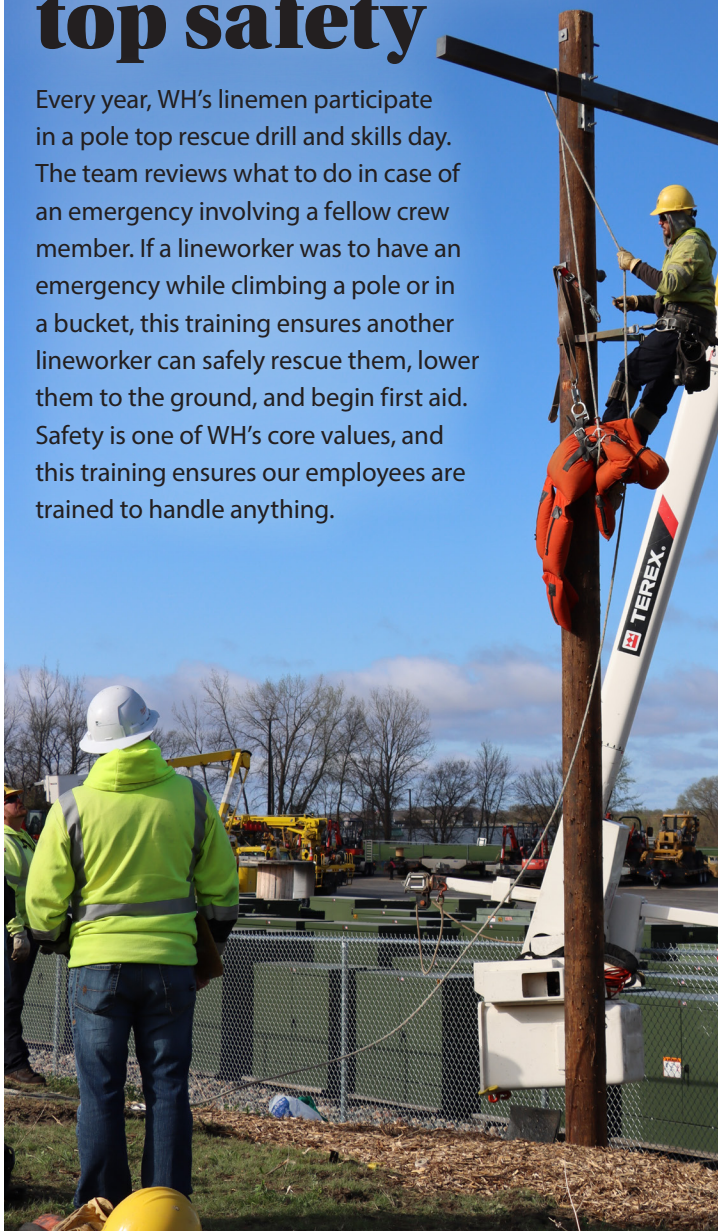


## Annual lineman training/pole top safety

Every year, WH's linemen participate in a pole top rescue drill and skills day. The team reviews what to do in case of an emergency involving a fellow crew member. If a lineworker was to have an emergency while climbing a pole or in a bucket, this training ensures another lineworker can safely rescue them, lower them to the ground, and begin first aid. Safety is one of WH's core values, and this training ensures our employees are trained to handle anything.



## Summer storm safety tips

Summer in Minnesota means thunderstorms, which can quickly grow dangerous, especially if powerlines are affected. Be prepared for weather this summer:

- » Stay away from downed power lines. There is no way to tell just by looking at them if they're energized. Power lines can still carry electric currents, including energizing the ground around it.
- » If a power line falls on your car, stay inside the car until first responders tell you it's safe to get out. If the vehicle starts on fire and you must get out, open the door, and jump as far away from the vehicle as possible, being sure not to touch your car and the ground at the same time. Hop away from the vehicle.
- » Keep your contact information current. Accurate phone numbers allow WH to quickly find your service address to record the outage when you call it in. Call (763) 477-3000 if you need to update your account information.
- » Be patient! WH crews are working hard to safely get your power back on. Restoration times can vary depending on the outage's cause. Visit our social media and outage. [whe.org](http://whe.org) to stay updated on estimated restoration times for your area.



# CEO's Memo

TIM SULLIVAN  
WH PRESIDENT AND CEO

## A Look at the Many Hats Worn by WH Directors

*(And why each of them is so important!)*

As Wright-Hennepin (WH) members, we may not often think about the critical role played by WH Directors, beyond when we receive an election ballot or a capital credit check. But the role is worth considering further because Directors are the unsung heroes of electric cooperatives like WH.

After all, it is Directors who ensure members remain in firm control of their electric cooperative. In fact, the principle of Democratic Member Control is central to the identity of electric cooperatives because it ensures Directors are chosen from among members, by members, to represent their interests and values on the Board. In stark contrast, Directors of Investor-Owned Utilities (IOUs) like Xcel are not elected by consumers but appointed to serve the interests of shareholders.

**The critical role of the Director:** Once elected, Directors have a legal obligation to act in a manner consistent with certain fiduciary responsibilities, including the Duty of Obedience, the Duty of Loyalty and the Duty of Care.

Simply put, the Duty of Obedience means acting to ensure the cooperative complies with its mission, governing documents,



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

and applicable laws. The Duty of Loyalty means acting in the best long-term interests of the cooperative while avoiding conflicts of interest. The Duty of Care means acting with reasonable care and prudence and avoiding foreseeable harm to others. As you can imagine, the weight of these responsibilities is not inconsiderable for an organization that generates \$135 million in annual revenue and delivers an essential service to more than 100,000 people every day. But the Director's role extends well beyond these duties. They must:

**Make a substantial time commitment:** The role of the Cooperative Director is not for the faint of heart. WH board books typically run to 150 pages or more of material. Monthly board meetings often run eight hours and cover a dozen or more topics. In addition, WH Directors participate actively in the governance of other cooperatives, including those that provide power generation and transmission services, insurance, software solutions, financing, state and federal government affairs and marketing support. Similarly, Directors typically receive dozens of hours of ongoing education and training each year. In short, filling the Cooperative Director role effectively means signing up for a part-time job.

**Master a wide range of issues:** The electric utility business is complex, capital-intensive and high-stakes. Making good decisions in this setting requires deep understanding of challenging, meaty subjects ranging from power supply to electric rates to energy policy to risk management, to name just a few. As you might expect, the electric utility industry introduces a new director to dozens of unfamiliar and confusing acronyms, ranging from kWh (Kilowatt Hours) to CFC (Cooperative Finance Corporation) to MISO (Midcontinent Independent System Operator) to NERC (North American Electric Reliability Corporation). A recently-elected WH Director received a glossary of terms that ran to 178 pages!

**Make a wide range of important decisions:** Ultimately, the Director's role comes down to making decisions on behalf of the membership. And those decisions are incredibly varied and complex. How much should WH invest in its electric grid this year? How much should WH give back in capital credits? Should WH fund operations using debt, rates or both? Should WH extend its transmission service contract for another ten years? Should WH change its off-peak programs or its monthly basic charge? Should WH consider updating its line extension policy? Making decisions on these issues — and dozens more like them — represents the essential practical work of the Board of Directors.

**Engage actively in discussion, debate and deliberation:** As with any good decision, the process by which it is reached is important too. WH Directors come from different districts. They hail from different walks of life. They bring unique and varied life experiences and offer diverse opinions. In the end, consensus is reached after robust discussion, deliberation and, occasionally, even lively debate. Like other democratic organizations, the success of cooperatives depends on the quality of mutual exchange and give-and-take among the decision-makers.

So, the next time you receive your Hotline Newsletter, remember: The WH Board of Directors isn't just the body through which the cooperative is governed. The Board, chosen by our members, is an essential way WH delivers the Cooperative Advantage to you, your family and the communities we serve.

As always, thank you for your business.





## WH Director earns certificate

Wright-Hennepin (WH) Board Director Audrey Britton (District 7 – Plymouth) recently received her Credentialed Cooperative Director (CCD) Certificate through the National Rural Electric Cooperative Association (NRECA).

To earn this certificate, directors must attend five courses and successfully complete a learning assessment for each. The five courses include: Director Duties and Liabilities, Understanding the Electric Business, Board Operations and Process, Strategic Planning, and Financial Decision Making.

The CCD certificate provides directors with governance skills, as well as a solid foundation in the cooperative business model and seven core cooperative principles.

One of the key ways NRECA delivers value is through its education and professional development offerings. NRECA represents more than 900 member-owned electric cooperatives in 47 states across the country.

WH Directors are elected by members in the district they represent. The Board of Directors sets WH's long-term goals and strategies. Learn more about the Board at [bit.ly/WH-leadership](https://bit.ly/WH-leadership).



## Get \$10 when your friends join an Energy-Saving Program!

Refer a friend to any WH Energy-Saving Program (ESP) and you'll both receive \$10 when they join!

**Learn more about WH's ESPs at [bit.ly/WH-programs-rebates](https://bit.ly/WH-programs-rebates).**

*\* You must be a WH member to enroll in an ESP. Referral credit will be applied to members' WH electric bills once referral completes ESP installation. Other restrictions may apply.*



## Drop boxes ending

WH will stop accepting payments at drop boxes after June 30, 2025. Starting July 1, 2025, payments can be made in person, by mail, online at [whe.org](https://whe.org), via our automated phone line at (763) 477-3131, or by contacting (763) 477-3000. Payments will still be accepted at our Rockford headquarters drop box and front desk.

## WH welcomes Richard Dehmer to Board

Richard Dehmer was elected as the new director of District 4 at WH's Annual Meeting on April 24. He and his wife Nancy have been WH members for 40 years and live in Buffalo.

Dehmer is an accomplished business leader with more than four decades of experience in the construction and acoustics industries. He has a proven ability to scale up operations, manage financial responsibilities, and lead teams effectively. Dehmer retired from Acoustics Associates in 2022, having increased the organization's annual sales by nearly \$45 million, and more than doubling the number of employees. During his 44-year tenure at the company, he advanced from a project estimator role to president, led overall business strategy and operations, and grew his skills in project management and sales.

Dehmer is currently the vice president of his homeowner's association, serves as a financial fiduciary for three private entities, and is in his tenth year as president of his church's investment committee.





# Co-op Connections deal of the month

## NATIONS LENDING

\$1,000 discount on first mortgage | Elk River, MN

**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!



## Summer interns

WH is welcoming six interns this summer! Summer operations interns are working on projects like guiding poles and backfilling holes for overhead lines, terminating underground cable, stripping wire, connecting meters for new services, flagging traffic, and filling up water coolers for the trucks. (Left to right: Brandon Paumen, Bo Beucler, Mason Kalis, Michael Burtness, Billy Savoren).

HR intern Courtney Cebulla has returned this summer and is touching many facets of HR and safety at WH, including helping with payroll, organizing and digitizing files, researching software platforms, and helping with routine processes and inspections.

## Dog days of summer

The dog days of summer are coming! Send in a picture of your pup and they may be featured in an upcoming social media campaign. Submit photos at [bit.ly/WH-dogdays](http://bit.ly/WH-dogdays).



## Keep your contact info current with WH!

Keeping your contact information updated with your co-op is critical. Ensuring your information is current lets you receive important member communications, emails, and newsletters. It also helps you stay connected with WH in the event of an outage. You can report outages from the phone number associated with your account, and receive outage updates from WH too!





## Outage alerts

Stay informed with outage notifications from WH. Receive texts, emails, or both!

Call our member services team to sign up for notifications at **(763) 477-3000** or visit our website at **[bit.ly/WH-outage-notifications](https://bit.ly/WH-outage-notifications)**

# What does it mean to be part of a cooperative?

Not all electric utilities are the same. As someone who receives their electricity from WH, you're actually a part owner of the cooperative, unlike those who get their power from Xcel, an investor-owned utility (IOU). Check out some of the key differences.

INVESTOR-OWNED UTILITY

VS

ELECTRIC COOPERATIVES

IOUs are for-profit corporations that prioritize shareholders.



CAPITAL CREDITS

Cooperatives like WH are not-for-profits, which means we provide electricity at the cost of service. Profits are reinvested in the cooperative, or returned to members as capital credits.

IOUs have a Board of Directors chosen by shareholders to maximize profits.



ELECTED BOARD OF DIRECTORS

Cooperatives are run by an elected Board of Directors, who live and work in the areas they represent. WH's directors serve three-year terms, and are elected by WH members in their district.

IOUs serve more urban areas because it is more profitable.



LOCAL COMMUNITIES

Cooperatives like WH brought power to rural communities and farms. Founded in 1937 by farmers, WH's commitment to serving these communities continues today.



## What are capital credits?

Because WH is member-owned, our mission is to provide electric power at the cost of service. WH uses money collected to pay its bills, invest in infrastructure, and run the cooperative. Remaining profits, or “margins,” are returned to you, the member-owners. In the last five years, WH has returned more than \$26 million in special and general capital credit retirements.





# MAINTAIN INDEPENDENCE

with a medical alert from  
WH Security

**Purchase a medical alert and get:**

- **One month free monitoring**
- **Free activation**
- **Free shipping**

Medical alerts are made in the USA  
and monitored in Rockford, MN

Valid through July 31, 2025

**WHSECURITY**  
Trusted. Local.

763.477.3664  
wh-security.com



## Quick fix. Fast service. Fair price.

WH Appliance Repair plans are available  
to help you with unexpected repair bills  
and handle service requests 24/7/365.

Call for this month's promo!

Popular options include:

- ✓ Refrigerator
- ✓ Clothes washer
- ✓ Furnace
- ✓ Range
- ✓ Water heater

PACKAGES START AT  
**\$20<sup>75</sup>**  
/month

\* Additional appliance coverage also available. Certain  
restrictions apply.

(763) 477-3000 • [whe.org/services-products.html](http://whe.org/services-products.html)

**WH Appliance**  
Repair

## Trimmed trees are safe trees



Safely have your trees trimmed by our  
expert tree care specialists.

**Call today for a free quote!**

**Services include:**

- Pruning and shaping
- Tree removal
- Storm damage clearing
- Aerial bucket truck work
- Emerald ash borer treatment

**90-DAY**  
no-interest  
financing available!



(763) 477-3000  
[whe.org](http://whe.org)



# Solar Winners

## APRIL SOLAR WINNERS

**CHARLES HENSEL** of Maple Plain wins a credit for 254 kWh, March's output from one of WH's solar panel arrays.

**BRENT L NORDHUS** of Delano wins a credit for 240 kWh, March's output from WH's second solar panel array.

## MAY SOLAR WINNERS

**BEN MERTZ** of Otsego wins a credit for 106 kWh, April's output from one of WH's solar panel arrays.

**RICHARD PURSLEY** of Maple Grove wins a credit for 95 kWh, April's output from WH's second solar panel array.

# Board Report: Meeting highlights

## APRIL BOARD MEETING

The Wright-Hennepin and Wright-Hennepin Holding Company (WH Holding) monthly Board of Director meetings were held April 10, 2025. A quorum of directors was present. Items discussed or Board action taken:

- Approved authorization to purchase materials that require lead times that exceed the current budget cycle.
- Approved renewal of WH's line of credit to WH Holding.
- Per the CORP-20 Capital Credit Policy, "there shall be no special retirement of capital credits in excess of \$25,000 per member unless Board approved." The Board approved the special retirement of capital credits at a discount for a member leaving WH's lines.
- Selected directors to attend area school scholarship events.
- Heard the following reports:
  - » Deep dive into WH's power supply environment and the increased pressures.
  - » Key financial information to be presented at the annual meeting.
  - » Alternative funding to finance construction work plan projects.
  - » Overview of WH Appliance Repair business.
  - » Overview of WH Generation's generator fleet.
- Legal counsel provided his monthly update.
- Directors shared highlights of meetings attended on behalf of the cooperative.
- Reviewed and filed CEO, financial, and other reports

## APRIL REORGANIZATIONAL MEETING

The Wright-Hennepin and WH Holding Board of Director Reorganizational Meetings were conducted following the Annual Meeting on April 24, 2025. A quorum of directors was present. Items discussed or Board action taken:

- Accepted the director election:
  - » District 4: Richard Dehmer
  - » District 6: Michael Tieva
  - » District 8: Mark Skinner
- Approved the election of officers:
  - » WH Electric: Erick Heinz, District 9 as Chairman, Mark Skinner, District 8 as Vice-Chairman and Michael Tieva, District 6 as Board Secretary Treasurer.
  - » WH Holding: Mark Skinner, District 8 as Chairman, Michael Tieva, District 6 as Vice-Chairman and Duane "Butch" Lindenfelser, District 2 as Board Secretary Treasurer.
- Approved the reappointment of Operation Round Up Directors Brenda Moy (District 4), Travis Theiss (District 6) and Maribeth Neary (District 8).

## MAY BOARD MEETING

The Wright-Hennepin and WH Holding monthly Board of Director meetings were held May 15, 2025. A quorum of directors was present. Items discussed or Board action taken:

- Reviewed the 2025 Annual Meeting.
- Approved holding the 2026 Annual Meeting on Thursday, April 16, 2026 with a back-up date of Thursday, April 30, 2026.
- Approved pork chop vendor for the 2026 Annual Meeting.
- Approved winners of the annual Slebska Lineworker and WH Security Scholarships.
- Approved Secretary of Incumbency Certificates.
- Approved the National Rural Electric Cooperative Association's membership dues.
- Approved January – June 2026 board meeting dates.
- Approved providing aggregated energy data to Metropolitan Council.
- Voted to recommend Director Michael Tieva to replace former Director Reynolds on the Minnesota Rural Electric Association's Board.

# 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

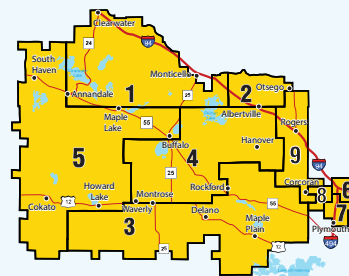
## WH Security monitoring:

Security dispatchers are available 24/7

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

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

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



## Board of Directors:

District 1: Timothy Young, Annandale  
District 2: "Butch" Lindenfelser, Monticello  
District 3: Pat Bakeberg, Waverly  
District 4: Richard Dehmer, 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

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

- Nominated Chair Heinz to serve on the Great River Energy Board.
- Selected directors to represent WH during the fall Washington, D.C. legislative visit.
- Partook in a virtual Basin Class A Member Cooperative Focus Group.
- Heard the following reports:
  - » Additional details pertaining to WH's power supply environment.
  - » Quarterly safety update and an overview of the Safety Leadership Summit Conference.
  - » Details of facility changes to the executive area and front lobby.
- Directors shared highlights of meetings attended on behalf of the cooperative.
- Reviewed and filed CEO, financial, and other reports.



6800 Electric Drive  
Rockford, MN 55373

# Hotline Update

JUNE NEWS FOR WRIGHT-HENNEPIN MEMBERS



## Meet WH's 2025 Youth Tour delegate

Madie Barnes of Albertville is WH's 2025 Youth Tour delegate! The annual Washington, D.C. Youth Tour is an all-expenses-paid leadership event that 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. Students learn firsthand about local and national decisions.

"I applied for this trip as an opportunity to both grow my leadership skills and get out of my comfort zone, and as someone who tries to impact their community as positively as possible an opportunity to grow these skills interested me," said Barnes. "One thing that I look forward to doing is meeting so many new peers from across the country. Another thing I am excited about is the city of D.C. itself. The government and how it runs is something that has always interested me, so being able to be in the center of our country and witness the impacts of our history firsthand is something that I am also very excited for. I am very grateful for such a unique and impactful opportunity to experience at such a young age."

Barnes is a junior at St. Michael- Albertville High School.

## Join WH at summer events!



<b>July 4</b>	<b>July 16– 20</b>	<b>July 23 – 27</b>	<b>August 5</b>	<b>August 10</b>	<b>August 11</b>
Annandale parade	Maple Grove Days	Wright County Fair	Maple Grove National Night Out	Rockford River Days parade	Cokato Corn Carnival parade