



Wright-Hennepin
Cooperative Electric Association

A Touchstone Energy® Cooperative 

Wright-Hennepin Cooperative Electric Association's

Hotline Update

October 2012

Team Freedom wins The Littlest User 2 contest

When Wright-Hennepin's (WH) The Littlest User 2 contest wrapped up on September 30, team Freedom, Otsego, Minn., had managed to cut its energy use by more than 63 percent throughout the contest.

"It hasn't been hard," said Craig Anderson, whose family walked away with the title of The Littlest User 2 and a \$1,000 travel voucher. "It's just a matter of changing your habits."

Thirty-one of WH's member households competed to see who could reduce their energy use by the largest percent compared to their use during the same time frame last year.

The teams were not allowed to make any significant changes to their homes within the last year or during the contest that would drastically affect their energy use. WH hopes the contest will show that making small changes like shutting off lights, reducing dryer use and unplugging phantom

loads can make a big difference on energy bills. That's exactly what the Andersons did to reduce their use by more than half.

The Andersons believe that one of the biggest contributing factors to their success was reducing their air conditioning use. Before the contest, the family kept their thermostat at 74° F during the day and 69° F at night during the summer months.

"We'd turn the air on in the spring, and let it run until the fall," said Craig.

However, during the contest, the family took advantage of cooler morning temperatures by opening windows to cool down their home. When the mercury started to climb in the afternoon, they'd close up the house.

To save even more on their air conditioning expenses, the family bumped up their thermostat by a



Team Freedom, Otsego, Minn., consists of Gilda, Craig, Levi, Alexandra and Evan (not pictured) Anderson. The family managed to reduce their energy use by 63 percent throughout the contest.

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HeatMyFloors.com makes customer's basement a comfortable space

Joel Gonsowski, Brooklyn Park, Minn. is glad that he happened to see HeatMyFloors.com's booth at the Minnesota State Fair last year.

"We knew we wanted to put radiant floor heat in the basement," said Gonsowski. "We just hadn't decided on a product for the project yet."

He had already looked into hydronic systems, but thought they seemed cumbersome to install, and he didn't want to deal with a boiler system.

"This just seemed a lot simpler," said Gonsowski.

Gonsowski installed HeatMyFloors.com's STEP Warmfloor™ product in his basement to help keep the lower level of his home at a comfortable temperature throughout the winter months.

Radiant-floor heating systems – like the one Gonsowski installed – provide a higher level of comfort because people and objects are in

direct contact with the heat source, which provides for consistent and efficient heat.

HeatMyFloors.com's STEP Warmfloor product is also very energy efficient, with energy use 20-40 percent lower than a forced air heating system.

STEP Warmfloor is a self-regulating, low-voltage system comprised of a tough, thin and flexible material. This makes it ideal for use under any flooring surface – including hardwood and carpet – and for retrofit projects in existing homes.

STEP Warmfloor is also Greener Product certified. This certification means that the product meets or exceeds national standards for energy efficiency and uses

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Shown above, STEP Warmfloor is comprised of a tough, thin flexible material.



CEO's Memo

MARK VOGT WH President & CEO

READ MORE!

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

Strategic plan will create new savings and advantages for our members

Your board of directors held its annual strategic planning meeting in September. Several decisions were made that will be of interest to you.

The two-day strategic planning session was facilitated by Dr. Michael Evers, former dean of the graduate school of business at St. Thomas University. Although he's now semi-retired, Dr. Evers is still a professor of strategic management and marketing with St. Thomas and serves on numerous boards in the Twin Cities. We are indebted to him for helping us review and update our strategic direction.

This special planning session helped the board arrive at two conclusions regarding the immediate future of WH.

The board reaffirmed its commitment to keep retail electric rates competitive in comparison to Xcel Energy. We have been successful in doing this for well over a decade, and it is because WH is one of the few electric cooperatives in the nation that has such a precise goal in this area of importance to consumer.

First, the board reaffirmed its commitment to do everything possible to keep retail electric rates competitive with Xcel Energy in the months and years ahead. That's always a challenging proposition, as WH collects revenues from only 12 consumers per mile of line while Xcel has about three times that many consumers per mile. Even with that disadvantage, WH has been successful in staying competitive for well over a decade, and it is because we are one of the few electric cooperatives in the nation that has such a precise goal in this area of importance to consumers. This focus on parity and competitiveness has been a direct result of your feedback. You have noticed these results by awarding industry-leading customer satisfaction scores to WH.

But as we confirmed during the strategic planning session, the competitiveness goal is becoming more challenging. Our analysis of the economy during the meeting showed that the trend of slow or no kWh growth will likely continue for the foreseeable future. Your cooperative has not had growth in kWh sales since 2007, a trend unprecedented in our 75-year history. Growth in kWh sales used to help offset a large portion of the natural cost increases associated with utility operations, which helped take pressure off of retail rates. This is not the case anymore. The still struggling economy has all but shut down new home construction. That's important in the competitiveness equation because WH is comprised primarily of residential load. Xcel is primarily commercial load. This will be an obstacle to overcome in our competitiveness strategy.

with the unprecedented number of new regulations and government mandates on top of building new generation and transmission resources for your future needs. Wholesale power costs presently make up 72 percent of your total electric bill, so it's important that we rapidly find new and effective ways to block the full force of the coming increases. These continuing increases in the cost of wholesale power will be another formidable hurdle to overcome in our competitiveness objectives.

The second outcome of the strategic planning meeting was to actually define how we will overcome the competitive obstacles. The board of directors' responded by authorizing us to explore multiple new ways to expand WH's Off-Peak programs. WH and all its members avoid millions of dollars of extra wholesale power costs every year through these programs. They are the most effective implements we have in our competitiveness tool box. We believe the Off-Peak programs can be significantly expanded by deploying a new technology that has just become available through our security businesses. This technology basically turns a home security system into a whole-house Off-Peak system! We have not had this particular capability until just recently, and it's uniquely available to WH members because of our 23 years of experience in the home security business.

Once this technology is connected to almost any electric appliance in the home – not just the ones covered by our existing Off-Peak programs – a "smart" security system can discontinue that appliance's use during peak demand times. This will provide you with many new ways to shave your electric bills – and will be an important new way for WH to trim wholesale power costs. This will be an exciting expansion of our time-proven Off-Peak programs.

We have much planning to do to launch these new programs, but we expect to start rolling them out to you in 2013 under the brand, "Control My Home." Please be watching for announcements on these programs in the near future.

At the end of the strategic planning session, I shared with the board that this kind of innovation is what sets WH apart from other utilities. Believe me when I say electric suppliers across the country are throwing up their hands and saying, "There is nothing we can do about the challenges of no growth and increasing wholesale power costs," and are passing on the full effect of rate increases to consumers. That may be the easiest road for most utilities to take, but WH's board and employees are committed to exploring different and better ways to lessen the impact that government mandates, new regulations and new power supply resources will have on your future electric bills.

I predict the updated strategic plan will help keep WH competitive in the future – and offer exclusive new money-saving programs to our members.

Mark Vogt

Board Report

August board meeting highlights:

The regular monthly meeting of the board of directors was held August 14, 2012. A quorum of directors was present. Board action taken:

- Approved lowering the power cost adjustment by more than 5 percent for members' September bills due to WH's excellent financial condition
- Discussed that WH received a near perfect score on its 2012 operations and maintenance review from Rural Utilities Services
- Discussed that as part of the Rural Electric Safety Achievement Program, which is completed every three years, WH's score was among the top scores in the nation
- Reviewed and filed the monthly CEO, legal, financial and operational reports

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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 2012. Members with items of interest are encouraged to contact the president and CEO to confirm meeting date and time.

WH & WH Holding LLC's Management Team

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2 Additionally, our wholesale power suppliers will be passing on more rate increases in 2013 to deal

WH receives outstanding rating from U.S. Department of Agriculture

Wright-Hennepin Cooperative Electric Association (WH) recently received an outstanding rating for its power line operations and maintenance practices from the U.S. Department of Agriculture's Rural Utility Service (RUS).

Unlike most utilities, electric cooperatives across the country are required by the RUS to undergo third-party oversight and inspection of their power line operations and maintenance practices every three years. The audit is a rigorous examination of a cooperative's overhead and underground distribution lines maintenance practices of substations, distribution equipment, and work-order procedures. Additionally, the audit reviews the engineering and planning practices along with several areas of power quality and reliability. This year, WH received a near perfect score of 149 out of 150 possible points.

In addition to the cooperative's high numerical score, the auditor complimented WH for its "excellent maintenance programs," and stated she was "impressed by (WH's) overall operation."

"The review from RUS is a reflection of the dedication and pride our employees at WH have for the work they do in providing reliable and safe electricity to our members," said WH's Vice President of Energy Distribution Lance Hovland. "To be complimented by our federal government with this high score is an honor that all employees at WH can take pride in."

Hovland also said this unique level of oversight is a reason why WH's outage and outage response record is among the best of all utilities in the nation.

The RUS is an agency of the U.S. Department of Agriculture and was originally established to help bring electricity, telephone service, water and waste disposal to rural communities. Today, the RUS carries on this tradition by helping rural utilities expand and keep their technology and equipment at a high level of readiness, and recently began working to establish new and vital services such as distance learning and telemedicine. 



Members who heat with electricity may be eligible for a sales tax exemption

If your primary residential heat source is electricity, you may be exempt from state and local sales tax during the heating season.

Electricity sold to residential consumers who use electricity as their main heat source (more than 50 percent) is exempt from Minnesota and local sales tax from November through April of each heating season. All electricity used through the same meter, whether for heating purposes or not, is exempt during the six-month time period.

If you qualify under the terms outlined above, Wright-Hennepin (WH) can provide you with this exemption when you complete, sign and return an exemption certificate to WH. **If you've completed the form in a previous year, you do not need to re-submit it.** Additionally, if you've changed your method of heating since filling out the form, please notify us so we can remove you from the program.

To fill out the form, visit www.whe.org, click on the "For My Home" tab, then on "Electric Heat Tax Exemption" under the resources section, then fill out and submit the form on the page. You can also call (763) 477-3000 to have a paper copy sent to you. 

Members may now file as director candidates

Wright-Hennepin (WH) members can now submit nominations to vie for a seat on the cooperative's board of directors in Districts 4, 6 and 8. Members elected to these positions will begin their terms immediately following the 2013 Annual Meeting on April 2, 2013.

If you're not sure which district you live in, check your mailing label on this month's newsletter. The district number is shown on the first line of the label, just above your name. The "BD" stands for board district.

Members in these districts who would like to compete in the election need to file a director nominee application form. To apply, print out, complete and sign the form found on WH's website (www.whe.org then click on the "Director Nominee Application Form" under the "Quick Links"). Mail the form along with a resume to: Wright-Hennepin, Attn: Chris Lantto, board chair, P.O. Box 330, Rockford, MN 55373. Application deadline is Feb. 11, 2013. 

Industry News

LED light bulbs do least environmental harm

LED light bulbs have a slight environmental edge on compact fluorescent bulbs, and both trump traditional incandescent bulbs by a wide margin, the Pacific Northwest National Laboratory (PNNL) says in a new report. PNNL, a U.S. Department of Energy lab based in Richland, Wash., compared the environmental footprint of the three bulbs, including mining of raw materials, manufacturing, disposal and electricity use.

The study found that both LEDs and CFLs are substantially more environmentally friendly than traditional incandescents, which consume far more electricity – the dominant environmental impact. Researchers identified the LED bulb's main environmental drawback as its use of an aluminum "heat sink" at the bottom of the bulb. That's because mining and processing aluminum is energy intensive and generates sulfuric acid and other hazardous byproducts.

Next, lab researchers will study the amount of hazardous materials in the three types of bulbs – mercury in CFLs, for example – and whether they exceed federal and California disposal regulations.

Source: *The Oregonian*

More than 200 coal-fired power units to close

A new analysis released Sept. 18 by the American Coalition for Clean Coal Electricity (ACCCE) found that 204 coal-fired units nationally could be closed due, in part, to regulations issued by the Environmental Protection Agency (EPA). The units are spread across 25 states and represent 31,000 MW of electric generating capacity.

According to the analysis, the states with the most coal-electric generating capacity prematurely closing are Ohio, Pennsylvania, West Virginia, Virginia and North Carolina. These five states combined have 103 coal units scheduled to shut down, representing almost 18,000 MW. Other hard hit states include Indiana, Colorado and Iowa.

ACCCE said 30 units in Ohio are scheduled to be shut down, representing more than 6,600 MW of electric generating capacity. Another 22 units accounting for 3,500 MW in Pennsylvania could be closed, as well as 16 units that generate 2,500 MW in Virginia.

Source: *Power Engineering*

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HeatMyFloors.com makes customer's basement a comfortable space



Joel Gonsowski installed HeatMyFloors.com's STEP Warmfloor product in his basement to help keep the lower level of his home at a comfortable temperature throughout the winter months.

recycled content, making the product a great fit for use in LEED (Leadership in Energy and Environmental Design) home and building construction.

Now going into his second winter with the heating system, Gonsowski said it's significantly improved the comfort level of his home.

"You don't need blankets when you're in the basement in the winter, and it's helped with heating the entire house," said Gonsowski.

The Gonsowskis had also originally planned on installing a fireplace in their basement, but felt the under-floor heating provided more than enough warmth and comfort for the space.

"We decided that we didn't need it," said Gonsowski.

As for recommending the product to others, Gonsowski said he already has.

As Gonsowski said, "If you're going to do something, do it right."

Dual Fuel test dates set for Oct. 18 & 20

Wright-Hennepin (WH) will convert its summer Off-Peak cycling to winter management beginning Oct. 17. Following this date, instead of air conditioning, Dual Fuel heating accounts will be managed during times of peak demand.

Two test dates are planned to ensure back-up heating systems turn on during periods of management. The first test will run on Oct. 18 and the second will run on Oct. 20. Both tests will take place between 6 p.m. and 9 p.m.

Members should make sure their back-up heating system functions properly during this test period. After Oct. 17, members who are enrolled in WH's Dual Fuel program can expect to have their heat managed only during peak demand times.

If you have any questions about heat management periods or if you are interested in saving on your electric heating expenses by enrolling in the Dual Fuel program, call (763) 477-3000.

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Team Freedom wins The Littlest User 2 contest

couple of degrees every few days until they reached their final threshold of 82° F.

"Craig surprised me with how well he did without air conditioning," said Gilda Anderson. "I never thought we'd be able to set our thermostat that high."

In addition to using their air conditioning less, the family did many other small things to help reduce their energy use, including unplugging phantom loads, turning off computers when they weren't being used, shutting off lights and washing dishes by hand.

Participants tracked their daily energy-conserving efforts by using MyMeter. MyMeter is an energy-use tracking Web portal that allows its users to view daily and monthly energy use data in a simple graphic format. This allows the

participants to view how changes they've made in their homes directly affect their energy use.

"We'd check the MyMeter chart every day and try to think of more things we could do to cut back," said Craig. "All of the little things add up."

The MyMeter program is free for all WH members. Members can sign up at <http://goo.gl/AOmB6>.

The Anderson's kids even got excited about the contest. Their five-year-old daughter also watched the MyMeter page to check the contest's standings.

"We want to be blue," said Alexandra, referring to the contest's Web page. (The first place position on the "Current Top 10 Households" graph is a blue bar.)

The second place household, team pbandj, will be rewarded with passes for an overnight stay at a water park. Third place, The Albion Crew, received a gift certificate for a household pizza night. Additionally, everyone who saved energy "won" by having lower energy bills.

The Andersons plan to use their travel voucher for a family vacation at Wisconsin Dells.

"Our kids love water parks," said Gilda. "That's why we entered the contest – for the second place prize. We never thought we'd come in first."

As for continuing their energy-saving habits, the family has no plans to stop.

"It's just common sense," said Craig. "You can save hundreds of dollars per year. Why wouldn't you do it?"

View your daily energy use with MYMETER™



Sign up today at mymeter.whe.org

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 energy.



Cold Weather Rule will go into effect October 15

Wright-Hennepin (WH) would like to remind members about Minnesota's Cold Weather Rule. This rule is designed to help keep families warm this winter, especially those who may be struggling to pay their monthly utility bills.

The Cold Weather Rule states that a cooperative must not disconnect and must reconnect the utility service of a residential customer during the period between October 15 and April 15 if the disconnection affects the primary heat source for the residential unit and all of the following conditions are met:

- A customer enters into and makes reasonable timely payments under a payment agreement that considers the financial resources of the household.
- A customer receives referrals to energy assistance, weatherization, conservation, or other programs likely to reduce the customer's energy bills.
- The household income of the customer is at or below 50 percent of the state median household income. The utility may verify income on forms it provides, or obtain verification of income from the local energy assistance provider. A customer is deemed to meet the income requirements of this clause if the customer receives any form of public assistance, including energy assistance that uses an income eligibility threshold set at or below 50 percent of the state median household income.

"As always, we will work with members to prevent disconnection of electric service between Oct. 15 and April 15, just as we do throughout the year," said Angie Pribyl, WH's chief financial officer. "We want to give members with past-due accounts an opportunity to work out a feasible payment schedule with us."

WH does not want to interrupt service to any member, but in a cooperative, all members suffer when any bill remains unpaid. Unpaid bill amounts must be absorbed by members who faithfully pay their bill each month.

If you are having financial difficulties, cannot pay your electric bill, or if you do not meet state guidelines for cold weather protection, please contact WH's credit team at (763) 477-3000 to set up a mutually acceptable payment agreement in order to avoid having your electricity disconnected. 

The guiding principles of electric cooperatives

October is National Co-op Month, and all across America, people will celebrate the role, accomplishments and contributions of our nation's cooperatives - including Wright-Hennepin.

One of the most important aspects of cooperatives is that they're owned by their members. This member-ownership means that cooperatives are focused on their members' needs and priorities. Additionally, cooperatives are also an integral part of the communities they serve.



Electric cooperatives are guided by the seven principles below:

1. Voluntary and open membership

Cooperatives are voluntary organizations, open to all persons able to use their services and willing to accept the responsibilities of membership, without gender, social, racial, political or religious discrimination.

2. Democratic member control

Cooperatives are democratic organizations controlled by their members, who actively participate in setting policies and making decisions through the elected board of directors. These elected representatives are accountable to the membership. WH has nine members on its board of directors that guide the cooperative.

3. Members' economic participation

Members contribute equitably to, and democratically control, the capital of their cooperative. At least part of that capital is usually the common property of the cooperative and is used for a time to help offset the cost of debt for items such as power line construction, transformers, trucks, inventory and other equipment. This money is then returned to members in the form of capital credits. WH has returned more than \$28 million in capital credits to members since 1957.

4. Autonomy and independence

Cooperatives are autonomous organizations controlled by their members.

5. Education, training and information

Cooperatives provide education and training for their members, elected representatives, managers and employees so they can contribute effectively to the development of their cooperatives. They inform the general public, particularly young people and opinion leaders, about the nature and benefits of cooperation.

6. Cooperation among cooperatives

Cooperatives serve their members most effectively and strengthen the cooperative movement by working together through local, national, regional and international structures.

7. Concern for community

While focusing on member needs, cooperatives work for the sustainable development of their communities through policies accepted by their members.

Source: NRECA 

Fire prevention tips in honor of Fire Prevention Week

For more than 90 years, the National Fire Protection Association (NFPA) has sponsored Fire Prevention Week in order to commemorate the Great Chicago Fire, which occurred in 1871. This year's Fire Prevention Week will be held October 7-13.

To protect your home from fire, install a smoke alarm on every level of your home, as well as inside bedrooms. Furthermore, test your smoke alarms once a month, and replace them every ten years.

Along with installing smoke alarms in your home, the NFPA offers other important fire prevention tips to follow for potential fire hazards around your home:

Candles: When leaving a room or going to bed, make sure to blow out all candles. Never leave a candle unattended, as it could start an object on fire. Keep all candles at least 12 inches from objects that could burn, and use sturdy candle holders on level, uncluttered surfaces. Also, never let a candle burn all the way down as it could start its holder on fire.

Dryers and washing machines: Never operate your dryer without a lint filter and make sure to remove any lint after each load of laundry.



For more than 90 years, the National Fire Protection Association (NFPA) has sponsored Fire Prevention Week. This year's Fire Prevention Week will be held October 7-13.

Cooking appliances: Never leave your stove unattended. If you must leave the kitchen for any reason, make sure to turn the stove off until you get back. Keep anything that could burn – paper towels, rags and oven mitts – away from your stove top while you are cooking. Avoid using aluminum foil or metal objects in a microwave.

Electrical appliances: Replace or repair loose electrical cords that could fray, as they could be a potential fire hazard. When using an outlet,

never overload it, and avoid using more than one high-energy consumption appliance in it. Place lamps on level surfaces away from objects that could burn, and always use bulbs that are the recommended wattage.

Heating appliances: Keep anything that can burn at least three feet away from heating equipment, and turn portable heaters off when leaving a room. Have all heating equipment and chimneys cleaned and inspected once a year by a qualified professional.

For smokers: You should always smoke outside in a well ventilated area. However, if you choose to smoke indoors, use a deep, wide ashtray on a sturdy table, and keep all matches and lighters out of a child's sight and reach. In order to properly put out a cigarette, douse cigarette butts and ashes with water or sand.

Portable generators: Always operate portable generators in a well-ventilated outdoor location, away from all windows and vent openings. Never use them in an attached garage even if you have the door open. Finally, never refuel a generator while it is running. For added peace of mind, call WH Security at (763) 477-3664 to learn more about carbon monoxide detection as a part of a home security system.

WH Security can also provide you with extra protection from fire with monitored smoke detectors. In the event of a fire, these alarms can help get emergency services to your home as quickly as possible, whether you are home or away. Learn more about WH Security's smoke detectors at wh-security.com.

If you would like more information about the NFPA or Fire Prevention Week, please visit their website at nfpa.org or firepreventionweek.com.

Source: NFPA

Twelve tips to keep trick-or-treaters safe this Halloween

Halloween is a fun night for children across the nation. To help keep it fun, make sure your kids are safe by taking some extra precautions that will keep your favorite candy collector out of harm's way:

Children should:

- Only go to well-lit houses.
- Never go inside strangers' homes.
- Travel in small groups, accompanied by an adult.
- Bring treats home before eating them so adults can inspect them.
- Use flashlights, stay on sidewalks and avoid crossing through yards.
- Cross streets at the corner, use crosswalks (where they exist), and don't cross the street between parked cars.
- Stop at all street corners and cross the street as a group.
- Wear clothing that is bright, reflective and flame retardant.
- Consider using face paint instead of masks. (Masks can obstruct a child's vision.)
- Don't allow your child to wear a hat that will slide over his/her eyes.
- To prevent your trick-or-treater from tripping, avoid costumes that are long, baggy or loose, or ones that contain oversized shoes.
- Remind trick-or-treaters to look left, right and left again before crossing the street.

Additionally, parents and adults should remember to drive slowly, supervise trick-or-treating for children under age 12, and inspect all candy for safety before children eat it.

Source: American Academy of Pediatrics, the Centers for Disease Control and Prevention, and the National Safety Council

On Halloween, parents and adults should remember to drive slowly, supervise trick-or-treating for children under age 12, and inspect all candy for safety before children eat it.



Protect your home with a WH Security system and save!

Did you know...

Most insurance companies give a discount on homeowners' insurance premiums when your home includes a monitored security system.

Call (763) 477-3664 or email info@wh-security.com to take advantage of this special offer!

Limited time offer:
FREE smoke sensor
A \$120 value!

Offer expires 11/16/12

*Certain restrictions apply. Must be in good credit standing. Special offer available with new three-year monitoring agreements only. Promotion cannot be combined with any other offers.

WH Security
The Power to Protect

A wholly owned subsidiary of Wright-Hennepin Cooperative Electric Association

www.wh-security.com

Be mindful of carbon monoxide this winter

The risk of carbon monoxide (CO) poisoning increases dramatically as people turn on their furnaces. With the onset of cold weather, this is an important time to take precautions, and protect your home from CO.

CO is an odorless, invisible gas produced from the combustion of fossil fuels, which is how heat is produced in furnaces and ovens that are fueled by LP or natural gas. CO produced from these types of sources

can cause harm to people and animals if it's not properly vented.

There are ways to protect your home from this harmful gas. If you install CO detectors, they'll make a loud noise if CO levels in your home rise above a certain point. These sensors will alert your home's occupants of a problem.

However, if you you'd like to be alerted of a CO leak while you're away, you can

have a CO sensor installed as a part of your security system. By doing this, your CO sensor will be monitored 24/7, like the other sensors in your home.

For more information about protecting your home from CO, check out WH Security's blog at <http://bit.ly/rU1U5X> or call a representative at (763) 477-3000.



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15. Extent and Nature of Circulation		Average No. Copies Each Issue During Preceding 12 Months	No. Copies of Single Issue Published Nearest to Filing Date
a. Total Number of Copies (Net press run)		38,575	38,700
b. Paid Circulation (By Mail and Outside the Mail)			
(1) Mailed Outside-County Paid Subscriptions Stated on PS Form 3541 (Include paid distribution above nominal rate, advertiser's proof copies, and exchange copies)		38,045	38,258
(2) Mailed In-County Paid Subscriptions Stated on PS Form 3541 (Include paid distribution above nominal rate, advertiser's proof copies, and exchange copies)			
(3) Paid Distribution Outside the Mails Including Sales Through Dealers and Carriers, Street Vendors, Counter Sales, and Other Paid Distribution Outside USPS			
(4) Paid Distribution by First-Class Mail Through the USPS (e.g. First-Class Mail®)			
c. Total Paid Distribution (Sum of 15b(1), (2), (3), and (4))		38,045	38,258
d. Free or Nominal Rate Distribution (By Mail and Outside the Mail)			
(1) Free or Nominal Rate Outside-County Copies Included on PS Form 3541			
(2) Free or Nominal Rate In-County Copies Included on PS Form 3541			
(3) Free or Nominal Rate Copies Mailed at Other Classes Through the USPS (e.g. First-Class Mail)			
(4) Free or Nominal Rate Distribution Outside the Mail (Carriers or other means)		236	266
e. Total Free or Nominal Rate Distribution (Sum of 15d(1), (2), (3) and (4))		236	266
f. Total Distribution (Sum of 15c and 15e)		38,281	38,524
g. Copies not Distributed (See Instructions to Publishers #4 (page #3))		294	176
h. Total (Sum of 15f and g)		38,575	38,700
i. Percent Paid (15c divided by 15f times 100)		99.4%	99.4%
16. Publication of Statement of Ownership			
<input checked="" type="checkbox"/> If the publication is a general publication, publication of this statement is required. Will be printed in the <u>OCTOBER</u> issue of this publication.			
<input type="checkbox"/> Publication not required.			
17. Signature and Title of Editor, Publisher, Business Manager, or Owner		Date	
Sage Boynt		09-28-12	
I certify that all information furnished on this form is true and complete. I understand that anyone who furnishes false or misleading information on this form or who omits material or information requested on the form may be subject to criminal sanctions (including fines and imprisonment) and/or civil sanctions (including civil penalties).			
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Board Report

Continued from Page 2

- Shared highlights of meetings attended on behalf of the cooperative
- Toured SheerWind in Chaska, Minn. following the board meeting, and received a report on this new technology

Guests included:

- Greg Ridderbusch, vice president of business development for Great River Energy (GRE), reviewed GRE's proposed strategic plan
- Paul Spencer of Clean Energy Collective in Carbondale, Colo., provided an overview of the solar market, and reviewed the solar community concept

September board meeting highlights:

The monthly meeting of the board of directors was held September 11-12, 2012. A quorum of directors was present. Board action taken:

- Approved lowering the power cost adjustment by more than 5 percent for members' October bills due to WH's excellent financial condition
- Reviewed and approved the annual update of policies and tariffs
- Authorized the amendment and restatement of the WH electric and WH Holding retirement security plan
- Heard a report from a group of WH employees on the Minnesota Rural Electric Association's Energy Issues Summit held in August
- Reviewed and filed the monthly CEO, legal, financial and operations reports
- Held WH electric and WH Holding boards strategic planning meeting on September 11-12, 2012

Guests included:

- Attorney Scott Kelly joined the meeting by teleconference to provide an update on post-trial activities of a stray voltage case.
- Vice President Roy Perry and Program Manager Peter Rice of Alarm.com presented trends in the home energy management marketplace.
- President Kris Kirby and VP of Business Development Mike Donegan of RMR Capital Group presented the future of the security industry through the eyes of an investor. The two congratulated WH on being in the right place at the right time.
- Dave Bangen, Basin Electric's manager of financial planning and forecasts, presented Basin Electric Cooperative's Strategic Plan.
- Gary Connett, Great River Energy's member services and demand side manager, presented energy efficiency and conservation trends and its effect on kWh sales.

WH Appliance Repair

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A Touchstone Energy® Cooperative

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- Help the environment by using green energy

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Enter a drawing to win a Kindle on Facebook

Whether you want to find energy-saving tips, check the status of a power outage or stay up-to-date on news and events at Wright-Hennepin – there are a lot of reasons to like WH on Facebook. Now there is one additional reason: We're offering an incentive to our members to like our page by October 31.

We're holding a sweepstakes drawing for a Kindle that only our Facebook fans can enter. Once you like our page, follow this link to the entry form: <http://a.pgtb.me/dj6h>. Simply fill out the required fields, and click submit.

One entry per person will be accepted. The winner will be contacted within the first week of November. Good luck!

What is Facebook, and how do I "like" a page?

Facebook is a social networking website that helps you stay in touch with family and friends. In order to use Facebook, you'll need to register and create a profile – both of these services are completely free.

To create a profile, go to www.facebook.com and fill out the information under the "Sign Up" section on the right

side of the page. All of the information you enter during this process will not be viewable by the general public if you make your profile private. To do this, read your privacy settings carefully, and select the boxes that only allow your friends to see your information. **WH's page can be found at www.facebook.com/WrightHennepin.**

To enter WH's sweepstakes, go to <http://a.pgtb.me/dj6h> after you have created your personal profile. Once you've "liked" our page by clicking on "like" at the top of the form, fill out the required fields on the form below, and click submit. 



WH is holding a sweepstakes drawing for a Kindle on its Facebook page.



tenKsolar Winner

JOAN HALDERSON of Buffalo wins a credit for \$36.80 for August's output from WH's tenKsolar panel array.



Solar Winner

PAUL SALONEK of Waverly wins a \$32.16 credit for August's output from WH's solar panels.



Wind Winner

DENNIS KASIN of Rockford wins a \$28.29 credit for August's output from WH's wind generator.

Average monthly energy output:
Wind generator: 673 kWh
Solar panels: 214 kWh

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

Need help saving energy? There's an app for that

We're always trying to find simple, cost-effective ways to help our members to save on their energy expenses. Below are a few apps for your iPhone, iPad or Android device that can help you save money on your next electric bill.



- Touchstone Energy's Together We Save - Tip of the Day app gives its users a new energy-saving tip each day.
- GreenMeter is designed to help you drive efficiently. The app has sensors that record your speed and changes in acceleration. It then gives you feedback on how to change your driving habits to get better gas mileage.
- iGo Vampire Power Calculator calculates how much electricity you may be wasting in each room of your house. Enter what appliances you are using in each room and how long you use them. Based on these numbers, the app will show you how much energy each room uses per year.
- iamgreen's Battery Saver helps you adjust the battery settings on your cell phone to keep it alive longer. The app also includes an energy quiz, efficiency tips, and the company that produces the app plants a tree in return for every purchase made.
- MyHomeEnergyTips gives you energy-saving recommendations based on the items in your home, the weather and the cost of electricity. Additionally, it can calculate the value of taking those recommendations in dollars and carbon emissions avoided.
- GreenOutlet is an app that helps you understand how much electricity your appliances use and tells you how much they cost to run each month. The app

can also calculate your carbon footprint per month and sends you an alert when you exceed the U.S. government guidelines for recommended carbon usage.

Cutting back on your energy use can be intimidating, but with easy-to-use apps like the ones above, you'll have the information you need to take control of your energy use. 

Cut down your winter heating costs!

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

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

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.



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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

