

Celebrating co-ops and the community

October is National Co-op Month, and Wright-Hennepin (WH) is excited to celebrate with the community. Cooperatives are different from investor-owned utilities because they are owned by you, the members. Member-owners who make up the co-op get a say in how WH is run through democratic member control. And with low rates, reliable service and capital credit refunds, there are many benefits to being a WH member. Cooperatives and the community go hand-in-hand, and WH is proud to be a part of the communities we serve.

This month, to celebrate National Co-op Month, WH hosted a member appreciation lunch and, once again in 2021, we are excited to invite members to our Fall Festival Co-op Month celebration!

YOU'RE INVITED!

October 28, 5 – 7 p.m.
WH Fall Festival

- Pumpkin decorating*
- Balloons
- Line Trucks
- Snacks and drinks*

**While supplies last.*



WH hosted an appreciation lunch for co-op members on October 14.



Come decorate a pumpkin at the fall festival on Thursday, October 28, from 5 to 7 p.m.



Members also had the opportunity to test ride electric bikes.

EV Ride and Drive Event a success!

WH hosted its first-ever Electric Vehicle (EV) Ride and Drive Event on September 16. Members had the opportunity to learn about EVs and take a test drive.



Approximately 260 members attended, and 175 members test drove a vehicle!



More than 20 members brought their EVs to display at the event.



CEO's Memo

TIM SULLIVAN
WH PRESIDENT AND CEO

See the WH values that inform our service to members

While delivering safe, reliable, affordable power to 56,000 consumers every day is what we do at Wright-Hennepin (WH), we also care deeply about how we do it.

After all, as a member-owned organization, we exist, in part, to reflect the highest and best aspirations of our membership. This also means we strive to incorporate certain fundamental, cornerstone values into our activities and actions each day.

What are these cornerstone values? At WH, we initiated a process five years ago to identify and select the values most important to the organization. The Board, management team and employees each separately identified the workplace values most important to them. We then consolidated the first-round findings into a master list before making final selections. Tellingly, from among dozens of options, Team WH quickly united around six values we felt best represented our commitment to the membership. So, let's take a look:



Integrity

We define integrity as "doing what is right with ethical and honest actions that show respect and build trust in every situation." Put another way, we not only want to talk the talk; we want to walk the walk. We want to align our actions with our promises. We want to ensure a promise made is a promise kept. We know that over the long term, trust is the single-most important quality our membership wants from WH. This value keeps us mindful and humble about earning your trust every day.



Safety

Safety is "creating an environment that protects the physical, data and financial well-being of our members, customers, employees and the public." While electricity is central to delivering modern quality of life, we also understand its delivery comes with risks. So, safety must remain at the forefront of our minds every day. Valuing safety not only means honoring the practices and protocols that keep our employees safe but that keep the membership safe, too. At WH, we know our commitment to safety cannot waver or falter and that we must remain ever vigilant.



Member/Customer Focused

"We pledge to provide quality service that exceeds expectations and delivers value for our members and customers." Put another way: it's all about the member at the end of the line. Everything we do, whether installing poles and wires, answering a member call, sending a bill, or conducting an election, our central purpose is to serve our membership.

We're also mindful we serve tens of thousands of security customers both in the Twin Cities area and around the country, and their safety and well-being is critical too. This value puts a face and a name on our work.



Teamwork

We define teamwork as: "We cooperate and work together for the common good of the people we serve and our cooperative mission." Simply put, running a modern electric cooperative utility is a team sport. Overwhelmingly, we accomplish our goals together. We depend on each other, we challenge each other and we need each other's expertise, knowledge and capability to succeed. This value reminds us we deliver the greatest value not as individuals but together.



Dependable

"Regardless of the obstacle or situation, we will do everything possible to make sure our performance is steady, strong and productive." While Team WH might have been expected to select "reliable" as our value, they chose "dependable" instead. That's because, in all facets of our business, from billing to member service to outage response, we need to be counted upon 24/7/365 by our fellow employees and the members and communities we serve. When I asked one employee about choosing this value, she said: "This is just another way of saying we want to be trustworthy!"



Performance

What do we mean by performance at WH? We define it as "we pursue excellence and strive to do things better than anyone else in our industries." In short, our goal is best- in-class performance. Our aim is not to be a good, but a great utility. This value reminds us that striving for high professional standards is another way of honoring our membership.

Of course, values are ideals. We recognize they are always easier to express than they are to accomplish! But without them, it's too easy to lose our way. With them, we are constantly reminded, encouraged, fortified and inspired to give our best every day. After all, delivering modern quality of life to our membership every day is a noble mission, and with these values, we strive to be worthy of it.

As always, thank you for your business.

Former ORU board chair John Meister retires

WH would like to recognize John Meister, the former Operation Round Up (ORU) Board member, who retired after 23 years of service. Meister began serving on the ORU board in 1998 and served as the chair from 2005 to 2017. In his time at WH, he helped award almost \$4 million to local charities and organizations.



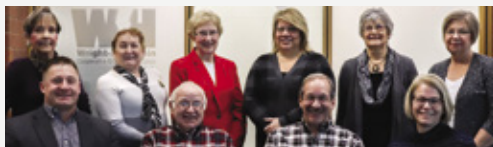
Meister spoke highly of his time serving on the ORU board: "The [charities] are all so well-qualified. Everyone should contribute through Operation Round Up."

Lisa Zipp, the ORU administrator, said, "John was a great leader who knew his community well and loved being an advocate for others. He is a great man with a big heart."

Cathrine Leuer of Hamel took Meister's place on the ORU Board.

ORU is an optional program for WH members. Approximately 89% of WH's members participate in the ORU program and combine to contribute approximately \$20,000 each month. ORU's board manages the generated money, which is held in a trust fund. Through a selection process and review of guidelines, the ORU trust board evaluates funding requests on a bimonthly basis. Learn how to apply for ORU funds on page 8.

Please join WH in wishing John Meister a warm farewell and good luck!



Sales tax exemption for electric heating

You may be exempt from state and local sales tax for your electricity during the heating season if your primary residential heat source is electricity. If more than 50% of the main heat source for a residence comes from



purchased electricity, you are exempt from Minnesota and local sales tax during the months of November

through April. All electricity used through the same meter, whether for heating purposes or not, is also exempt throughout this six-month period. WH can provide you with this exemption when you complete the online form at <https://bit.ly/WH-tax-exemption>, or call (763) 477-3000 to have a paper copy sent to you. **You do not need to re-submit the form if you have previously submitted one.** If you have changed your method of heating since filling out the form, please notify us.

Add comfort to your home this winter with electric heating options

AIR SOURCE HEAT PUMP



Air Source Heat Pumps (ASHP) provide heating and cooling in one efficient and economical system. In the summer, ASHPs work the same as standard air conditioners, cooling your home by moving heat outside. During the cooler months, the same technology brings heat inside by reversing the heat pump

process. WH members can receive up to \$1,530 in rebates toward the purchase of an ASHP, and the Quick Cash ASHP Energy-Saving Program can save members an additional \$30 a year.

HYDRONIC HEATING



Hydronic under-floor radiant heat is a system of tubing placed in the concrete slab of your home or under the sub floor. These systems use electric boilers to heat water that is then circulated through the tubes to heat the floor above. Hydronic heat is ideal for new construction. WH members can enroll in our Dual Fuel Program, which offers a discounted rate of \$0.06434/kWh, along with a rebate of \$5/kW up to \$250.

ELECTRIC WATER HEATER



Electric water heaters are safe and reliable. When paired with either of our water heating programs, members can save money. With the Quick Cash Water Storage Program, WH members receive a \$10 bill credit each month for allowing WH to control charging time for heating your water overnight. Members can receive up to \$1,250 in rebates toward a new water heater. With the Metered Water Storage Program, members receive a discounted rate of \$0.06434/kWh, and up to a \$500 rebate.

PLENUM HEATER



Plenum heating is a unique technology which allows owners to switch between electricity and other heating sources. The heater is inserted into the plenum, or ductwork, of the furnace and uses the fan to move air across the electric elements, where it is heated and spread throughout your home. WH members can enroll in our Dual Fuel Program, which offers a discounted rate of \$0.06434/kWh, and can apply also for a \$5/kW rebate up to \$250.

To learn more about WH's Energy-Saving Programs, rebates and electric heating options, visit <https://bit.ly/WH-rebates> or call (763) 477-3000. WH does not install any of the electric heating options on this page. Please commission a contractor of your choice.

Co-op Connections deal of the month

DEHMER'S MEATS IN ST. MICHAEL

\$5 off regular priced 50 pounds of lean ground beef.

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!



EVs by the numbers

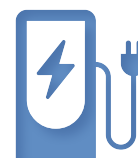
When it comes to electric vehicles (EVs), there are a lot of numbers to consider. We have broken down the numbers to make learning about EVs a little easier.

2.2

TIME TO CHARGE COMMUTE

2.2 HOURS

Based on 34-mile daily commute. Charge time is calculated assuming a level 2 charger and 15 miles/hour of charging.



AVERAGE COST TO FUEL

\$3.50 FOR A FULL CHARGE

50 kWh battery at a rate of \$0.06434/kWh on a WH program



AVERAGE MSRP

\$47,980

Plus, Federal tax credits are available!
(caranddriver.com)



EVS REGISTERED IN MN

10,380

as of June 2021
(energy.gov)



AVERAGE RANGE

250 MILES

(energy.gov)



EVS REGISTERED IN US

1,019,260

(energy.gov)

Cold Weather Rule Notice

In accordance with Minnesota's Cold Weather Rule, electric service cannot be disconnected for nonpayment between October 1 and April 30 if electricity is the primary heat source **and ALL of the following statements apply:**

- Your household income is at or below 50% of the state median household income. Income may be verified on forms provided by WH or by the local energy assistance provider.
- You enter into and make reasonably timely payments under a payment agreement that considers the financial resources of the household.
- You receive referrals to energy assistance, weatherization, conservation, or other programs likely to reduce your energy bills from WH.
- Minnesota's Cold Weather Rule does not completely stop winter disconnects.

Before disconnecting electric service to residential members between October 1 and April 30, WH must provide:

- A 30-day notice of disconnection;
- A statement of members' rights and responsibilities;
- A list of local energy assistance providers;
- Forms on which to request Cold Weather Rule protection; and
- A statement explaining available payment plans and other options to continue service.

Unpaid bills must be absorbed by members who faithfully pay their bill each month. WH does not want to disconnect service for any member, but all members suffer when a bill remains unpaid. If you cannot pay your electric bill, are having financial difficulties or 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.

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USDA Rural Development Rural Utilities Service Stop 1560 Rm 5165, 1400 Independence Ave. SW, Washington, DC 20250-1560
National Rural Utilities Cooperative Finance Corporation 20701 Cooperative Way, Dulles, VA 20166
CoBank 6340 S Fiddlers Green Circle, Greenwood Village, CO 80111

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(2) Mailed In-County Paid Subscriptions Stated on PS Form 3541 (Include paid distribution above nominal rate, advertiser's proof copies, and exchange copies)		
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(4) Free or Nominal Rate Distribution Outside the Mail (Carriers or other means)	150	150
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i. Percent Paid (15c divided by 15f times 100)	99.33%	99.33%
16. Extent and Nature of Circulation:		
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(1) Mailed Outside-County Paid Subscriptions Stated on PS Form 3541 (Include paid distribution above nominal rate, advertiser's proof copies, and exchange copies)	44,828	44,605

17. Publication of Statement of Ownership: Publication of this statement is required. Will be printed in the October 2021 issue of this publication.

18. Signature and Title Editor, Publisher, Business Manager or Owner: Andrea Unger (9/17/2021)

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).

WH Board of Directors reduces Power Cost Adjustment

WH's Board of Directors approved reducing the Power Cost Adjustment (PCA) portion of your bill by 32% for the months of September, October and November 2021. This effectively reduces your total energy cost for three months based on consumption. This reduction was enacted due to higher than expected energy sales and lower relative cost of power.

WH will test Dual Fuel systems in October

WH switched its summer Energy-Saving Program to winter demand management on October 1. Instead of air conditioning, Dual Fuel heating will be managed during times of peak energy demand. To ensure backup heating systems turn on during periods of demand management, two tests will be completed during the month of October. The tests apply only to members who are already signed up for Dual Fuel.

The tests will take place between October 28 and October 30, from 6 - 9 p.m. Testing will be done by WH and members are encouraged to ensure their backup heating systems are working during this time.

Call WH at (763) 477-3000 if you have questions or concerns.

Capital credit refunds heading your way

Most WH members will receive a capital credit refund between Thanksgiving and Christmas. WH has been returning capital credits for 40 consecutive years. Any members with a refund of \$10 or more will receive a check in the mail. Anyone with a refund of \$1.00 - \$9.99 will receive a credit on their bill. If you would prefer to receive your capital credit refund on your December invoice instead of a check, please call WH or visit <https://bit.ly/WH-capital-credit-refunds> to register by November 15. If you have registered to receive your refund as a bill credit for previous years, you will not need to register again.

Capital credits are a benefit of a member's ownership in the cooperative. They are financial margins distributed to cooperative members and are based on purchases of electricity from the cooperative in previous years. These margins are used as capital by the cooperative to operate the business for a time period. To learn more about capital credits, visit our website or contact a WH representative at (763) 477-3000.



**Quick fix.
Fast service.
Fair price.**



Packages Start At

\$18⁷⁵
month

The WH Appliance Repair plan helps you with unexpected repair bills. The plan includes **your choice** of 5 appliances.*

Popular options include:

- ✓ Refrigerator
- ✓ Clothes Dryer
- ✓ Furnace
- ✓ Range
- ✓ Water Heater

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

(763) 477-3000

whe.org/services-products.html

WH Appliance
Repair

FIRE SAFETY TIPS



KEEP YOUR HOME SECURE

At WH Security, safety is our number one focus which is why Fire Safety Month is so important. This year, National Fire Prevention Week was October 3-9.

Monitored smoke sensors are one of the top products added to a home security system. But there are additional safety steps you can take to make sure your family is safe. Consider these tips from the National Fire Prevention Association:

- Install smoke alarms in every bedroom, outside every sleeping space and on every level of the home. Large homes may need extra smoke alarms.
- It is best to use interconnected smoke alarms. When one sounds, they all sound.
- A smoke alarm should be on the ceiling or high on a wall.
- Keep smoke alarms away from the kitchen to reduce false alarms. They should be at least 10 feet from the stove.
- Understand your alarm's lifespan, which is typically 7-10 years. Replace units before they expire.
- A closed door may slow the spread of smoke, heat and fire. Sleep with bedroom doors closed whenever possible.

For added protection, add monitored smoke sensors to your home security system. Monitored sensors alert the monitoring center anytime an alarm is triggered. Then dispatchers will contact you and the proper authorities. So even if you aren't home, help can be sent to your residence. Even better, many insurance companies reward homeowners who have monitored smoke sensors by reducing their premiums. Check with your insurance company to find out what discounts are available to you.

To learn more about monitored smoke sensors and how to add them to your home, contact WH Security at 763.477.3664 or visit wh-security.com.

WHSECURITY
Trusted. Local.

Trimmed trees are safe trees!

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

Call (763) 477-3000 to learn more.

WH Headquarters | 6800 Electric Drive | Rockford, MN 55373



**Safely have your trees trimmed
by our expert tree care specialists.
Schedule your service today!**

Solar winners

tenKsolar Winner



MARK SANDHOEFNER of Buffalo wins a credit for 174 kWh, July's output from WH's tenKsolar panel array.

FOREST LEASING of Rockford wins a credit for 180 kWh, August's output from WH's tenKsolar panel array.

Solar Winner



JOHN VASSAR of Maple Plain wins a credit for 256 kWh, July's output from WH's solar panels.

KRISHNA VEDULA of Plymouth wins a credit for 261 kWh, August's output from WH's solar panels.

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

Board Report: Meeting highlights

AUGUST BOARD MEETING

The Wright-Hennepin and WH Holding monthly Board of Director meetings were conducted August 27, 2021. A quorum of directors was present. Items discussed or Board action taken:

- Approved reducing the Power Cost Adjustment for September, October and November.
- Approved returning an additional \$1 million as part of the 2021 General Capital Credit Retirement.
- Approved increasing the Wright County 4H Auction donation up to \$1,000.
- Approved Basin Load Forecast Resolution.
- Approved Energy Purchase Transaction Authorization Resolution.
- Approved Capacity and Energy Purchase Transaction Resolution.
- Accepted the 2020 401k Audit.
- Selected alternate delegate for an upcoming industry meeting.
- Heard annual update on WH's reliability.
- Heard report on enhancements made to WH Security's referral program.
- Heard details of WH's upcoming Electric Vehicle Drive and Ride Event.
- Heard second quarter report on the technology sunset of 3G security conversions.
- Reviewed and filed the monthly CEO, financial, legal and other operating reports.
- Directors reported on industry meetings they attended on behalf of the cooperative.

Winter construction charges

WH reminds members that if you are planning to run electric service to a home, outbuilding or other facility, please be aware that additional winter charges may apply between October 15 and April 15. Additional charges apply due to the cost of construction during winter-related conditions. You can avoid winter construction charges by having your site ready for service installation and having an electrical inspection completed prior to October 15. Please contact a New Services or Engineering representative at (763) 477-3000 for more information.



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

Winter office hours:

8:00 a.m. - 4:30 p.m.
Monday – Friday

To report an outage:

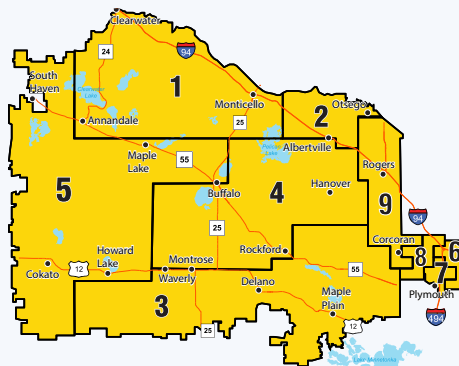
Dispatchers are available 24/7
Call: (763) 477-3100 or (888) 399-1845

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: John Reynolds, Buffalo
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.

CHECK
us out on
**SOCIAL
MEDIA!**

Facebook: @WrightHennepin
Twitter: @WrightHennepin
Instagram: wrighthennepin
YouTube: WrightHennepin

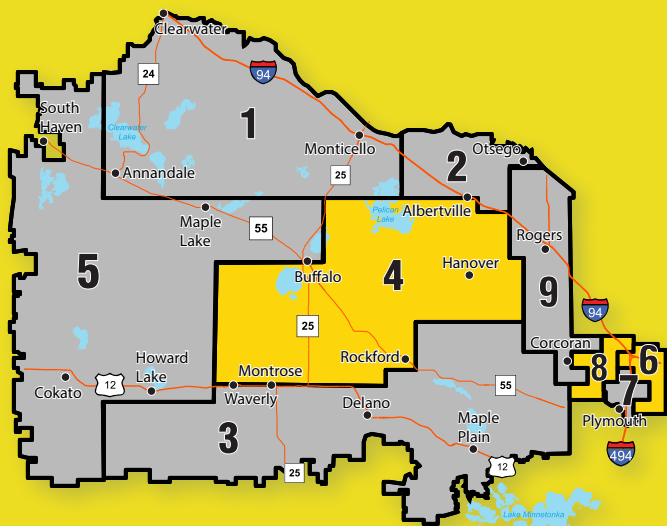


6800 Electric Drive
Rockford, MN 55373

Hotline Update

OCTOBER NEWS FOR WRIGHT-HENNEPIN MEMBERS

Members may now file for board seats



WH members can now submit nominations to vie for a seat on the cooperative's board of directors in Districts 4, 6 and 8. Elections will take place at WH's 2022 Annual Meeting on Thursday, April 21, 2022. Your board district (BD) number is shown on the second line of the mailing address, just above your name. Members in these districts who would like to run in the election need to file a director nominee application form.

To apply, print, complete and sign the form found at <https://bit.ly/WH-Director-Election> by March 2, 2022.

MAIL IN THE FORM ALONG WITH A RESUME TO:
Wright-Hennepin Cooperative Electric Association
Attn: Board Chair Erick Heinz
P.O. Box 330
Rockford, MN 55373

Now accepting ORU applications

WH is seeking applicants for Operation Round Up (ORU)! The ORU Trust Board evaluates funding requests (typically between \$500 – \$5,000) on a quarterly basis to local organizations and charities. Eligible programs must demonstrate a need that benefits the overall community. If you or your organization are interested in applying for a donation, send in your application by November 20 to:

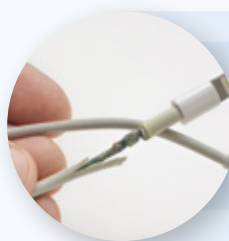
Wright-Hennepin Electric Trust
P.O. Box 330
Rockford, MN 55373



For more information and an application, visit <https://bit.ly/WH-ORU>.

October is fire safety month

Take some time this month to remind yourself how to be safe around fire hazards.



REPLACE ANY DAMAGED CORDS:

If wires are exposed, replace the cord with one that has proper insulation.



USE THE RIGHT LIGHT BULB WATTAGE:

Using a bulb with a wattage higher than required can cause the light bulb to overheat and start a fire.



DON'T OVERLOAD OUTLETS:

This can cause the wiring to overheat and cause a fire.