

Celebrating Co-op Month

October is Co-op Month, celebrated annually by cooperatives across the country. Wright-Hennepin (WH) hosted a member luncheon on October 11, and invites members to the Fall Festival on October 27 at our Rockford headquarters.

What does it mean to be part of a cooperative? As someone who receives electricity from WH, it means you are a member-owner! You're not just a customer. WH is governed by a board of directors elected by members, and hosts an Annual Meeting every spring to provide business updates to members. Because WH is a not-for-profit organization, more than 90% of our members receive a capital credit refund each year as well. Learn more about capital credits on page 8.



WH has celebrated Co-op Month with members for many years.



Members enjoyed a free hot dog lunch with friends.

WH hosts second annual Electric Vehicle Ride & Drive

WH was proud to host the second annual Electric Vehicle (EV) Ride and Drive Event on September 22. Approximately 200 people enjoyed the festivities, which included free EV and e-bike test drives, ice cream and food trucks, DJ, and EV car show. 114 test drives were conducted.



You're invited to the Fall Festival!

The event at WH's Rockford headquarters will include pumpkin decorating, a bounce slide, children's entertainment, and more.

Thursday, October 27, 2022
5 – 7 p.m.



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OCTOBER 1 TO APRIL 30

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Fire Safety Month

SAFETY TIPS FROM WH SECURITY



CEO's Memo

TIM SULLIVAN
WH PRESIDENT AND CEO

Reliability depends on grid buildout

As I've shared in this space before, the nation is undergoing the most dramatic and consequential energy transition since the original buildout of the grid a century ago.

WHAT IS THIS ENERGY TRANSITION?

Simply put, the grid is simultaneously becoming:

1. More distributed and less centralized.
2. Cleaner and less carbon-intensive.
3. More technology-dependent.
4. Much, much larger.

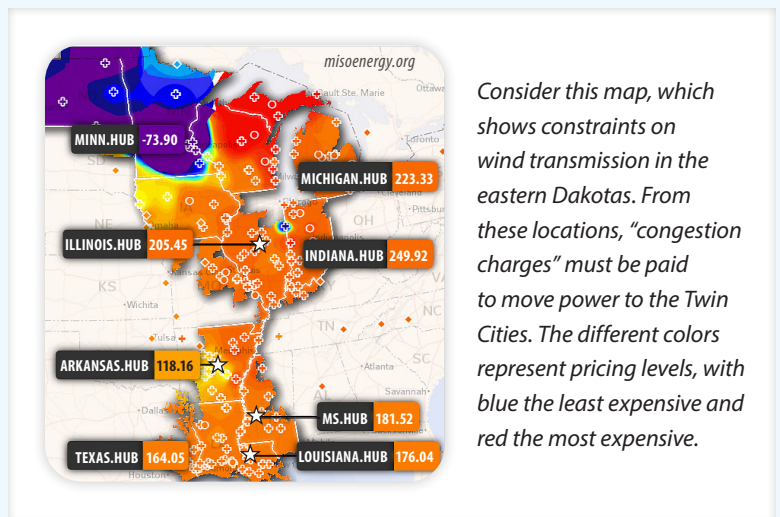
Most news coverage has focused on changes in power supply generation, particularly the move away from coal towards more natural gas and renewables. And the fuel mix is indeed rapidly shifting. But perhaps the least discussed, but equally essential ingredient for the long-term transition to lower carbon is the expansion of the nation's transmission system. Consider transmission as THE essential enabler for the electric grid of the 21st century. In fact, we are on the verge of the largest transmission buildout in more than half a century. Why?

In the upper Midwest, wind is overwhelmingly the largest renewable generation resource. Of course, the central challenge has always been to move the wind from where it blows best — western Minnesota, North Dakota, South Dakota — to places where the power is needed most, in load centers like the Twin Cities. This means dedicated transmission lines. And as we rely more heavily on renewables, we need more — much more — transmission capacity. In fact, in the view of many, the central obstacle to a cleaner, greener grid is not the lack of renewable projects — it's the shortage of transmission.

This lack of clear paths for delivering clean power also acts to drive up energy costs. Specifically, it's not uncommon for utilities like Wright-Hennepin (WH) to pay "congestion charges" to move renewable power on transmission lines. Think of congestion charges as the equivalent of rush hour pricing. If you want to drive in the faster High Occupancy Vehicle lane, you must pay more. Similarly, congestion occurs when renewables have too few paths to travel to load centers. In fact, due to limited transmission, wind is sometimes even curtailed — that is, cut back — even when the wind is blowing and the power is needed!

This is why the Midcontinent Independent System Operator (MISO), which pools and redistributes power to and from dozens of utilities in 15 states and Canada, has announced plans for a major buildout of the transmission system. In fact, MISO has authorized projects totaling \$10.4 billion over the next seven years. Great River Energy, headquartered in Maple Grove, and one of WH's key power providers, plans to spend \$500 million on transmission.

As broad and expensive as this is, every proposed project still needs regulatory approval. They must also be sited and permitted. A lengthy and robust public comment period will also be part of the process. In fact, some WH members may have already received preliminary notices from Xcel Energy, and perhaps other transmission providers. Transmission siting is understandably a sensitive issue for landowners. Indeed, every proposed project deserves full review, discussion and input.



That said, the need is real and it's growing. A big reason why is that the transportation sector is beginning to transition away from the use of internal combustion engines (ICE) and fossil fuels to electricity. By one Forbes estimate alone, a 170% increase in electric generation is required by 2050.

Conjecture? Consider that six major automobile manufacturers, from Ford to General Motors, have already announced they won't produce ICE engines after 2040. So, how do we ensure adequate power for our vehicles? Again, it's not just a question of generation. It means building the transmission grid to an adequate size and scale.

As your local, member-owned electric cooperative, WH is sensitive to where and how electric infrastructure is built. We invite and encourage our members to actively participate in public discussion. Like you, we believe transmission should only be sited when necessary and only after adequate time and attention have been paid to the route and other public concerns. But the underlying need is real. Because without adequate transmission, we put reliability at risk and increase the threat of service disruptions and even rolling blackouts. So, let's keep talking about how WH can help facilitate the energy transition in way that continues to deliver safe, reliable, affordable, power for you and your family for decades to come.

As always, thank you for your business.

Drive your EV year-round

In July, Utility Dive reported the U.S. set a record for the number of battery-electric vehicles sold, rising to 196,788 vehicles — over 66% more compared to the same time period in 2021.¹

There are now more than 33 EV models on the market in the U.S., making at least one model an option for almost every Minnesotan. No matter what model you choose, one concern is EV battery efficiency during the winter months.

Consumer Reports found in December 2021 that once temperatures drop below 20 degrees, the range an EV can travel starts to drop.²

Unlike traditional vehicles, EVs don't have an engine to provide warmth to the car, meaning all heat, both to warm the interior and the vehicle itself, needs to come from the battery. One easy way to counteract this is to allow your EV to

warm up while plugged in before you need to drive it. Many traditional, gas-powered car owners are familiar with letting their car warm up prior to driving so the interior isn't freezing. The added benefit to EV owners is a warmer battery will provide a more regular traveling range than a cold one.

Keeping your EV in the garage will also help protect it from windchills, keeping it warmer than it would be when stored outside for long periods of time.

As EVs continue to improve and offer longer ranges, and with an expanding charging network, losing battery charge to the cold soon will increasingly be less of a concern.

Thinking about or already purchased an EV? Contact WH to learn more about special EV rates and programs.

¹ <https://www.utilitydive.com/news/electric-vehicle-EV-sales-record-high-q2-2022/627304/>

² <https://www.consumerreports.org/hybrids-evs/how-much-do-cold-temperatures-affect-an-evs-driving-range-a5751769461/2>



Fall Heating

AS THE WEATHER COOLS, CONSIDER THESE 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 way as a standard air conditioner, cooling your home by moving heat to the outside. During cooler

months, the same technology reverses the heat pump process and brings heat. 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 per year.



HYDRONIC HEATING

Hydronic under-floor radiant heat is a system of tubing placed in the concrete slab of your home or under the subfloor. Electric boilers heat water that is then circulated through the tubes, heating the floor above. Hydronic heat is ideal for new construction. WH members can enroll in our Dual Fuel Program, which offers members 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 WH's water heating programs, both of which heat water overnight, 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. 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 another heating source. The heater is inserted into the plenum, or ductwork, of the furnace and uses the furnace 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 whe.org 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

BUFFALO FLORAL AND LANDSCAPING

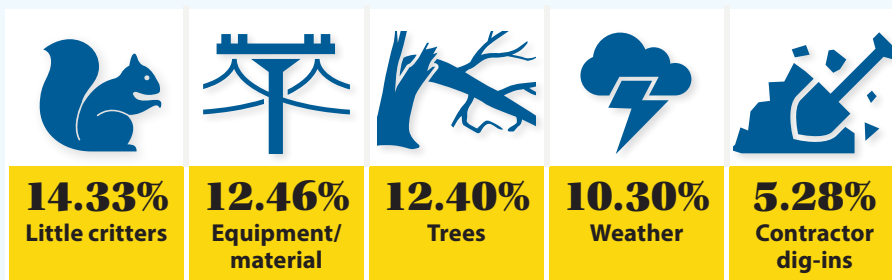
10% off retail and/or 5% off landscape services

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!



Top 5 outage causes

SOME WH MEMBERS EXPERIENCED FROM JANUARY 2021 TO JULY 2022



Excludes planned outages and outages caused on the power supplier side.

Cold Weather Rule notification

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.

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 27 and October 29, 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.



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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).

This section is required filing for WH's postal permit.



Winter construction charges begin October 15

WH reminds members that new electric services set up to a home, outbuilding, or other facility between October 15 and April 15 may result in additional winter charges. These charges apply due to the higher costs associated with construction during winter conditions. You can avoid winter construction charges by having your site ready for service installation and passing an electrical inspection prior to October 15. Please contact a New Services representative at (763) 477-3000 for more information.

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 or not for heating purposes, is tax-exempt during this six-month period. WH can provide this exemption when you complete the online form at <https://bit.ly/WH-tax-exemption>, or you may call (763) 477-3000 to have a paper copy mailed 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.





FIRE SAFETY MONTH

October is Fire Safety Month, and is an excellent time to prepare your family for safety in the event of a fire. Today's homes burn faster than ever. You may have as little as two minutes from the time the smoke alarm sounds to get out of your home. The National Fire Prevention Association has these tips to help you and your family stay safe:

- Install a smoke sensor in every bedroom, outside every sleeping area and on every level of the home. Large homes may need extra smoke sensors.
- It is best to use interconnected smoke sensors. When one sounds, they all sound.

- A smoke sensor should be on the ceiling or high on a wall.
- Keep smoke sensors away from the kitchen to reduce false alarms. They should be at least 10 feet from the stove.
- Test all smoke sensors at least once a month. Press the test button to make sure the sensor is working.
- If your sensor is chirping (beeping) once every 30 to 60 seconds, change the battery.
- Smoke sensors' lifespan is typically 8-10 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.
- Make an escape plan. Know at least two ways out of every room, if possible. Have an outside meeting place, and practice your plan at night.

WH Security helps you keep your home as safe as possible and offers monitored smoke sensors that can be added to your home security system. Monitored smoke sensors alert our monitoring center any time a sensor is triggered, 24/7/365. Dispatchers will contact you and the proper authorities so even if you aren't home, help can be on its way.

To learn more, give us a call at 763.477.3664 or request a free quote at wh-security.com

WHSECURITY
Trusted. Local.



Quick fix. Fast service. Fair price.

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

Packages Start At

\$18⁷⁵
month

*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

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

WH TREE
Services

(763) 477-3000
whe.org

Solar Winners

tenKsolar Winner



GLEN KROFT of Maple Grove wins a credit for 170 kWh, July's output from WH's tenKsolar panel array.

STEVE HUESMAN of Maple Lake wins a credit for 161 kWh, August's output from WH's tenKsolar panel array.

Solar Winner



STEPHEN ERICKSON of Buffalo wins a credit for 257 kWh, July's output from WH's solar panels.

PAUL FAGERBERG of Maple Grove wins a credit for 242 kWh, August's output from WH's solar panels.

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

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

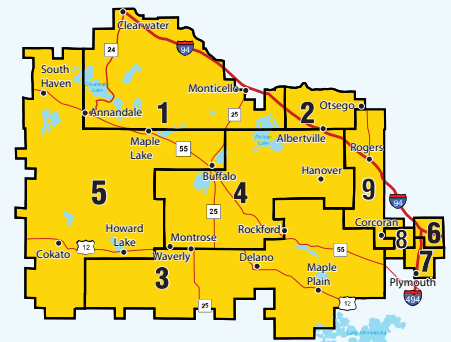
WH Security monitoring:

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: John Reynolds, Buffalo

District 5: Chris Lantto, Annandale

District 6: Mike Tieva, Maple Grove

District 7: Kenneth Hiebel, Plymouth

District 8: Mark Skinner, 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.

Board Report: Meeting highlights

AUGUST BOARD MEETING

The Wright-Hennepin and WH Holding monthly Board of Director meetings were conducted August 19, 2022. A quorum of directors was present. Items discussed or Board action taken:

- The Board welcomed new Community Relations and Beneficial Electrification Director Annette Kuyper.
- Heard report on the Advanced Metering Infrastructure (AMI) and Demand Management Receiver Projects.
- Heard annual report on WH's reliability.
- Heard monthly update on ZEF Energy and Heartland Security Services.
- 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.
- Guest:
 - » Charles Gloeckner, Vice President Corporate Communications National Rural Utilities Cooperative Finance Corporation, presented an overview of Environmental, Social and Governance trends. The Board also heard a report on WH's trends.

SEPTEMBER BOARD MEETING

The Wright-Hennepin and WH Holding monthly Board of Director meetings were conducted September 13, 2022. A quorum of directors was present. Items discussed or Board action taken:

- Approved WH and WH Holding director fees and policy effective October 1, 2022.

- Approved 2023 board meeting dates and scheduled a strategic planning session.
- Approved a Power Supply Strategy Deep Dive Session to take place in December.
- Heard a report from the Policy, Planning and Professional Services Committee.
 - » Approved no changes to WH's Bylaws.
 - » Approved reappportioning the districts.
 - » Approved appointing Legal Counsel, Survey & Ballot Systems and Auditor as Election Judges for WH's 2023 Annual Meeting.
- Heard report on WH's overhead vs. underground cable.
- Heard a debrief regarding cyber security sham emails.
- Heard monthly update on ZEF Energy and Heartland Security Services.
- Reviewed WH's Risk Management Registry.
- Reviewed and filed the monthly CEO, financial, legal and other operating reports.
- Directors reported on industry meetings they attended on behalf of the cooperative.
- Guests:
 - » Eide Bailey presented the 2021 401K Audit. The audit was approved by the Board.
 - » ACES CEO Mike Steffes and Portfolio Director Zac Edstrom presented a 2022-2024 power market outlook.
 - » Legal Counsel Craig Silverstein of March Counsel, LLC provided a Federal Energy Regulatory Commission (FERC) update.

6800 Electric Drive
 Rockford, MN 55373

Hotline Update

OCTOBER NEWS FOR WRIGHT-HENNEPIN MEMBERS

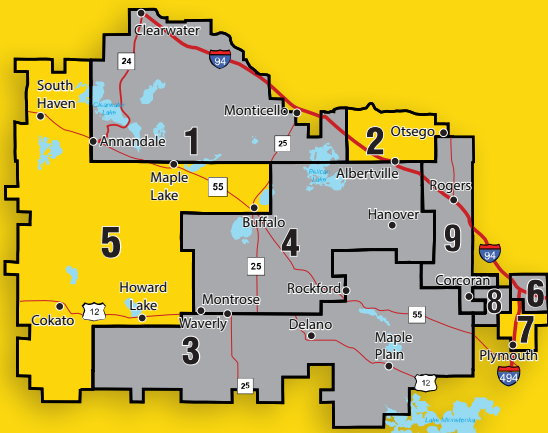
Members can file for board seats

WH members can now submit nominations to vie for a seat on the cooperative's board of directors in Districts 2, 5, and 7. The board seat for District 7 will be open. Elections will take place at WH's 2023 Annual Meeting on Thursday, April 20, 2023. 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, sign and submit the form found at <https://bit.ly/WH-Director-Election> by March 1, 2023.

MAIL IN THE FORM ALONG WITH A RESUME TO:

Wright-Hennepin Cooperative Electric Association
Attn: Board Secretary Michael Tieva
P.O. Box 330
Rockford, MN 55373



WH reapportions districts

The Board of Directors has reapportioned the nine districts in WH's service territory to provide equal representation. Each district now has approximately 5,300 members.

According to the bylaws, "Representation on the Board of Directors shall be apportioned equally among the Director Districts in proportion to the number of members residing in each district....The number of members in any one Director District may not vary by more than ten percent (10%) from the average number of members for the Director Districts."

The new districts are effective immediately and shown above. Your board district is listed on the mailing label above next to "BD."

Capital credit refunds coming in December

WH provides a capital credit refund each December. WH has been returning capital credits for 41 consecutive years, in the form of either a check or a bill credit. 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 do 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 before being returned. To learn more about capital credits, visit whe.org or contact a WH representative at (763) 477-3000.

Electrical fire safety tips

October is Fire Safety Month. Take a few steps to prevent electrical fires in the home:

- Keep a fire extinguisher in the kitchen and know how to use it.
- Check wiring throughout the house, including phone and laptop chargers and tv cords, and lamp cords. Replace any that are frayed or broken.
- Never leave a space heater turned on and unattended. Unplug it before leaving the room.
- Ensure plugs are inserted all the way into an outlet to prevent accidental shock or anything coming into contact with the prongs.

