

## A unique (and safe!) 2020 Annual Meeting to be held October 8

Wright-Hennepin (WH) will hold a unique 2020 Annual Meeting on Thursday, October 8, 2020, at its headquarters in Rockford. Due to health concerns, we are limiting this year's attendance to 60 members to meet quorum requirements. We will also livestream the meeting online for members to watch from home.

This year's meeting will be scaled down to 30 minutes. There will not be a meal, booths or bingo, nor a children's area. The shortened meeting will include a brief financial report from Chief Financial Officer Brian Swanson, a report from WH Board Chair Erick Heinz and election results. For those who attend, masks will be required, and social distancing will be practiced.

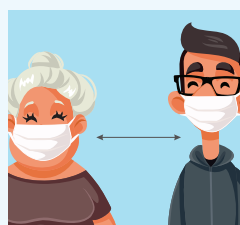
Election will be held for Districts 2, 5, 7 and 8. There will be no director ballots collected at the meeting, but voting can be completed by mail or electronically. If there is an election in your district, watch your mailbox for more information on how to vote.

To attend, please RSVP by calling (763) 477-3000 and speak to a member service representative no later than October 1. Once all 60 seats are filled, registration will close. Those who RSVP will be mailed a ticket that must be presented upon arrival on October 8. Those without tickets will not be allowed to enter. We will be giving a \$20 bill credit to thank those members who attend in person and help us meet our quorum.

The business meeting will be held from 6:30 p.m. – 7 p.m. with registration opening at 5:30 p.m. There will be a sign language interpreter at the meeting who will also be shown during the livestream for those watching remotely.

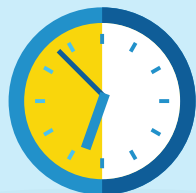
Please check our website at [whe.org](http://whe.org) for the latest information. Annual Meeting plans may change as health conditions change. If the meeting is postponed or canceled, the election will continue as planned.

To watch from home via livestream, please check the website in early October to find instructions. Livestream information will also be posted on our Facebook and Twitter pages.



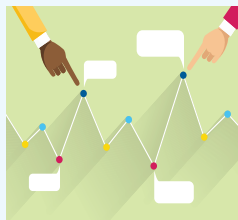
**60**  
MEMBERS

Socially distanced  
of course



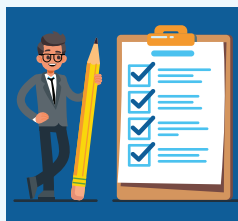
**30**  
MINUTE  
MEETING

Short and sweet



**FINANCIAL  
REPORT**

WH is Healthy!



**BOARD  
CHAIR  
REPORT**

Progress made by  
your co-op



**DIRECTOR  
ELECTION**

Districts 2, 5, 7 and 8



# CEO's Memo

*Tim Sullivan, WH President and CEO*

## Markets, Consumers Drive Clean Energy Gains

If you've turned on a television, read a newspaper or accessed digital media over the past year (and all of us have) it's been impossible to miss the deluge of ads and stories announcing the onset of the clean energy future. And it's true: the electric sector is in the midst of a clean energy revolution.

So, you might well ask: who or what is responsible? While government regulation has been part of the story, the overwhelming drivers for the clean energy revolution have been markets and consumer preferences. Let me explain.

First, for Wright-Hennepin (WH), clean energy means electricity generated with low or no emissions, particularly carbon. And while clean energy is something members have told us they want, the long-standing challenge has been to figure out how to deliver it while also staying cost-effective and reliable. The good news: more than ever before, (WH) power supply is safe, reliable, affordable and increasingly clean.

WH's power supply comes from four main sources. Great River Energy (GRE) headquartered in Maple Grove and Basin Electric Power Cooperative based in Bismarck, North Dakota, are our generation and transmission (G&T) cooperatives. We also self-generate a share and purchase the balance out of the Midwest Independent System Operator (MISO) market. MISO pools power from dozens of utilities and hundreds of generating facilities and redistributes it to millions of consumers in 15 states.

The largest portion of WH's power supply comes from GRE. As you may have recently seen, GRE announced the closure of its 1,100 MW coal plant located in Central North Dakota effective the fall of 2022. GRE will replace this power with wind and natural gas resources, supplemented by the MISO market. The result is an eye-popping 90 percent reduction in carbon emissions almost overnight. Even better, the replacement power will also be more affordable.

To ensure reliability, GRE will make greater use of its natural gas peaking plants. Natural gas has half the carbon emissions of coal. GRE will also purchase additional capacity from the MISO market, which constitutes a mix of all the generating resources on the grid.

WH also buys about 20 percent of its power from Basin. Twenty years ago, 85 percent of Basin's capacity was supplied by coal. Today that number has been cut in half and continues to drop further. Meanwhile, Basin's portfolio of wind and solar resources continues to grow, including a massive new 200 MW wind project in Burke County, North Dakota.

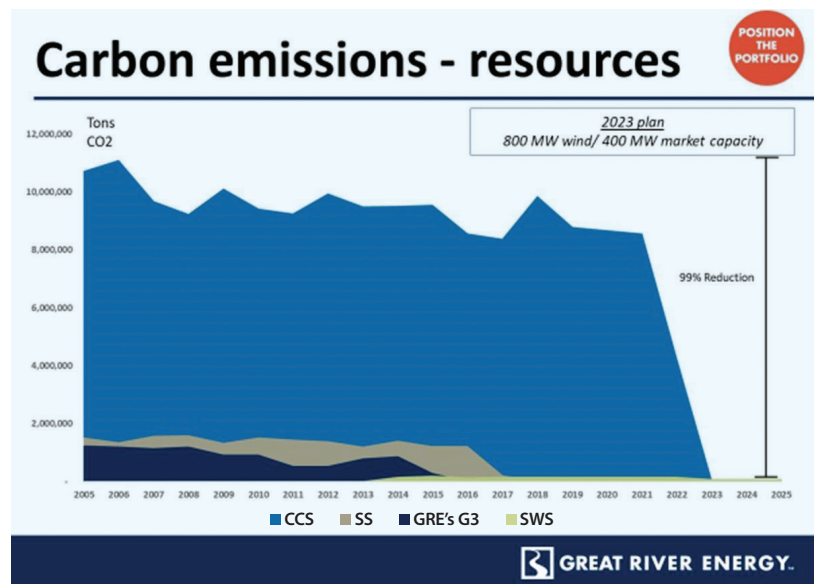
In addition to 2.25 MW of utility-scale solar at Dickinson Springs, WH has also procured 23 MW of power from three different wind projects. The latter was made possible thanks to a unique set of contract terms negotiated by WH that have given us more flexibility and choice over our power supply. Finally, we

purchase 16 percent of our power directly out of the MISO market, which is now 30 percent renewables and climbing much higher very quickly.

So, across our entire generation portfolio, WH's power supply has gotten nothing but cleaner and it's only going to improve from here.

How has this change been brought about so quickly at such great scale? While government regulations have played a role, the overwhelming driver is the rapid and massive change in the market price for renewables. Simply put, when wind got cheaper and more efficient, wind got built. When solar got cheaper and more efficient, solar got built.

A word of caution. While these are welcome and gratifying trends, it must be said that renewables still don't have the same operational characteristics as traditional fuels. After all, the wind doesn't always blow and the sun doesn't always shine. For example, during the polar vortex in January 2019, wind



turbines shut down and don't work at 21 degrees below zero. Consequently, we must have fossil fuels to fill in the gaps. And consumers like you have also told us reliability is a must.

Moreover, as a member-owned utility, it's especially important to WH that consumers be allowed to continue to set the pace of the clean energy revolution. That's the best way for WH to continue to reflect your priorities and values in our power supply. After all, you've told us you want safe, affordable, reliable and increasingly clean power. Happily, that's exactly what WH members are going to get.

As always, thank you for your business.



# Howard Lake Substation gets a complete overhaul

The Howard Lake Substation is getting a complete overhaul! Teardown of the old substation began in May and took just a day. The new one was slated to be complete by September, but has been delayed due to slower delivery of goods needed.

The substation serves 779 residents and is ready to grow with the population by an additional 33 percent. It was built in 1954 and has had periodic upgrades, but an overhaul was needed in order to make the distribution grid in the area more resilient when power outages occur.

Substations are used to convert high voltage electricity from power plants into lower voltage levels suitable for distribution to homes and businesses. During the construction period, power to the Howard Lake area was back fed to the Brooks Lake Substation in Cokato.

You can see the progress on our Facebook page at [facebook.com/WrightHennepin](https://facebook.com/WrightHennepin), where we regularly post timelapse videos of the work that is being done.

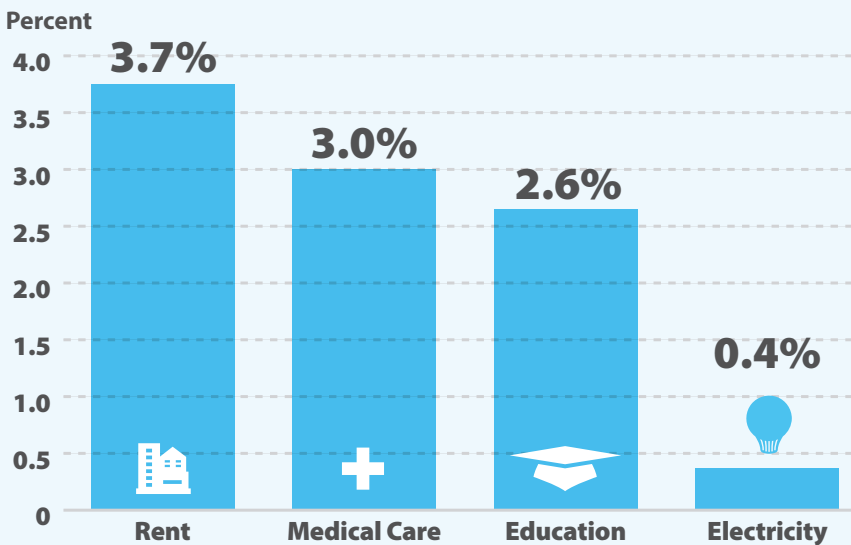
CHECK  
us out on  
**SOCIAL  
MEDIA!**



## ELECTRICITY REMAINS A GOOD VALUE

The cost of powering your home has risen slowly when compared to other common expenses. Looking at price increases over the last five years, it's easy to see why electricity remains such a good value!

Average Annual Price Increase 2014-2019



Sources: U.S. Bureau of Labor Statistics  
Consumer Price Index

## Free wooden spools

WH has excess wooden spools in various sizes to give away. Please check in at the front desk before picking up the spools. You can pick them up Monday – Friday between 9 a.m. – 3 p.m. For questions, call Charlie at (763) 477-3116.

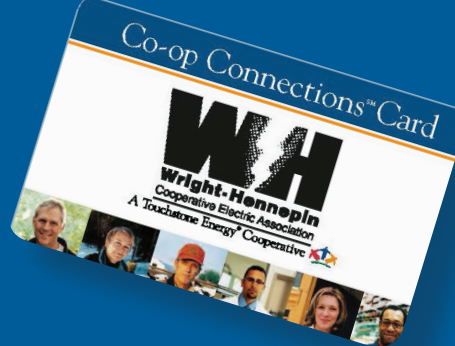


## Co-op Connections featured deal of the month

### River Inn of Hanover

\$2 off any large pizza (valid anytime, dine-in or take-out)

Lost your card? No problem. For a free replacement or to sign up your business, call (763) 477-3000. For more deals, visit [www.connections.coop](http://www.connections.coop), or use the Co-op Connections app on your mobile device to find all your local deals and more!

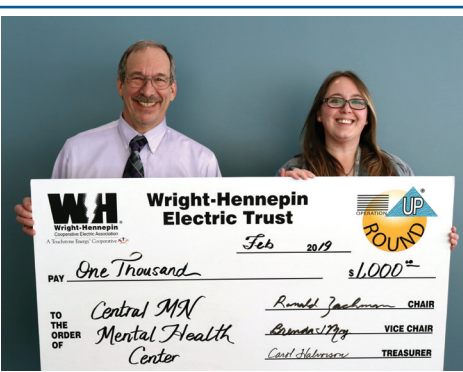


# Operation Round Up Spotlight: Central Minnesota Mental Health Center

Central Minnesota Mental Health Center (CMMHC) is a nonprofit committed to fostering healthy lives and thriving communities. CMMHC first opened its doors in 1959 and was among the initial wave of community mental health centers in Minnesota. Since its modest beginnings over 60 years ago, the agency has expanded to offer an array of mental health services to people of all ages in Benton, Sherburne, Stearns and Wright counties.

Mental health is essential to overall health, and at CMMHC an integrated, holistic approach is used to help individuals live their best life. The Community Support Program (CSP) in Buffalo provides opportunities for individuals with mental health conditions to develop a healthy lifestyle through socialization, educational and recreational activities. Because the program keeps individuals connected to their peers and mental health providers, it helps prevent crises and helps clients live independently.

"Along with the peer connection, one of the great things about this program is that the clients are heavily involved in



the planning," said Tracy Hinz, Director of Rehabilitation Services at CMMHC.

Activities for the program include crafts, fishing trips, games and a peer support group.

"Since the onset of the pandemic, CSP services have taken a pause out of the utmost regard for client and staff safety. We are hopeful that in the coming weeks, we will be able to offer clients the opportunity for valuable social connection options through the use of technology."

Since 2017, Operation Round Up (ORU) has granted \$6,000 to CMMHC, which has helped the Community Support

Program provide these activities at low to no cost to clients.

"CMMHC is truly grateful for the support from Wright-Hennepin Electric Trust over the years," said Hinz. "The grant ensures that cost is not a barrier to clients participating in the program."

Through ORU, WH members choose to have their electric bill rounded up to the next dollar. Those extra pennies are donated to local non-profits and are making a huge difference to CMMHC and other organizations in our local communities.

## Unclaimed Capital Credits

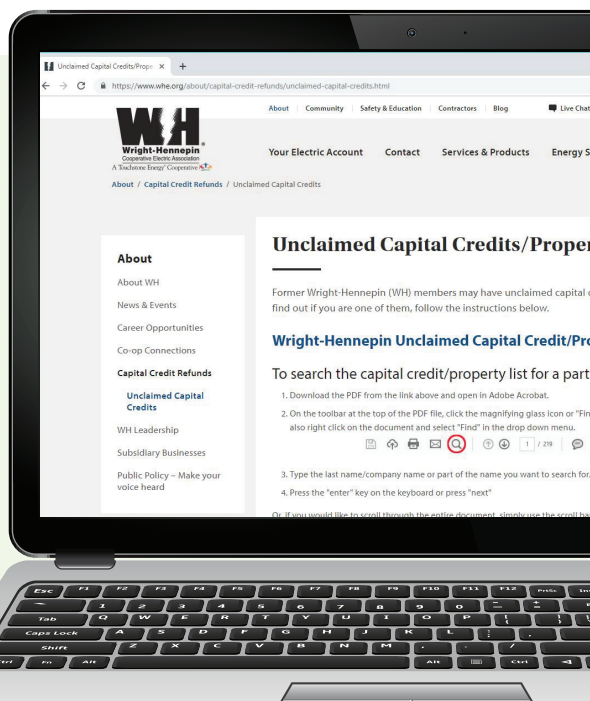
**Do you know someone who was a WH member in the past but has since moved? They may have unclaimed capital credits!**

If a capital credit check is sent and returned due to an undeliverable address, it becomes an unclaimed capital credit and will be carried by WH for seven years.

After seven years, WH is required to either turn the money over to the state or donate it to a charitable organization. WH's current policy as set by the Board of Directors' states that all Minnesota unclaimed capital credits will be donated to WH's scholarship program for local students.

Remember, even if you are no longer a member, please keep us up-to-date on your current address so you can receive your capital credits when retired.

Visit [whe.org](http://whe.org) to review the unclaimed capital credits list to see if you know anyone on it. If so, they may submit the unclaimed capital credit/property request form.





# Minnesota's Cold Weather Rule goes into effect October 15

Minnesota's Cold Weather Rule is designed to keep families warm during winter, especially those who may have challenges paying their monthly bill. It goes into effect on October 15, 2020.

The rule means WH must not disconnect and must reconnect the utility service of a residential member during the period of October 15 to April 15 if the disconnection affects the primary heat source for the residence and all the following conditions are met:

- The member enters into and makes reasonably timely payments under a payment agreement that considers the financial resources of the household.
- The member receives referrals to energy assistance, weatherization, conservation or other programs likely to reduce the member's energy bills.
- The household income of the member 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 member is deemed to meet the income requirements of this clause if the member receives any form of public assistance that uses an income eligibility threshold set at or below 50 percent of the state median household income.

Remember, unpaid bills in effect transfer the amounts due to the entire membership. This means members who faithfully pay their bill each month are also paying for those who don't. WH does not want to interrupt 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 discuss setting up a mutually acceptable payment agreement.

## Distributed generation and small power production

In compliance with WH-adopted rules relating to small power production, WH is obligated to interconnect with and purchase electricity from small power producers who satisfy the conditions as a qualifying facility. WH is obligated to provide information free of charge to all interested members upon request regarding rates and interconnection requirements. All interconnections require an application and approval to become a qualifying facility. Any dispute over interconnections, sales and purchases are subject to resolution by WH. Interested members should contact WH or call (763) 477-3000.



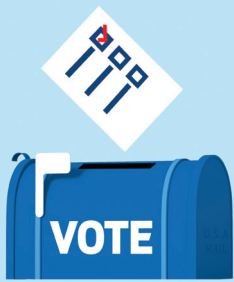
## Buy an electric vehicle charger and you'll save up to \$1,000!

Energy Wise MN is taking the guesswork out of purchasing an EV charger. We've narrowed it down to our top three models, and we'll help you find the one that best fits your lifestyle.

Visit [energywisemnstore.com](https://energywisemnstore.com) to learn more about EV chargers and see pricing on the top three models.

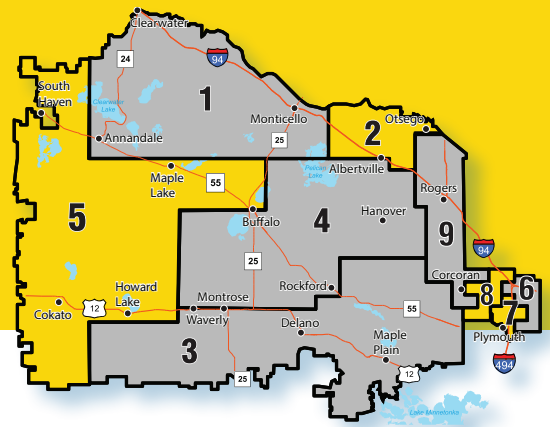
\* Certain restrictions apply.

Programs and rebates are available to members who own EVs. Learn more at [whe.org](https://whe.org).



# DIRECTOR ELECTION

Who will help shape our co-op's future?



## Duane "Butch" Lindenfelser DISTRICT 2

Duane "Butch" Lindenfelser is the incumbent director running in District 2. Lindenfelser has served as a board director since 1996. He has been a Wright-Hennepin (WH) member for more than 50 years. He and his wife, Patricia, have four children and seven grandchildren.

Lindenfelser has spent the bulk of his professional career in the food, beverage and entertainment industry. He also worked for the Minnesota Department of Transportation on road research in Monticello, Minn., where he drove Class A commercial vehicles and worked with the University of Minnesota on new technology.

He is the secretary/treasurer for WH Holding, and has completed the certified cooperative director course. Additionally, Lindenfelser was a member of the Monticello Lions Club for 34 years where he served as past president. Lindenfelser has also been a charter member of the Monticello Knights of Columbus since 1976 and a member of the Monticello Sportsman Club since 1989. He is a lifelong member of the St. Albert Catholic Church.

*"I will continue working to keep our energy costs at an affordable and reliable level for the members of WH," Lindenfelser said. "I will also work to implement green technologies, such as solar and battery storage in the immediate future."*



## Chris Lantto DISTRICT 5

Chris Lantto is the incumbent director running in District 5. Lantto has served as Wright-Hennepin's (WH) District 5 director since 1987 and was chairman of the board

for 15 years. He and his wife, Vicki, have nine children and 10 grandchildren.

Lantto has owned Lantto's Store in French Lake for more than 40 years and is a member of the Annandale and Cokato Chambers of Commerce. His other volunteer efforts include serving on the Riverside Cemetery Association, and he is a past board member and chairman of the First Apostolic Congregation of Cokato.

*"I consider it a privilege to be a director of such a progressive organization like WH, and to be able to work with talented individuals on the board and management," Lantto said. "The last few years have been especially challenging with wholesale rate increases, flat energy sales, renewables, natural gas gaining market share, coal playing a lesser role in our power supply mix and preparing to accommodate the rise of electric vehicles within our service territory. Keeping our retail rates competitive and reliable for our members is still our number one priority. The years ahead will have more challenges and I am eager to be a part of the process."*



## Kenneth Hiebel DISTRICT 7

Ken Hiebel is the incumbent director running in District 7. He has been a director since 2012 and a WH member for more than 18 years.

He serves on the policy and planning committee and is a trustee on the MREA Political Action Committee. He has earned the Credentialed Cooperative Director Certification, Board Leadership Certification and Director Gold Credential from NRECA.

He lives in the Reserve Townhomes in Plymouth, Minn., and served on the townhomes' board. Before moving to Plymouth, he was on the St. Anthony/New Brighton school board for nine years.

Prior to retiring, he was vice president of Dyco Petroleum Corporation, an oil and gas investment company, where he headed marketing and investor services. Before, he did contract management for Honeywell's aerospace division and the Latin America Region.

He has a BA in business from the University of St. Thomas, where he did development work.

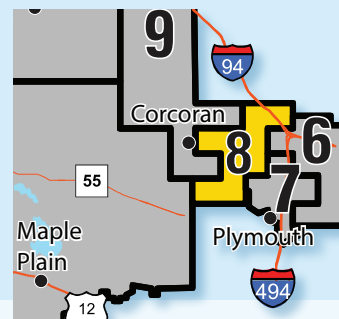
*"I am proud to be a part of the WH community, a national leader in innovation, service, reliability and value. WH is a leader in creative solutions for power supply costs, cost control and was the first cooperative to offer options like community solar and for members to purchase their power from renewable sources. WH consistently provides rates and services that are better than Xcel Energy. WH is preparing for the forecasted increase of electric vehicles and charging stations they will require. I would be proud to continue to serve the members of WH, and respectfully request your vote."*

2020 ANNUAL MEETING  
OCTOBER 8



# Nine candidates for District 8

Wright-Hennepin's electric service territory is divided into nine districts, each of which is represented by a board member. The members from each district elect their own director to serve on Wright-Hennepin's board. Board directors meet monthly to provide financial and operational oversight, establish policy and rates, and represent members' voices in the cooperative's operations.



**Michael Anderson**  
DISTRICT 8

Michael Anderson is running for director in District 8. Mike and his partner, Karla Leis, have three adult children, live in Maple Grove, Minn., and have been members of

WH for 10 years.

Anderson is a retired business leader focused on superior customer service and operational excellence. He served as senior vice president of Plymouth Industries, a holding company which ran a wholesale distribution business catering to commercial roofing companies and three manufacturing companies in the fall protection, pavement maintenance and commercial roofing equipment markets. He previously served as a director and general manager of Tennant Company, a world leader in the design, manufacturing and marketing of solutions that help create a safer and healthier world.

Anderson holds a Bachelor of Arts degree in Sociology with a Speech Communication minor from the University of Minnesota and an Executive Mini-MBA from the University of St. Thomas.

*"As a WH Director, I will use my creativity and common-sense approach to ensure that members of the cooperative receive top value in the electricity and services provided while preparing for the changing times ahead."*



**Dr. Sunday Enubuzor**  
DISTRICT 8

Dr. Sunday Enubuzor is running for director in District 8. Sunday and his wife, Harriet, have five children, live in Maple Grove, Minn., and have been members of WH for 11 years.

Enubuzor is the president and CEO of Harrisun Information Technologies, where he serves as a management consultant in general business management, facility and energy management. He was previously a professor at Argosy University in Eagan, where he taught operations management and other relevant management courses to graduate and undergraduate students.

Enubuzor has 15 years of combined experience as a professor of operations and project management, strategic management and as a business entrepreneur.

Enubuzor is a social justice board member, Sir Knight of the Knights of Columbus, and is a member of the Walden Ambassador Group, the New York Institute of Technology Ambassador Group and the SUNY Alumni Group. He has a Ph.D. in Applied Management and Decision Sciences from Walden University.

*"If elected, I assure the members and the Board of Directors of Wright-Hennepin Electric my end commitment is to serve and to ensure the interests of the entire cooperative membership are duly protected at all times."*



**Steve Draeger**  
DISTRICT 8

Steve Draeger is running for director in District 8. Steve and his wife, Sue, have two adult children and two grandchildren. They live in Maple Grove, Minn., and have been

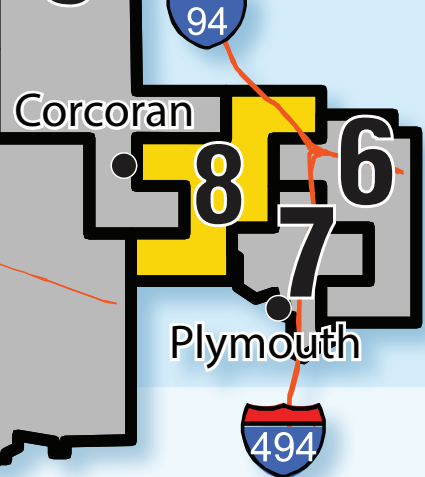
members of WH for 20 years.

Draeger is a problem-solver who utilizes process thinking and thrives in fix-it situations. As a leader, he builds an organizational culture that establishes challenging goals and sets clear objectives. He worked as president and CEO of United Hardware Distributing Co., a member-owned hardware distribution cooperative in Plymouth, where he created and implemented the company vision and mission.

Draeger was Chair of the Risk Committee at Elite Distributors Insurance Company, Officer of The Hardware Group Association and Director of Distribution America. He graduated top of his class from the Hardware Management Program at Dakota County Technical College. He later attended the University of Chicago Graduate School of Business Executive Education Programs.

*"I would be honored to serve you as Director of District 8. I'm confident my past experience will enable me to serve the interests of the cooperative's members while providing both support and guidance to management."*

*Candidates for District 8 continues*



## Nine candidates for District 8

### *continued*



**Deborah "Debbie" Larson**  
DISTRICT 8

Deborah "Debbie" Larson is running for director in District 8. Debbie and her husband Michael, have one child, live in Maple Grove, Minn. and have been members of WH for 8 years.

Larson is the senior vice president at Sirius Computer Solutions, where she is responsible for a \$450 million business unit covering the Midwest area. She helped grow business by 10 percent in 2019 over 2018 and led the top sales unit in 2019.

Larson is an action-oriented executive with almost 29 years of experience in the technology industry. Her strengths include a candid and transparent approach to removing bottlenecks and driving results, launching new initiatives, and turning ideas into action.

Larson holds a Bachelor of Business Administration degree from Baylor University and is currently vice president of the Providence Academy Parents Association.

*"I am excited for the opportunity to leverage my experience and strengths to serve the members of the cooperative. I look forward to working with the board and the management team to mindfully address the business initiatives and challenges that are both known and yet to come."*



**Rick Lowenberg**  
DISTRICT 8

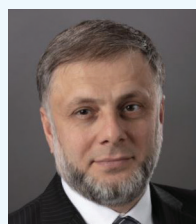
Rick Lowenberg is running for director in District 8. Rick and his wife, Holly, have three children. They live in Maple Grove, Minn., and have been members of WH for 9 years.

Lowenberg has 30 years of experience in manufacturing, distribution, consulting and field service operations. For the past 12 years, he has been president and co-owner of RSR Electric (DBA Highland Electric), an electrical contractor based in Mendota Heights. He is also president of Minnesota Elevator, Inc. (MEI), a commercial elevator contractor with eight locations in the Midwest, including a manufacturing facility in Mankato.

Lowenberg has been a driver for Meals-on-Wheels for the past 10 years and participated in various food packing and volunteering events with MEI and its divisions. He was president of the Elevator Association of Minnesota and has and holds several other board-level positions.

Lowenberg has a bachelor's degree in industrial technology from the University of North Dakota and a Master of Business Administration degree in manufacturing from the University of St. Thomas.

*"If elected, I feel my past experience will enable me to work with board members and WH management to understand the challenges and opportunities facing the Cooperative."*



**Ibragim Mirzoyev**  
DISTRICT 8

Ibragim Mirzoyev is running for director in District 8. Ibragim, his wife, Rasheda, and their five children have been living in Maple Grove, Minn., since May of 2018. Ibragim made Minnesota home 16 years ago when he immigrated to the U.S. from Russia.

Mirzoyev is a Certified Public Accountant and works as a senior tax manager at Wipfli in Minneapolis. Over the past 22 years, he has been working in tax management roles and has a combination of broad public accounting and industry experience. He has extensive experience with taxation of private companies including strong manufacturing and distribution experience. He also volunteers as treasurer of the Rosemary Woods Homeowner Association and serves on the board of Wayzata Youth Wrestling. Mirzoyev enjoys spending free time with his family and tries to take his boys to as many wrestling tournaments as he can.

Mirzoyev earned a Master of Business Taxation degree from the University of Minnesota, Carlson School of Management. He previously earned a Bachelor of Business Administration and Master of Science in Banking degrees from State University in Russia.

*"If elected, I will bring a fresh perspective and my goal-oriented personality to work with fellow board members and WH management in addressing the challenges facing our cooperative."*





## Andrew Schroepfer DISTRICT 8

Andrew Schroepfer is running for director in District 8. Andrew and his wife, Jill, have two children. They live in Plymouth, Minn., and have been members of WH for 6 years.

Schroepfer is CEO/Founder of IflWere.XYZ, an investment firm and ideation agency. He researches, invests in, and publishes content on growth ideas best understood as new revenue opportunities for firms embracing innovation with minimized risk and maximized potential. His iOS app allows growth-seeking leaders to view ideas and vote for their favorites.

His career in technology began in finance at Piper Jaffray, Goldman Sachs, and Tier1 Research – a firm he built and sold – now owned by S&P Global. Andrew successfully managed a hedge fund before taking strategy leadership roles with cloud firms Hosting and Rackspace.

Schroepfer holds a bachelor's degree in accounting and economics from St. John's University. He is a member of Metropolitan Breakfast Club and Wayzata Country Club. In 2020, he published three books relating to career advice, investments and digital innovation.

*"It will be an honor to contribute my knowledge in technology and finance as a WH Director ensuring all members have access to energy innovations. If elected, expect a disciplined fiduciary who wants the same as you – reliable power at competitive rates."*



## Fawad Shah DISTRICT 8

Fawad Shah is running for director in District 8. Fawad and his wife, Saima, have three children. They live in Plymouth, Minn., and have been members of WH for 4 years.

Shah is the president and CEO of Minnesota Crop Improvement Association where he leads operations, new service development, exceptional service delivery and overall growth. He is also an adjunct associate professor at the University of Minnesota where he developed and taught a Seed Science, Technology and Society course. He also works with researchers and NGO's to aid in international agricultural development.

His previous roles include Director of the USDA Seed Regulator & Testing Division in North Carolina where he enforced the Federal Seed Act nationwide and represented as the U.S. National Designated and Voting Authority at the OECD Seed Schemes.

Shah holds a Master of Science in Business Administration and a Doctor of Philosophy in Seed Technology. His research has been published, he's served on multiple boards and has been invited as a speaker at various national and international conferences. In his spare time, Shah plays cricket, and is a member of the Northern Lights Cricket Club.

*"I'll work toward the interests of the members and ensure they're getting the best value for the services provided."*



## David Silver DISTRICT 8

David Silver is running for director in District 8. David and his wife, Gail, live in Maple Grove, Minn., and have been members of WH for 27 years.

Silver was a 40-year member of the Local Union 160, IBEW and completed his construction apprenticeship to earn his Journeyman Lineman's license. He continued working construction before being hired by Northern States Power, which merged to become Xcel Energy Inc. He was hired as a substation electrician and worked his way up through positions including Foreman, Lead and General Foreman. He was challenged to meet and surpass safety goals, improve customer satisfaction and cultivate an efficient cost-effective workforce. He also worked to prepare non-benefit employees for potential company benefit positions. He retired from the company in October 2013 after 28 years.

While at Xcel, Silver worked on distribution line upgrades, underground distribution installation, storm restoration and PCB hazardous waste disposal projects.

Silver served in the U.S. Army as a Military Policeman. David and Gail have a son, Jarrod. They attend Wayzata Evangelical Free Church. He is a member of Shamrock Golf Course and is a volunteer at Cross Food Shelf in Rogers.

*"I would be honored to share my experience and knowledge in support of our cooperative."*

## WH Mission

We deliver the power, products and competitive pricing essential for improving the quality of life of the members and communities we serve.





# Keep an eye on your home from anywhere with interactive control

The last thing you want to worry about while away from home is the safety of your property. With help from WH Security, you can control your system remotely using home automation options from anywhere there is an internet connection.

What if you're at the park and can't remember if you locked the front door back home? With our smart home products and automation services, simply check our app to lock and unlock your doors. You can also control the thermostat with the touch of a button. So when you're on your way back home from time away, you can adjust the temperature remotely. Not only will your home be comfortable when you return, but you'll save energy at the same time.

Finally, to keep an eye on things at all times, consider installing security cameras outside your property. By using our automation services, you can receive alerts and check your cameras from your smart device from almost anywhere.

Rest easy during your next outing by installing home automation products from WH Security before you leave. This extra layer of security offers a valuable 24/7 peace of mind wherever you may be.

Call WH Security at 763.477.3664 today to add home security and automation services to your home or business! Learn more at [wh-security.com/residential/residential-automation.html](http://wh-security.com/residential/residential-automation.html)

**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](http://whe.org/services-products.html)

**WH Appliance**  
Repair

## Trimmed Trees are Safe Trees



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

### Services include:

- Pruning and shaping
- Tree and stump removal
- Lot clearing for construction
- Emerald ash borer treatment
- Aerial bucket truck work
- Tree fertilization
- Storm damage clearing



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



# Solar Winners

## tenKsolar Winner



**DOUGLAS KEMPENICH** of Maple Lake wins a credit for 221 kWh, May's output from WH's tenKsolar panel array.

**CINDY KEATING** of Rockford wins a credit for 229 kWh, June's output from WH's tenKsolar panel array.

## Solar Winner



**SCOTT DANIELSON** of Rogers wins a credit for 263 kWh, May's output from WH's solar panels.

**KELLY LARSEN** of Buffalo wins a credit for 274 kWh, June's output from WH's solar panels.

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

# Board Report: Meeting highlights

## June Board Meeting

The Wright-Hennepin and WH Holding monthly Board of Director meetings were conducted June 19, 2020. A quorum of directors was present. Items discussed or Board action taken:

- Approved revised budgets.
- Approved annual renewal of insurance with Federated Rural Electric Insurance Exchange.
- Approved annual renewal of Excess Deposit Insurance Bond.
- Approved annual renewal of line of credit.
- Approved updated policies.
- Approved holding the annual Bylaw Committee Meeting on September 8, 2020.
- Approved annual renewal of eight irrevocable letters of credit.
- Per the CORP-20 Capital Credit Policy, "there shall be no special retirement of capital credits in excess of \$25,000 per member unless Board approved." Board approved the special retirement of capital credits at a discount for a member leaving WH's lines.
- Board requested interviews with three auditor candidates.
- Board was informed that WH received an 88 on its recent American Customer Satisfaction Index (ACSI) survey.
- Heard report on WH's top 25 commercial accounts.
- Heard report on new emerging technology in WH Security and WH International Response Center (WHIRC).
- Heard a competitive scan report for WH Appliance Repair, WH Security and WHIRC.
- Reviewed and filed the monthly CEO, COO and financial reports.
- Directors reported on virtual industry meetings they attended on behalf of the cooperative.

## July Board Meeting

The Wright-Hennepin and WH Holding monthly Board of Director meetings were conducted July 17, 2020. A quorum of directors was present. Items discussed or Board action taken:

- Approved the 401k Plan audit.
- Approved updated safety policy.
- Approved the purchase of a third of AMI meters needed for 2021 installation.
- Approved the sale of Maple Lake Pole Yard properties.
- Approved the land purchase agreement for the Corcoran Substation.
- Approved holding the 2020 Annual Meeting on Thursday, October 8, 2020 with a scaled down agenda, no director ballots will be collected at the meeting and limited attendance of 60 members. Notice and ballots were also reviewed.
- Per the CORP-20 Capital Credit Policy, "there shall be no special retirement of capital credits in excess of \$25,000 per member unless Board approved." Board approved the special retirement of capital credits at discount for a member leaving WH's lines.
- Held annual review of the Cooperative's Form 990.
- Reviewed and filed the monthly CEO, COO and financial reports.
- Board participated in a focus group to gauge member expectations and perceptions of the cooperative and structure of Basin.
- Directors reported on virtual industry meetings they attended on behalf of the cooperative.

**CHECK  
us out on  
SOCIAL  
MEDIA!**

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

## Keep in touch with your cooperative!

### Member call center:

(763) 477-3000 or (800) 943-2667

Hours: 7:30 a.m. – 5 p.m.

Monday – Friday

### To report an outage:

Dispatchers are available 24/7

**Call:** (763) 477-3100 or (888) 399-1845

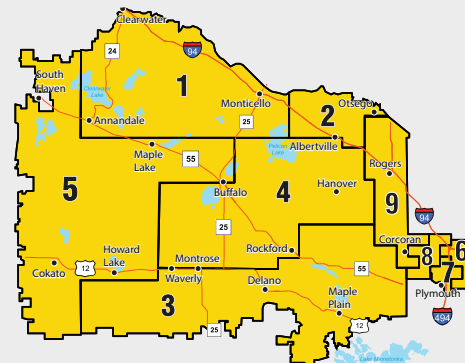
### WH Security monitoring:

Security dispatchers are available 24/7

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

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

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



### Board of Directors:

District 1: Timothy Young, Annandale

District 2: "Butch" Lindenfelser, Monticello

District 3: Burton Horsch, Howard Lake

District 4: Dale Jans, Buffalo

District 5: Chris Lantto, Annandale

District 6: Mike Tieva, Maple Grove

District 7: Kenneth Hiebel, Plymouth

District 8: Vacant

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.*



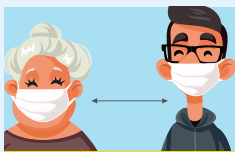
6800 Electric Drive  
Rockford, MN 55373

# Hotline Update

*September news for Wright-Hennepin members*

## A look at WH's limited 2020 Annual Meeting

THURSDAY, OCTOBER 8, 2020  
6:30 – 7 P.M.



**60 MEMBERS**  
Socially distanced  
of course



**30 MINUTE MEETING**  
Short and sweet



**DIRECTOR ELECTION**  
Who will help  
shape our  
co-op's future?

### ONLINE

The WH Annual Meeting will be live streamed!  
Please check [whe.org](http://whe.org) or social media for the link.  
The meeting begins at 6:30 p.m.

### IN PERSON

To attend the in person event at WH headquarters in Rockford (limited to 60 members), you **must call (763) 477-3000 to register.**

#### AT THE EVENTS

- » Check-in opens: 5:30 p.m.
- » Meeting begins at 6:30 p.m.
- » Member attendance gift: \$20 bill credit
- » Masks will be required, and social distancing will be enforced.

### NOTICE OF ANNUAL MEETING OF THE WRIGHT-HENNEPIN COOPERATIVE ELECTRIC ASSOCIATION

TO ALL MEMBERS:

Please take notice that the rescheduled annual meeting of the members of the above cooperative will be held at its headquarters in Rockford, Minnesota at 6:30 p.m. on Thursday, October 8, 2020, to take action on the following matters:

- The reports of officers, directors, and committees.
- The election of three directors, one from District 2, one from District 5 and one from District 7 for a three-year term and one from District 8 for the remainder of the vacant term. In connection with the election scheduled for this meeting candidates have been nominated pursuant to the bylaws.
- Any other business that may come before the meeting or any other adjournments thereof.

In the event the Annual Meeting is postponed or canceled, the election of Directors shall continue. Due to challenges associated with COVID, in-person ballots will not be accepted at the Annual Meeting. Ballots properly submitted by mail or electronically will be counted. Once certified, election results will be made available on the Cooperative website and communicated to the membership via email from the Cooperative.

Dale F. Jans, Secretary

### Sign up for outage notifications

Stay informed with outage notifications from WH. You can choose to be notified of an outage in two ways: text or email.

In addition, ensuring your phone number is up-to-date will help WH locate and inform you sooner.

To sign up for notifications or update your phone number, call Member Services at (763) 477-3000 or visit our website at [whe.org](http://whe.org).