

Welcome to Wright-Hennepin!

You are a member-owner of your electric cooperative.



Wright-Hennepin
Cooperative Electric Association

A Touchstone Energy[®] Cooperative 



Values That Guide Us

WH'S MISSION

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

WH'S VISION

To benefit our members, WH and its diversified businesses will outperform our competitors and achieve top 10 percent results in satisfaction, financial management, safety and reliability by 2020.

The needs of members always come first. To make sure of that, we follow the guidance of the seven cooperative principles adopted by the International Co-operative Alliance.

THE SEVEN COOPERATIVE PRINCIPLES

1. Voluntary and Open Membership
2. Democratic Member Control
3. Member's Economic Participation
4. Autonomy and Independence
5. Education, Training and Information
6. Cooperation Among Cooperatives
7. Concern for Community



Welcome

Welcome to Wright-Hennepin Cooperative Electric Association (WH). We are pleased to serve you!

Providing you with safe, reliable and competitive service are top priorities at WH. Our reliability record consistently is among the best in the industry, and our electric rates are very competitive in the marketplace. The cooperative also provides many opportunities to save money with rebates on Energy-Saving programs, which can be found on www.whe.org and on page 7. We encourage you to take advantage of WH Holding businesses, also found on page 7. These value added businesses help generate profits to offset the retail price of electricity for WH members.

Being a member of WH distinguishes you from other utility customers in a number of ways:

1. You are a member-owner of the cooperative. That means you have a voice in setting policy through a nine-member board elected by you and other WH members.
2. You share in the cooperative's profits. We have returned more than \$40 million to our members over the years through capital credit returns.

3. You receive reduced pricing on other WH services. This is one of the many privileges of being an owner of the cooperative.

As a member-owned cooperative, we seek to demonstrate a commitment to the communities we serve. Our lead effort is a program called Operation Round Up (ORU). Through this program, WH members allow the cooperative to round up their monthly electric bills to the nearest dollar. The additional rounded-up donation is then placed in a trust fund which is distributed to charitable organizations in the local area. Through this method, ORU has provided over \$3.7 million in grants to local charities and worthy causes since 1994. You will be automatically enrolled in ORU. If you wish not to participate, please return the enclosed coupon or call a member services representative at (763) 477-3000 to be removed from the program.

Again, welcome — and thank you for your business. We look forward to serving you!

Sincerely,

A handwritten signature in black ink that reads "Tim Sullivan".

Tim Sullivan
President and CEO





Power Outage Information

REPORTING AN OUTAGE

If you are experiencing a power outage, you can report it by calling (763) 477-3100 or by visiting our website at <http://goo.gl/TxHkAA>.

OUTAGE MAP

WH has a power outage map which allows you to see where outages are located and their estimated time of restoration. The outage map can be found at <http://goo.gl/S8t9j4>.

HOW POWER IS RESTORED

Learn how power is restored at <http://goo.gl/pTYWSm>.

Bill Terminology

BASIC CHARGE

The amount you pay each month, regardless of how much energy is used. This is the cost to provide power to your location. It includes things like poles, wires, transformers and the cost of the meter, billing and member service.

ENERGY CHARGE

Cost per kilowatt (kWh) hour of energy you use.

POWER COST ADJUSTMENT

This number fluctuates depending on the cost to provide power to your location and is based off of your kWh used.

DEMAND

This is on commercial bills only, not residential. Demand is the maximum amount of delivered electricity to the member at any given time during the month. It is measured in kilowatts (kW).

OPERATION ROUND UP

This is a voluntary program that rounds your electric bill up to the nearest dollar. As a member you are automatically enrolled. You may choose not to participate at any time.

LINK TO RATE SCHEDULE

Full rates and WH's rate schedule can be found online at <http://goo.gl/kSyP3G>.

Membership

CAPITAL CREDITS

Capital credits are the money or margin that is left over after all WH bills associated with doing business have been paid. You are entitled to these capital credits, or a share of the refund based on your energy use. Per cooperative bylaws, WH's member-elected board determines the amount of margins retired each year based on the cooperative's financial condition and other considerations. Capital credits are paid out in December each year.

FREE CO-OP CONNECTIONS DISCOUNT CARD

By simply showing your Co-op Connections Card, you can receive savings at participating local and national businesses. It's just one more advantage of being a member of Wright-Hennepin! View the included insert for a list of local deals. This list, as well as national deals can be found online at <http://goo.gl/cfJGpJ>.

WEB LINK TO BYLAWS

You may wish to undersatnd the Bylaws of your cooperative. They can be found online at <http://goo.gl/wDkEAV>.





Rebates

TAKE ADVANTAGE OF REBATE PROGRAMS!
More than one rebate may apply to your new appliance. Rebate forms for the following programs* can be found at whe.org.

- **WH Energy-Saving Rebates/Program (ESP)**
- **Conservation Improvement Program (CIP)**

Ground Source Heat Pump

- Up to \$750 (ESP)
- Up to \$1,200 (CIP)

Quick Cash Air Source Heat Pump

- Up to \$900 (ESP)
- 14.5 SEER – \$480 (CIP)
- 15 SEER – \$580; 16 SEER – \$630 (CIP)

Metered Water Storage

- Up to \$200 (ESP)
- Up to \$300 (CIP)

Quick Cash Water Heating

- Up to \$750 (ESP)
- Up to \$300 (CIP)

Electric Vehicle Charge

- Up to \$200 (ESP)
- Up to \$500 (CIP)

Dual Fuel

- \$5/kW up to \$250 (CIP)

Electric Thermal Storage

- \$5/kW up to \$250 (CIP)

Ductless Air Source Heat Pump

- \$200 (CIP)

HVAC Electronically Commutated Motor

- \$50 per ECM (CIP)

Variable Speed Pool Pumps and Pool Air Source Heat Pumps

- \$400 for pool air source heat pump (CIP)
- \$200 for variable speed pool pumps (CIP)

* Current program participation is required to qualify for rebate program.



WH Holding Products and Services

Wright-Hennepin (WH) owns multiple subsidiary businesses, which are separate from the electric operation. WH Holding absorbs cost allocations from the electric operation that otherwise would need to be collected in members' electric rates. Generally it is about \$2 million each year. As a member, you may take advantage of these businesses. You will enjoy high quality service while also knowing the money you spend is helping WH.

WH Holding

WH SECURITY

WH Security provides retail security alarm systems and monitoring services to thousands of homes and businesses

WH INTERNATIONAL Response CENTER

WH International Response Center provides around-the-clock wholesale home security monitoring services to customers across the United States.

HEATMYFLOORS.COM



HeatMyFloors.com provides energy efficient underfloor radiant electric heating products to contractors and homeowners across the U.S. and Canada.

WH Appliance Repair



WH Appliance Repair protects you and your family from large unexpected appliance repair bills.

WH TREE Services



WH Tree Services provides tree trimming, shaping and removal, stump removal and emerald ash borer treatments.



FOOD SHELVES Representatives from several local food shelves received \$20,400 in ORU donations from Wright-Hennepin members.

Your pennies make a big difference!

By rounding up electric bills to the nearest dollar, members of Wright-Hennepin have donated over \$3.7 million to local charities through a program called Operation Round Up (ORU).

Since the program's inception in 1994, the money has been used to fund a variety of worthy causes. Unless you choose not to participate in ORU, your electric bill will be rounded up each month to the next whole dollar. This amounts to about \$6 per year. The extra "rounded-up" portion will go into the ORU trust fund to help worthwhile causes selected through an application process. The ORU trust is administered by a trust board consisting of Wright-Hennepin members.

If you do not wish to participate, please call us at (763) 477-3000, email info@whe.org or return the form to the right. If you do nothing, you will be automatically enrolled in the program.

No, I do not wish to participate in Wright-Hennepin's Operation Round Up program.

Return this form to PO Box 330, Rockford, MN 55373 and we will remove you from the Operation Round Up program.

Name _____

Address _____

City _____

State _____ Zip _____

Phone Number _____

E-mail Address _____



