

# Welcome to Wright-Hennepin!

You are a member-owner of your electric cooperative.



# WH<sup>®</sup>

**Wright-Hennepin**  
Cooperative Electric Association

A Touchstone Energy<sup>®</sup> Cooperative 



## 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. The cooperative also provides many opportunities to save money with rebates on Energy-Saving Programs, which can be found on [whe.org](http://whe.org) and on page 6. We encourage you to take advantage of WH Holding businesses, 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 \$27 million over the last decade to members 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 are committed 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 more than \$4.6 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, appearing to read "Tim Sullivan". The signature is fluid and cursive.

Tim Sullivan  
President and CEO



# 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 sustain top 10 percent results in satisfaction, financial management, safety and reliability through 2022.



# The Seven Cooperative Principles

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 Cooperative Alliance.



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



## 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 [whe.org](http://whe.org).

### 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 [outage.whe.org](http://outage.whe.org).

### HOW POWER IS RESTORED

Learn how power is restored at [whe.org](http://whe.org); search *power restoration*.

# 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 [whe.org](http://whe.org); search *rate schedule*.

# 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 WH! View the included insert for a list of local deals. This list, as well as national deals can be found online at [whe.org](http://whe.org); search *Co-op Connections*.

## WEB LINK TO BYLAWS

You may wish to understand the Bylaws of your cooperative. They can be found online at [whe.org](http://whe.org); search *Bylaws*.





## Rebates

SAVE MONEY WITH WH'S ENERGY-SAVING PROGRAMS!

WH offers programs for members that help conserve energy and save you money. Programs for air conditioning, heating and electric vehicles are available. Learn more on our website.

### WH HAS REBATES AVAILABLE FOR:

- » Electric Heat
- » Ground Source Heat Pumps
- » Air Source Heat Pumps
- » Air Conditioning
- » Water Heating
- » Electric Vehicle
- » Pool Pumps
- » HVAC ECM Motors

Ask us which rebates might be right for you.

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

## WH Holding Products and Services

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 between \$1.5 – \$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 Appliance** **Repair**

WH Appliance Repair supplies service technicians to fix major appliances when needed and helps provide protection from large unexpected appliance repair bills.

### **WHSECURITY**

WH Security provides retail security alarm systems and monitoring services to thousands of homes and businesses in Minnesota and Wisconsin.

### **WHIRC**

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



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



# Contact

## MEMBER SERVICE CENTER

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

Phone hours 7:30 a.m. – 5 p.m., Monday – Friday

## TO REPORT AN OUTAGE

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)

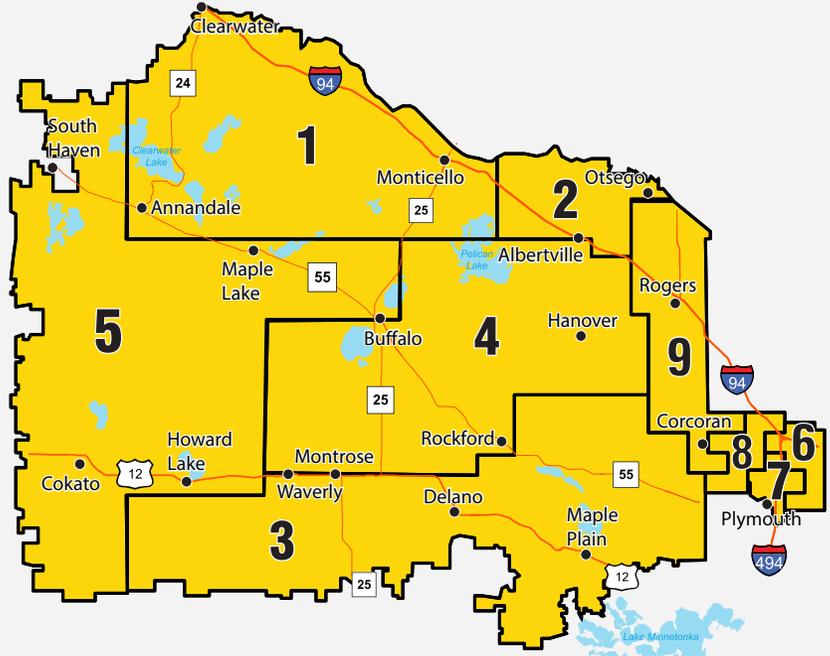
EMAIL [info@whe.org](mailto:info@whe.org)

FACEBOOK [@WrightHennepin](https://www.facebook.com/WrightHennepin)

TWITTER [@WrightHennepin](https://twitter.com/WrightHennepin)

TIKTOK [@WrightHennepin](https://www.tiktok.com/@WrightHennepin)

*This Cooperative is an equal opportunity provider and employer.*



### 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