

Summer events recap

Wright-Hennepin's events calendar was full this summer, with our first-ever Twins Community Fund Youth Baseball Clinic, several parade appearances, Maple Grove Days, and the Wright County Fair! Looking for more? Find our member appreciation events for National Co-op Month on the back page!



3

Youth Tour recap

NICK SHARES HIS D.C. EXPERIENCE

4

Summer interns

ON-THE-JOB EXPERIENCES AT WH

6

WH Security offer

PROTECT WHAT MATTERS MOST

8

Operation Round Up

SMALL CHANGE, BIG DIFFERENCE



CEO's Memo

TIM SULLIVAN
WH PRESIDENT AND CEO

Grid authorities issue new reliability warnings

As consumers, we've become accustomed to electricity just being there. We flick a light switch, turn a dial on a stove, or touch the "start" button on a clothes dryer and voilà — it's available instantaneously. But think for a second: what if it wasn't?

At Wright-Hennepin (WH), it's our daily mission to deliver electricity so seamlessly that it's all but automatic for our members. But, according to several recent reports issued by federal and regional grid authorities, the risks to seamless electric power are increasing. And unless they are addressed soon and at scale, reliability is more likely to become "uncertain," especially in periods of high demand.

Back in May, in a blog headlined "Risks Rising for the Nation's Electric Grid," I shared highlights from two high-profile reports, one by the North American Electric Reliability Corporation



Read the blog at
bit.ly/WH-CEO-May24

(NERC) and one by the Midcontinent Independent System Operator (MISO). For background, NERC has extensive oversight over the nation's bulk electric grid, and MISO manages power flows to 45 million people in 15 U.S. states, including Minnesota.

In that blog, I shared NERC's assessment that our region was at "elevated risk" this summer for service interruptions "in above-normal conditions" or when there is "low resource output." Consider "above-normal conditions" as the warmest, stickiest days in August and "low resource output" as times when the wind isn't blowing and "dispatchable" resources like gas or nuclear plants are off-line for maintenance or operational issues.

Just a month later, MISO issued survey results from the utilities in their 15-state footprint projecting resource adequacy and capacity for 2025. The findings are sobering. Minnesota is located in what is known as MISO North, one of three MISO subregions. According to the survey, MISO estimates its North/Central subregion will be in "deficit" from 1 gigawatt (GW) to 3.7 GW starting in 2025. Simply put, MISO estimates that our region will be at least 1,000 Megawatts (MW) short of required capacity next summer. (For reference, one GW represents 1,000 MW. A thousand MW is about four times the size of WH's summer system peak of 250 MW.)

You might wonder: Does this mean we should expect rolling blackouts next summer? The answer is complicated, but probably not. After all, MISO also predicts that the shortage can be avoided if, over the next year, "sufficient new capacity is added." Our subregion also can import power from other regions where capacity is available. Much also depends on how quickly electric demand rises, how robust the economy remains, and how hot the weather is and for how long. So, there are many scenarios where interruptions won't materialize.

But what is clear is that risks are rising. Further, according to additional news reports, MISO called for "immediate action to bring new capacity online... and potentially slow the pace of resource retirements." Consider a resource retirement as the planned shut down or mothballing of a traditional power plant that produces significant energy and capacity.

You might also ask: Does the expected capacity deficit represent a single pinch point in time or a longer-term trend?

The tough news is that, if anything, the mismatch between supply and demand is likely to increase over time.

MISO's report says that "grid planners nearly doubled their 5-year peak load growth forecasts" in the past year and that it anticipates "strong long-term growth." The drivers include electric vehicles, increased cooling demands, new and expanded manufacturing and, especially, a surge in new electric superusers like large data centers. So, in short, there is likely no relief in sight, at least on the demand side.

At the highest level, the uncertainty stems from the industry's need to manage through the energy transition, including the long-term effort to decarbonize the generation fleet. Like other utilities, WH is committed to doing our part to manage successfully through this transition. But inevitably, the questions for utilities are practical ones: how do we reduce carbon in a paced, systematic way while also ensuring safe, reliable, and affordable service? And how do we best work with grid planners, policymakers, and consumers to avoid or minimize serious disruptions?



You can help. Participate in one or more of WH's Energy-Saving Programs, register for our public policy grassroots network, and keep reading updates from your cooperative.

As a member-owned utility, WH believes the first, best step is an informed, engaged membership. Together, we will manage through any challenges.

As always, thank you for your business.



Youth Tour brings almost 2,000 high school students to D.C.

By Nick Olson, WH's 2024 Youth Tour delegate

This summer, I had the incredible opportunity to represent Wright-Hennepin Electric on NRECA's Youth Tour to Washington, D.C. It was a week filled with learning, exploration, and unforgettable experiences. From meeting influential senators to exploring historical landmarks, every moment was memorable.

The tour of the U.S. Capitol was a standout experience. Walking through the halls where significant legislative decisions are made. Seeing the chambers where the House of Representatives and the Senate convene brought the workings of our government to life in a way that textbooks never could.

One of the more fun and unique experiences of the trip was a Segway tour around the city. It was a fantastic way to cover more ground and see the sights from a different perspective. Our guide took us through bustling streets and parks, sharing interesting facts and stories along the way.

Washington, D.C. is a city rich in history. The World War II Memorial, with its grand pillars and reflecting pool, was a good reminder of the sacrifices made by so many. The Abraham Lincoln Memorial, with its iconic statue of Lincoln was inspiring. Standing on the steps and looking out over the National Mall, I felt a renewed sense of appreciation for the freedoms we enjoy today. The towering Washington Memorial was another highlight, standing proudly as a symbol of the nation's enduring strength and resilience.

Our hotel for the trip was the Gaylord National Hotel, a stunning hotel located just outside of D.C., hosting around 2,000 other electric co-op invitees from across the country. It was a great place to meet and connect with peers who shared similar interests and backgrounds.

The Youth Tour to Washington, D.C. was more than just a trip; it was an eye-opening experience that broadened my understanding of our nation's history, government, and culture. Meeting our senators, touring the Capitol, exploring the memorials, and enjoying the city's delights were all parts of an unforgettable journey. It reinforced the importance of being an informed and active citizen. Thank you, Wright-Hennepin, for choosing me to represent our Co-op on the 2024 Youth Tour.



Incoming high school juniors: This could be you!

Youth Tour applications open this fall. Find more details, a sample itinerary, and more at bit.ly/WH-Youth-Tour or scan the QR code.



Co-op Connections deal of the month

THE JACOB OLSON TEAM | ELK RIVER, MN

Up to \$2,000 off closing costs or cash back at closing

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!



WH welcomes summer interns

WH hosted eight interns this summer! Seven joined our Operations team, and we welcomed our first Human Resources (HR) intern.



Above, left to right: Landen Williams, Hunter Lucas, Steven Zinniel, Tyson Shoberg, Elijah Petersen, Blake Freudenberg, Luke Vogel.

"You might not always be doing a lot of hands-on stuff, but you're watching and learning at all times," said Operations intern Tyson Shoberg. Operations interns have worked on projects such as guiding poles and backfilling holes for overhead lines, terminating underground cable, stripping wire, connecting meters for new services, flagging traffic, and filling up water coolers for the trucks.



HR intern Courtney Cebulla has touched many facets of HR at WH, including helping with payroll, organizing and digitizing files, researching software platforms, and helping with routine processes and inspections. She attends the University of South Dakota.

"I have really enjoyed getting to experience and learn about the many facets of HR with the Wright-Hennepin HR team. Every day brings a new challenge and opportunity to learn what it means to be a successful HR professional," she said.



Own an EV?

Join the Quick Cash Charging Pilot

You're invited to join WH's newest electric vehicle (EV) charging pilot, Quick Cash Charging. This pilot is open to WH members with BEVs (Battery Electric Vehicle) who are not already enrolled in another EV Energy-Saving Program (ESP). During peak demand times, WH may ask that pilot participants not charge their EVs. WH will gather the enrolled vehicle's telematics data to see the usage information during these peak hours. This data will help WH learn new ways to manage energy demands. Participants will receive a \$20 monthly bill credit from the time of enrollment through February 2025.

Visit bit.ly/EVChargingPilot for details.

To learn more about this and WH's other ESPs, call (763) 477-3000.

WH Director earns leadership certificate

Wright-Hennepin (WH) Board Secretary/Treasurer Mike Tieva (District 6 – Maple Grove) recently received his Board Leadership Certificate through the National Rural Electric Cooperative Association (NRECA).

To earn this certificate, directors must first complete the Credentialed Cooperative Director program, then an additional ten credits in courses about issues facing electric cooperatives. One of the key strengths of NRECA is its commitment to education and professional development. NRECA represents more than 900 member-owned electric cooperatives in 47 states across the country. WH Directors are elected by members in the district they represent, and establish WH's long-term goals and strategies. Learn more about the Board at bit.ly/WH-leadership.



Erick Heinz, Board Chair on left and Mike Tieva, Board Secretary/Treasurer on right.

Update your contact info to stay informed

Recently get rid of your landline? Using a new email address? Keeping your contact information updated with WH is critical. In the event of an outage, you can report it by calling from the phone number associated with your account. A current mailing address and email address ensure you receive newsletters, emails, and other important member communications. Call our member services team at (763) 477-3000 with any changes to your contact info.

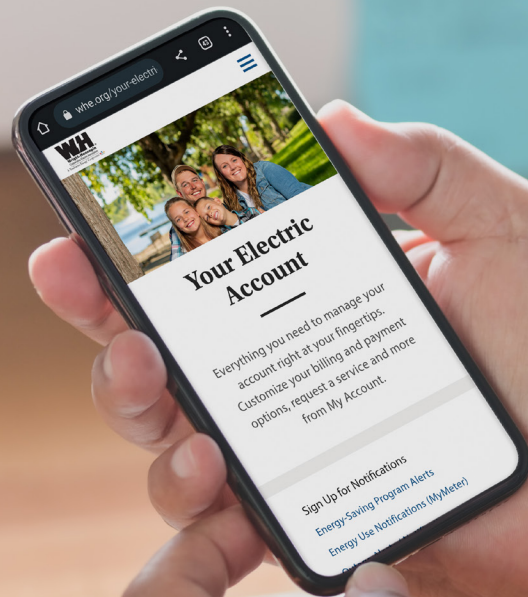


Outage notifications



Wind gusts, squirrels, and storms, oh my! Your power can go out for a variety of reasons. Stay informed with outage notifications from WH — you can get them via text and/or email! Visit bit.ly/WH-outage-alerts or call our member services team at (763) 477-3000 to start receiving alerts.

WH-outage-alerts or call our member services team at (763) 477-3000 to start receiving alerts.



Unclaimed capital credits

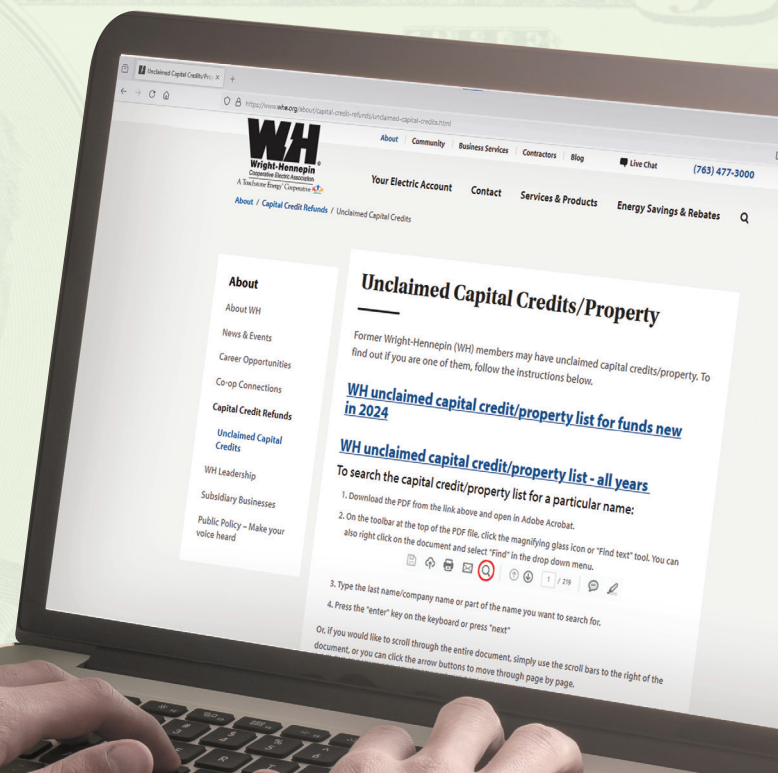
Do you know anyone who was a WH member and has since moved out of our service area? They may have unclaimed capital credits.

Because WH is a cooperative, people who receive electricity from WH are also part-owners in the business. Money left over after bills and other expenses are paid is known as capital credits, which WH has been able to return annually to members for 43 consecutive years. This is also known as a capital credit retirement.

If a capital credit check is undeliverable, it becomes an unclaimed capital credit and will be held by WH for up to seven years. After that time, WH is required to either turn the money over to the state of the intended recipient's last known address, or donate it to a charitable organization. All Minnesota unclaimed capital credits are donated to WH's scholarship program.

Remember, even if you're no longer a member, let us know when your address changes, so you can receive your capital credits when they're retired.

Find the list of unclaimed capital credits at bit.ly/WH-unclaimed-CC!



MEMBERSHIP HAS ITS BENEFITS!



Get \$200 off a new Alula security system today!

Wright-Hennepin (WH) members who purchase a new home security system will receive:

- 2 door sensors
- Keypad
- 1 motion sensor

With 3-year monitoring agreement.
Limited-time offer. Certain restrictions apply.
Cannot be combined with any other offer.

763.477.3664 • wh-security.com

1 Meet with us
We'll create a custom setup perfect for you.

2 Expert installation
Our techs install your custom system.

3 Peace of mind
Your system is activated to fit your lifestyle.

WHSECURITY
Trusted. Local.



WH Appliance Repair helps you save money by covering up to \$500/year per appliance.

GET 3 MONTHS FREE
WHEN YOU START A NEW PLAN BY 9/15

WH Appliance Repair plans are available to help you with unexpected repair bills and handle service requests 24/7/365.

Popular options include:

- ✓ Refrigerator
- ✓ Clothes washer
- ✓ Furnace
- ✓ Range
- ✓ Water heater

PACKAGES START AT
\$20⁷⁵ /month

* Additional appliance coverage also available. Certain restrictions apply.

(763) 477-3000 • whe.org/services-products.html

WH Appliance
Repair

Trimmed trees are safe trees



Let WH Tree Services help you with your tree care needs!

Services include:

- Pruning and shaping
- Tree removal
- Storm damage clearing
- Aerial bucket truck work
- Emerald ash borer treatment

90-DAY
no-interest
financing available!

Schedule your service today!



(763) 477-3000
whe.org

Solar Winners

JUNE SOLAR WINNERS

JOHN O'DONNELL of Annandale wins a credit for 256 kWh, May's output from one of WH's solar panel arrays.

EVERETT LIEN of Maple Grove wins a credit for 135 kWh, May's output from WH's second solar panel array.

JULY SOLAR WINNERS

CARMEN CHAN-TRAM of Maple Grove wins a credit for 216 kWh, June's output from one of WH's solar panel arrays.

LEE LUEBKE of Corcoran wins a credit for 111 kWh, June's output from WH's second solar panel array.

Learn more at bit.ly/WH-solar-contest

Board Report: Meeting highlights

JUNE BOARD MEETING

The Wright-Hennepin (WH) and WH Holding monthly Board of Director meetings were conducted June 13, 2024. A quorum of directors was present. Items discussed or Board action taken:

- Approved annual renewal of insurance with Federated Rural Electric Insurance Exchange.
- Approved annual renewal of line of credit.
- Approved holding the annual Bylaws Committee Meeting on Monday, September 9, 2024.
- Approved the City of Cokato's request for submittal of a USDA Rural Development Grant Application.
- Approved attendance of two directors to represent WH at the Minnesota Rural Electric Association's visit to Washington D.C.
- Selected a director to attend the Wright County 4-H Auction and bid up to \$1,500.
- Board was informed that WH received an 88 on its recent American Customer Satisfaction Index (ACSI) survey.
- Heard report on WH's plans to review and update the credit and line extension policies for high-risk accounts.
- Heard report on WH's top 25 commercial accounts.
- Heard report on the competitiveness of WH Appliance Repair, WH Security and WH International Response Center.
- Heard brief overview of WH's power supply history, objectives, status and needs in preparation for the Board's Strategic Issues Session.
- Showed "We are Wright-Hennepin" video.

- Reviewed and filed the monthly CEO, COO and financial reports.
- Directors reported on industry meetings they attended on behalf of the cooperative.
- Guests included:
 - » Legal Counsel Craig Silverstein provided a FERC case update.
 - » Power System Engineering Consultant Heather Andrew presented the findings of the Long-Range Infrastructure Study.
 - » Great River Energy Representatives Matt Ellis and Greg Schutte provided an update on the Alexandria to Big Oaks Transmission Project.

JULY BOARD MEETING

The Wright-Hennepin (WH) and WH Holding monthly Board of Director meetings were conducted July 15, 2024. A quorum of directors was present. Items discussed or Board action taken:

- Approved updated Social Media Policy.
- Approved Rural Utilities Services loan application and necessary certifications and resolutions.
- Heard the annual cybersecurity report.
- Directors reported on industry meetings they attended on behalf of the cooperative.
- Reviewed and filed the monthly CEO, COO and financial reports.
- The Board attended Strategic Issue Sessions on June 25 and July 15.
- The Board congratulated Secretary/Treasurer Tieva on receiving his National Rural Electric Cooperative Association's Board Leadership Certificate.

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

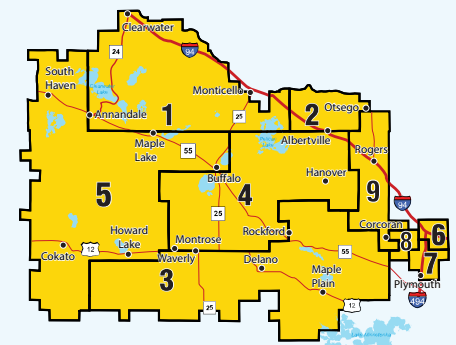
WH Security monitoring:

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, South Haven
District 6: Mike Tieva, Maple Grove
District 7: Audrey Britton, Plymouth
District 8: Mark Skinner, Maple Grove
District 9: Erick Heinz, Corcoran

WH President and CEO: Tim Sullivan

WH CFO: Susan Sorensen

WH Holding COO: Wendy Youngren

This cooperative is an equal opportunity provider and employer.

Newsletter archive

Find previous Hotline Update issues on our website at bit.ly/WH-newsletters.



6800 Electric Drive
 Rockford, MN 55373

Hotline Update

AUGUST NEWS FOR WRIGHT-HENNEPIN MEMBERS

Co-op Month events

October is National Co-op Month! Celebrated annually since 1964, WH joins cooperatives around the country to recognize the best way to do business. You're invited to WH's two member appreciation events at our headquarters in Rockford!



October 14

Member Luncheon
 11:30 a.m. – 1 p.m.



October 24

Fall Festival
 5 – 7 p.m.

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

Small change. Big difference.

"When I finally came to the center, I remember feeling a sense of relief for me, and a sense of home."

E. is one of approximately 90 individual youth served annually by Open Doors for Youth. E. has chosen to go only by their first initial for privacy reasons. "I didn't have a home, and I knew that I could come here at any time or at any point of distress."

WH's Operation Round Up (ORU) program donates to a variety of local organizations and charities annually, including Open Doors for Youth, a drop-in center for homeless youth ages 16-24. This year, they received \$5,000 to support case managers in the organization's Connections program.

"Case managers serve as a critical connection for marginalized youth, and play a key role in helping youth find a path forward," said executive director Cindy Ley. "Case managers use a strengths-based, youth-led approach, empowering youth to creatively problem solve and walking alongside them as they progress on goals. Through their work, Open Doors case managers give youth hope for a brighter future."

Over 90% of WH members round their electric bill up to the next dollar, averaging a total donation of less than \$6 per year. That

may not sound like much, but that small change makes a big difference. ORU has donated more than \$5.1 million since the program began in 1994, thanks to the support of WH members who want to make a difference in their communities.

Wanting to make a difference in the community is also how Open Doors for Youth began.

"Open Doors for Youth was established by a small group of community members concerned about the lack of services available for youth experiencing homelessness in Elk River and surrounding communities in Central Minnesota," said Ley. Fully volunteer-run for the first year, the center now employs four staff and contracts for on-site mental health support.

"The center offers a welcoming and safe space for youth to rest and heal," said Ley. "Youth have immediate access to hot meals, food-to-go, clothing, hygiene items, transportation assistance, and more. Youth can also receive individualized case management, and get help establishing goals to move towards greater stability and a brighter future."

To read more about how your donations make a difference for Open Doors for Youth and other local organizations, visit bit.ly/WH-ORU24.

