

Welcome to Wright-Hennepin!

You are a member-owner of your electric cooperative.





Welcome

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

Providing you with safe, reliable and affordable energy 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 and on page 6. We encourage you to take advantage of services offered by WH Holding businesses, found on page 11. 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 success. We have returned more than \$44 million over the last decade to members through capital credit refunds.
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 next dollar. The 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 \$5.4 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.

Sincerely,

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% results in satisfaction, financial management, safety and reliability through 2025.



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, report it by calling (763) 477-3100, using the QR code at right, or by visit our website at bit.ly/WH-outage-report.

OUTAGE MAP

WH has a power outage map showing where outages are located and estimated time of restoration. The outage map can be found at outage.whe.org.

HOW POWER IS RESTORED

Learn how power is restored at bit.ly/WH-power-restoration-process.



[Report an outage or sign up for outage alerts.](http://bit.ly/WH-outage-report)

MyMeter

MyMeter is a free tool that allows you to track and chart your daily energy use, compare your home's energy use data to an average of other homes in your area, and set goals for yourself to reduce your energy use. The program can also alert you when your energy use passes a pre-set level.



CREATE ALERTS

Log in to create alerts for outage updates, energy usage, and Energy-Saving Programs.

HOW TO LOG IN

Log in to your billing account to access MyMeter.

Cold Weather Rule & Extreme Heat Law

From October 1 to April 30, electric service cannot be disconnected for nonpayment if electricity is the primary heat source and the following criteria are met:

- » Household income is at or below 50% of the state median.
- » A reasonable payment agreement is made.
- » An Inability to Pay form is filed with WH.
- » Referrals to energy assistance programs are received from WH.

Before disconnecting service, WH must provide a 30-day notice, rights and responsibilities information, local energy assistance contact details, forms for Cold Weather Rule protection, and explanations of payment options.

Unpaid bills impact all members. Though the Cold Weather Rule does not completely prevent winter disconnects, WH aims to avoid disconnections. If you're struggling to pay your electric bill, contact WH's credit team at (763) 477-3000 for payment agreement options. More information is available at bit.ly/WH-cwr-ehl.

Sales tax exemption for electric heating

If over 50% of your home's heating comes from purchased electricity, you can receive a sales tax exemption from November through April. This exemption applies to all electricity used through the same meter. To apply, complete the online form at bit.ly/WH-tax-exemption or call (763) 477-3000 for a paper copy.



Energy-Saving Programs

SAVE MONEY WITH WH'S ENERGY-SAVING PROGRAMS!

WH offers programs for members that help conserve energy and save you money.

Scan the code to find programs and rebates on whe.org!



ASK US ABOUT PROGRAMS AND REBATES:

- » Air source heat pumps
- » Ground source heat pumps
- » Electric water heating
- » HVAC electronically commutated motor
- » Electric residential heating
- » Lawn mowers
- » Electric vehicle charging
- » Pool pump rebate

Contact us

(763) 477-3000 info@whe.org whe.org

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, the cost of the meter, billing, and member service.

ENERGY CHARGE

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

POWER COST ADJUSTMENT

WH uses the Power Cost Adjustment (PCA) to adjust electricity prices according to changes in our wholesale power costs as they fluctuate throughout the year.

FRANCHISE FEE

Several cities impose a Franchise Fee Ordinance affecting WH members within that city's limits. 100% of the collected fees go to the city. If your city charges a Franchise Fee, it will appear as a separate line item on your bill.

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 opt out at any time.

LINK TO FULL RATE SCHEDULE

To see the full schedule, go to bit.ly/WH-residential-rates.

The Cooperative Difference

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 electricity purchased. 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. Members of WH who purchased electricity during the years being retired are eligible for a capital credit refund. Capital credits are paid in December.

FREE CO-OP CONNECTIONS DISCOUNT CARD

You can receive discounts at participating local and national businesses by simply showing your Co-op Connections card or using the app. 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 on WH's website at bit.ly/WH-co-op-connections.

WEB LINK TO BYLAWS

You may wish to understand the Bylaws of your cooperative. They can be found online at bit.ly/WH-bylaws.



Consider renewable choices.

Make WH your first stop for renewable options and information. We're happy to serve as your trusted energy advisor, helping you make the best energy decisions for you and your family.



**Find out more about
renewable energy from WH.**

Renewable Choice

This program is an optional renewable energy program that provides members the opportunity to add renewable attributes to their electric energy purchases. These renewable attributes are from energy generated by resources certified by the State of Minnesota for use in green pricing programming.

By participating in this program, WH will secure and allocate renewable attributes to match up to 12,000 kWh per year of your energy consumption.*

Any home receiving power from WH is eligible to participate in this program.

Cost: \$1 per month

*With that \$1 per month purchase, WH will track and retire Renewable Energy Credits (RECs) of 12,000 kWh per year on your behalf. Your \$12 per year investment allocates 12,000 kWh per year of renewable energy, which matches the usage of an average home in WH's service area.

Solar Choice

The Solar Choice program is a way for WH members to lock in solar economics for a portion of their energy consumption without installing solar at their residence. Panels are not installed at your home. Rather, WH utilizes renewable resources within our existing power portfolio to support this rate.

WH is offering Solar Choice energy "blocks" at a price of 16 cents per kWh. Each block purchased equates to 100 kWh per month. With just a one-year initial commitment, this rate is locked in through 2037*.

* The maximum number of blocks a member may purchase is five. Member cannot purchase Solar Choice blocks exceeding their lowest monthly energy consumption.

WIN THIS MONTH'S SOLAR GENERATION FROM WH!

Enter to win a credit for the monthly output of WH's solar panels!

The names of two lucky members will be drawn each month. Each of these members will receive a credit on their electric accounts for the amount of electricity generated during the previous month by one of Wright-Hennepin's two solar panel arrays.

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



Empowering the next generation

SCHOLARSHIPS

Since 1988, WH has awarded \$874,450 in scholarships—another benefit of being an electric cooperative member! Scholarships are available for those pursuing a traditional college degree, or a career in linework or low voltage technical systems. Details and applications can be found at bit.ly/WH-scholarships.

YOUTH TOUR

The annual Washington, D.C. Youth Tour is a once-in-a-lifetime, all-expenses-paid, week-long leadership opportunity available exclusively to high school juniors whose parents or guardians are WH members. Details and applications can be found at bit.ly/WH-Youth-Tour.



WH Holding products and services

WH owns multiple subsidiary businesses, which are separate from the electric operation. WH Holding absorbs approximately \$1.8 million per year in cost allocations from the electric operation that otherwise would need to be reflected in members' electric rates. As a member, you may take advantage of these businesses. You will enjoy high quality service while also knowing the money you spend helps WH keep your electric costs down.

WH Holding



WH Appliance Repair supplies service technicians to fix major appliances when needed and helps with unexpected repair bills.

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

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, removal, shaping, and emerald ash borer treatments.



Contact

MEMBER SERVICE CENTER

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

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

TO REPORT AN OUTAGE

You can report an outage 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

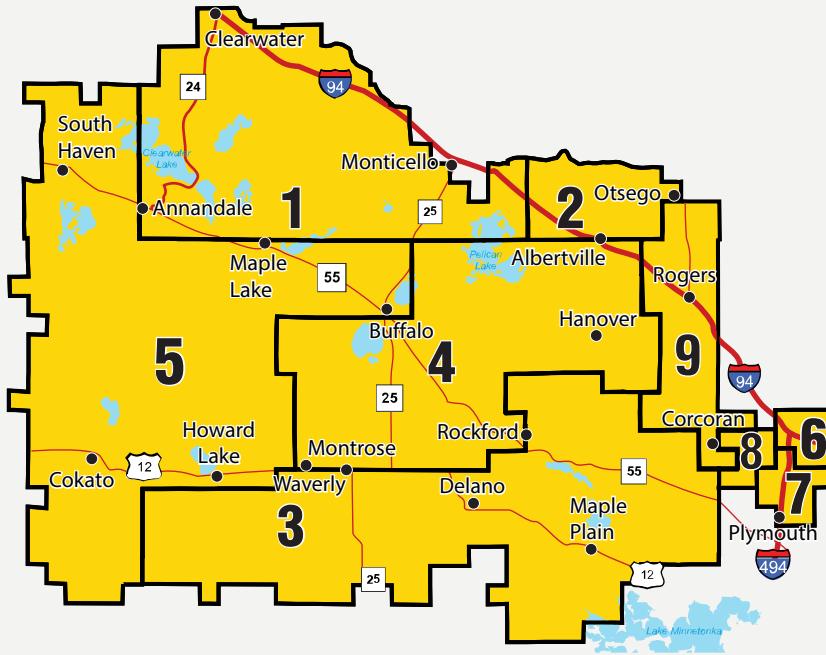
EMAIL info@whe.org

FACEBOOK [@WrightHennepin](#)

X [@WrightHennepin](#)

INSTAGRAM [@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: Richard Dehmer, Buffalo

District 5: Chris Lantto, South Haven

District 6: Mike Tjeva, Maple Grove

District 7: Audrey Britton, Plymouth

District 8: Mark Skinner, Maple Grove

District 9: Erick Heinz, Corcoran