

Let your home help with your energy bill.

Energy efficiency doesn't have to be expensive or require major home modifications.

Easily implement these energy-efficiency tips this winter.



TAKE ADVANTAGE OF THE SUN

Open your blinds to let the sun in to provide natural heating for a space, and close them when the sun moves to keep the heat in.

CHECK CAULK AND WEATHERSTRIPPING

Fill any gaps and replace worn weatherstripping on your doors and windows to keep cold breezes out.

COVER DRAFTY WINDOWS

Use clear plastic sheeting or film to cover the inside of window frames to reduce the amount of cold air coming in (and warm air going out!). These kits are easy to find at hardware stores.

ADJUST YOUR THERMOSTAT

When you're home during the day, set the thermostat as low as comfortable. At night, turn the thermostat a bit lower. A programmable or smart thermostat makes it easy to save energy without having to think about it!

MAINTAIN YOUR HEATING SYSTEM

Schedule routine service for your furnace. WH Appliance Repair, a service offered by WH, offers annual maintenance add-on packages, and can help keep your appliances working for less than \$1/day! Don't miss the special new customer offer on page 6. Refer a friend, too – they don't have to be a WH member to take advantage of a WH Appliance Repair plan.

2026 rebates now available

Wright-Hennepin (WH) is offering several new rebates this year, including refrigerator and freezer recycling and an opportunity for plug-in hybrid electric vehicle owners to save on their electric vehicle charger installation when they join the Time-of-Use Program.

WH also offers rebates for ground source heat pumps, air source heat pumps, water heaters, and more!





CEO's Memo

TIM SULLIVAN
WH PRESIDENT AND CEO

Here's How WH Sets Your Electric Bill.

When you open your monthly electric bill from WH and look at the amount owed, you might understandably wonder: who sets my electric rates and how are they set?

The "who" part of the answer is: the WH Board of Directors.

At investor-owned utilities, shareholders and customers sit on opposite sides of the transaction. Because these utilities are ultimately built to turn a profit, they are rate-regulated by the Minnesota Public Utility Commission (MPUC). In contrast, the duty of the WH Board of Directors is solely to represent the interests of fellow members (you), including when setting rates. And unlike a for-profit investor-owned utility, WH is a not-for-profit organization, designed to provide electricity at the cost of service.

So, it's worth remembering that your electric rates are set by your friends and neighbors whom you have elected, not by an appointed for-profit corporate board or by a government agency.

Now, let's consider how WH sets rates. As you can imagine, the overall process can be complicated. But put simply, WH strives to recover costs consistent with how costs are generated. We call this approach "cost-causer - cost-payer." Because energy usage patterns shift over time, WH conducts a Cost-of-Service Study, or a deep dive rate review, once every five years. We conducted a study in 2025 and the WH Board set the 2026 rate structure based on its findings. You will see these changes applied to April usage and May bills.

For residential members, you will see adjustments to three bill subcomponents: the basic charge, the energy charge and the Power Cost Adjustment (PCA). The same goes for commercial and industrial members, with the single addition of electric demand charges. So, let's take a look at the more noteworthy changes:

BASIC CHARGE

The basic charge pays for your share of WH's distribution grid, or things like poles, wires, transformers and substations. WH charges this separately to reflect the investments necessary to bring you power, even before the purchase of a single kilowatt. For residential members, the basic charge will increase \$2.50 starting in May, moving from \$19.90 (where it has remained since 2021) to \$22.40 per month. Commercial members will see larger increases to reflect the larger investments required to provide service.

ENERGY CHARGE

You may be surprised to learn that the "energy charge" is just one element of your bill. For 2026, residential members will see this charge — which covers your cost per kilowatt hour — move from about 10.84 cents per kilowatt hour to about 11.30 cents, or a 4.2% change. Commercial members will see somewhat higher increases to reflect their true cost of service.

POWER COST ADJUSTMENT

The third WH bill element is the PCA, which fluctuates during the year to reflect seasonal changes in the cost of power supply (higher in the summer and winter, lower in the spring and fall.) Members will be pleased to know the WH Board held the PCA essentially flat for 2026.

DEMAND CHARGES

Commercial members also pay a demand charge, designed to capture the cost of providing the generating and transmission capacity required to provide power on demand, no matter the time of day, month or year. Demand charge increases will vary based on member class and energy usage pattern.

OFF-PEAK RATE

WH offers a variety of discount rates through its Energy-Saving Programs (ESPs). The most meaningful are provided in the overnight electric vehicle charging program. For these, WH's Off-Peak Rate will move from 6.43 cents to 7.75 cents in 2026 but be guaranteed for three years. Consequently, qualifying off-peak programs will generate an immediate 30% savings with increased savings in 2027–2028.

Now, rate-setting is never perfect. After all, rates are established based on how each member class generates costs on average. There are always trade-offs. For example, simplicity often comes at the expense of customization. Member acceptance of rates can conflict with fair cost recovery, especially when this leads to abrupt changes or rate shocks. Offering discounts in ESPs must be balanced against recovering sufficient revenue to keep the cooperative viable overall.

But ultimately, the real test for WH is whether our rate structure helps deliver safe, reliable, affordable electricity to the full satisfaction of our members. We believe the 2026 rate changes, built from the results of our 2025 Cost-of-Service Study, help achieve these ends and thus will serve our members well now and into the future.

As always, thank you for your business.

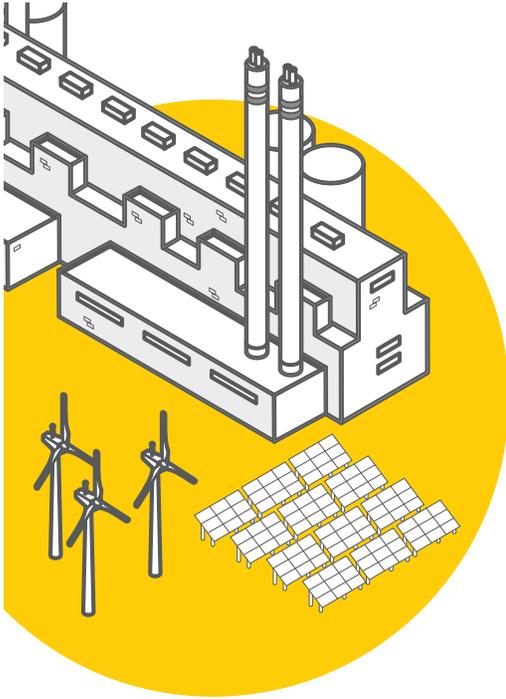
 **LEARN ABOUT HOW TO READ YOUR BILL**
bit.ly/read-WH-electric-bill

 **LEARN ABOUT WAYS TO PAY YOUR BILL**
bit.ly/WH-payment-options

 **LEARN ABOUT WH'S RESIDENTIAL ENERGY-SAVING PROGRAMS**
bit.ly/WH-programs-rebates

How Electricity Gets to You

WH is a distribution cooperative, which means we locally distribute power we purchase from power suppliers, making sure your lights turn on when you flip the switch. Learn more about the power transmission and distribution system that powers your life.



POWER PLANTS

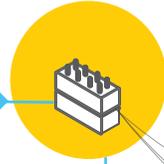
Generate electricity from a variety of sources. Great River Energy and Basin Electric Power Cooperative are two of WH's power suppliers, and they own the power plants. This is known as "generation" in the electric industry.

DISTRIBUTION LINES

Owned by WH carry the power from the substation to a transformer in your neighborhood.

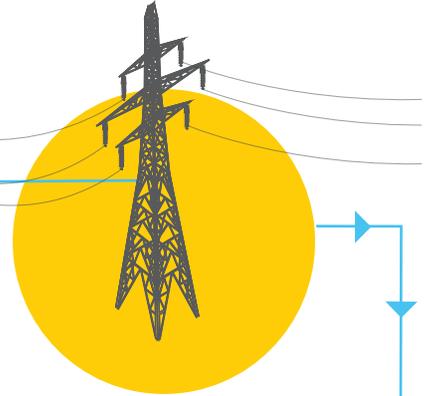
TRANSFORMERS

"Step down" the voltage from the distribution lines to a level that can be used in homes or businesses. These are the green boxes you see in your yard or neighborhood.



GENERATION SUBSTATION (TRANSFORMERS)

Receive the power from the power plants, and increase, or "step up", the voltage for transmission across long distances.

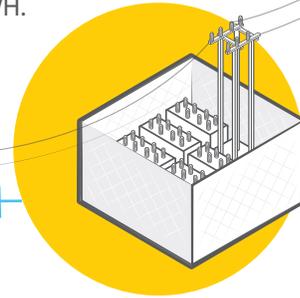


TRANSMISSION LINES

Carry the power from the plant to a distribution substation in your neighborhood.

DISTRIBUTION SUBSTATION

Receive the power from the transmission system. These are usually operated by the local electric utility — in your case, WH.



YOUR HOME

Flip a switch or plug in a phone charger — your power is there when you need it thanks to this entire system and the crews who work round-the-clock to keep the grid running!

Scholarship applications due soon

WH offers six scholarships, another benefit of being an electric cooperative member! Scholarships are available to those pursuing a traditional college degree, or a career in linework, trades, or low voltage technical systems.



Submission deadlines vary; Most are due by April 1, 2026. Find applications and more details for all scholarships at bit.ly/WH-scholarships.

Help WH keep our field personnel safe

Do you have an aggressive dog or other hazards around your home our team should be aware of if they need to enter your property to work on lines or meters? Please contact member services at (763) 477-3000 to have a note added to your account.



Apply for Youth Tour!

One high school junior will represent WH on the National Rural Electric Cooperative Association Youth Tour, which brings together more than 1,800 high school students from around the country. Spend a week visiting historical sites, making new friends, and enjoying once-in-a-lifetime opportunities to meet with Minnesota's political representatives.

The 2026 Youth Tour is June 15-20.



Applications are due by March 1, 2026. Learn more at bit.ly/WH-Youth-Tour.

YOU'RE INVITED TO THE 2026 Annual Meeting

THURSDAY, APRIL 16 | WH HEADQUARTERS (6800 ELECTRIC DRIVE, ROCKFORD, MN)

Member attendance gifts:

- Free pound of butter*
- Free pork chop dinner**

*Members must be present until the end of the business meeting to receive butter and a chance to win the vehicle.
**All-beef hot dog available upon request.

Prize drawings:

- 2015 Ford F-150 4x4* (registered members only)
- Gift cards during bingo and at booths

Watch the meeting:

If you can't attend in person, watch via livestream.

How to watch:

- » Check whe.org or social media for the link
- » Hover over the QR code with your phone or tablet camera
- » Go to <https://vimeo.com/event/5650092>



Livestream viewers can enter to win one of two \$50 bill credits. Entry instructions to be provided during the livestream.

To learn more, visit bit.ly/WH-26annualmeeting.

Schedule

- Registration opens: 4 p.m.
- Free pork chop dinner: 4:30 - 6:45 p.m.
- Bingo: 4:30 - 6:45 p.m.
- Children's activities: 4:30 - 8 p.m.
- Business meeting: 7 - 8 p.m.



2025 grand prize winner Shannon Mattson gets the keys to her new truck.

The Power of Membership



Co-op Connections deal of the month

YOUR BUSINESS COULD BE FEATURED HERE

Visit bit.ly/WH-join-connections to get started today! It's free!

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!



School electric safety demos

Did you know WH's Energy Use Consultants visit schools and community events to teach kids about electric safety? They do about 50 safety demonstrations annually!

To set up a presentation for your classroom or group, call (763) 477-3000, or visit bit.ly/WHsafetydemo.



Unclaimed capital credits

Do you know anyone who was a WH member years ago but has since moved out of the area? Unclaimed capital credits may be waiting! A major part of the cooperative difference is annual capital credit refunds. Because WH is member-owned, its mission is to provide electric power at the cost of service. Remaining profits, or "margins," collected after expenses are returned to member-owners each year.

Visit bit.ly/WH-unclaimed-CC to review the unclaimed capital credits list to see if you or anyone you know has unclaimed money. An updated list will be available in April.

How Ice Affects Power Lines

You've thought about the inconvenience of ice on your driveway, sidewalk, and roads, but what about on power lines? Here are three common ways it can affect your electric service reliability, too.

WEIGHT

Ice buildup on lines can cause them to sag or snap. Half an inch of ice built up on a power line can add more than 500 pounds of weight. This can lead to broken poles or snapped wires, or cause the lines to touch, leading to an outage.

TREE BRANCHES

In the same way ice adds weight to power lines, it also builds up on tree branches, leading to breakage of small branches and weak limbs, or even the uprooting of entire trees, which fall onto power lines.

GALLOPING LINES

As every Minnesotan knows, sometimes it's not the cold that's the problem, it's the wind. A major issue with ice forming on power lines is that it can freeze into a teardrop shape. When it gets windy, that teardrop-shaped ice on the line causes it to become less aerodynamic, and the line jumps around in the air. This is known as "galloping." This phenomenon can damage the lines, cause them to break or fall, or touch and cause outages.



Check out this video of galloping lines from our friends at Dakota Electric Cooperative in Farmington.

Heat your home safely this winter

- Never heat your house with the oven.
- Be sure your space heater is a model that turns off when tipped.
- Keep space heaters at least three feet from anything flammable, and plug them into a wall outlet, not extension cords.
- Never use a propane heater inside.
- If you have a fireplace or wood stove, do not burn paper in it.
- Keep a glass or metal screen in front of your fireplace to prevent embers or sparks from jumping out.

This month only: Get a free security system!

New three year contract required. Offer valid through February 28, 2026.

- ✓ Professionally monitored
- ✓ Protect your home in all seasons
- ✓ Member exclusive offer

Contact our team to start on your custom system today.



763.477.3664 • wh-security.com

WHSECURITY
Trusted. Local.



Quick fix. Fast service. Fair price.

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.

New customers receive **three months free!**

Offer valid through February 28, 2026.

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

WH Appliance
Repair

Trimmed trees are safe trees



Safely have your trees trimmed by our expert tree care specialists.

Request a quote today!

Services include:

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

90-DAY
no-interest
financing available!

WH TREE
Services

(763) 477-3000

whe.org

Solar Winners

DECEMBER SOLAR WINNERS

SCOTT DANIELSON of Rogers wins a credit for 152 kWh, November's output from one of WH's solar panel arrays.

DANEIL JACOBSEN of Maple Grove wins a credit for 43 kWh, November's output from WH's second solar panel array.

JANUARY SOLAR WINNERS

BRADFORD FISHER of Maple Plain wins a credit for 87 kWh, December's output from one of WH's solar panel arrays.

GAYLE RENSTROM of Monticello wins a credit for 21 kWh, December's output from WH's second solar panel array.

Learn more and enter to win at bit.ly/WH-solar-contest

Board Report: Meeting highlights

DECEMBER BOARD MEETING

The Wright-Hennepin and WH Holding monthly Board of Director meetings were conducted December 18, 2025. A quorum of directors was present. Items discussed or Board action taken:

- Approved annual renewal of 2026 irrevocable letters of credits.
- Approved 2026-2029 Construction Work Plan.
- Approved corrections to electric service map between Meeker Cooperative Light & Power and WH.
- Approved sending director open seat letters to members in District 2.
- Approved updated Schedule of Charges.
- Approved updated Cooperative Mobile Device Policy.
- 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." The Board approved the special retirement of capital credits at a discount for a member leaving WH's lines.
- Selected voting delegates and alternates for all known 2026 industry meetings.
- Heard reports on:
 - » WH's new locating contractor.
 - » Results for WH Commercial accounts, WH Security and WH International Response Center surveys.
 - » New website scheduled to launch in the first quarter of 2026.
- Directors reported on industry meetings they attended on behalf of the cooperative.
- Reviewed and filed the monthly CEO, legal, financial, and operations reports.
- Members: No members were in attendance.*

- Guest:
 - » National Rural Utilities Cooperative Finance Corporation (CFC) Representative Amanda Seger presented the Key Ratio Trend Analysis (KRTA) Report.

JANUARY SPECIAL BOARD MEETING

A Special Virtual Wright-Hennepin (WH) Board of Director meeting was conducted January 16, 2026. A quorum of directors was present. Board action taken:

- Approved to accelerate Information Technology (IT) platform purchase from 2027 to 2026.

JANUARY BOARD MEETING

The Wright-Hennepin and WH Holding monthly Board of Director meetings were conducted January 22, 2026. A quorum of directors was present. Items discussed or Board action taken:

- Approved Minnesota Rural Electric Association's 2026 membership dues.
- Approved Linda Groos as the new District 3 Operation Round Up Director.
- Approved Intercompany Cash Management Agreement.
- Approved new Large Load Aid-to-Construction Policy.
- Heard reports on:
 - » Process improvements and efficiencies accomplished in 2025.
 - » Annual Emergency Response Plan tabletop exercise.
 - » Results of the 2025 American Customer Satisfaction Index Survey. WH received its highest score of 90.
 - » Quarterly Artificial Intelligence (AI) update.
- Directors reported on industry meetings they attended on behalf of the cooperative.
- Reviewed and filed the monthly CEO,

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

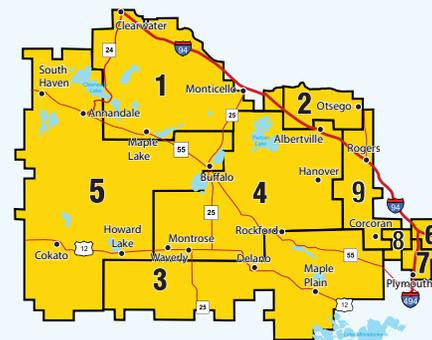
WH Security monitoring:

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" Lindenfeller, Otsego
District 3: Pat Bakeberg, Waverly
District 4: Richard Dehmer, 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

This cooperative is an equal opportunity provider and employer.

legal, financial, and operations reports.

- Members: No members were in attendance.*
- Guests:
 - » Matt Brandrup, CEO of Rural Electric Supply Cooperative, provided an organizational update and outlook on pricing and supply trends in the equipment and materials markets.
 - » Dave Taylor, CEO of LDR Leadership, presented the results of WH's employee survey.

* WH has reached 50,000 members. In compliance with Minnesota's Open Meeting Law, WH's monthly Board Meetings are open to members.

Hotline Update

FEBRUARY NEWS FOR WRIGHT-HENNEPIN MEMBERS

Last chance to file for Board seats

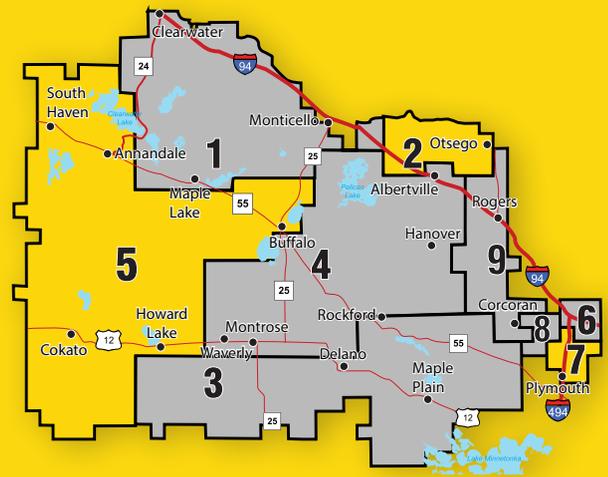
WH members can now submit nominations to vie for a seat on the cooperative's Board of Directors in Districts 2, 5, and 7. Elections will take place at WH's 2026 Annual Meeting on Thursday, April 16. Your board district (BD) number is shown on the second line of the mailing address, just above your name. Members in these districts who would like to run in the election need to file a director nominee application form. District 2 will have an open seat.

For more information or to apply, visit bit.ly/WH-Director-Election.

Applications must be completed, signed, and submitted by February 25, 2026.

Completed applications and your resume can be submitted to whdirectors@whe.org or mailed to:

Wright-Hennepin Cooperative Electric Association
Attn: Board Secretary Mike Tieva
PO Box 330
Rockford, MN 55373



Thank you for the high score on our satisfaction survey!

We're proud to share that WH earned a 90 on the American Consumer Satisfaction Index (ACSI) survey — one of the highest scores in the nation! This score reflects how our members feel about the service WH provides. As a member-owned cooperative, your satisfaction is what matters most — and we're honored by your feedback.



Our new website is live!

WH has been working hard to bring updated functionality to our website. The new site is easier to navigate, search, and access on mobile devices! Check it out at whe.org.

Join WH at 2026 events

Our 2026 events calendar is updated on our website! WH is proud to be part of the communities we serve. Check us out at parades and safety fairs all around our territory this year.



Open meetings

WH has reached 50,000 members! In compliance with Minnesota's Open Meeting Law, WH's monthly Board Meetings are open to members. Pre-registration is required one week prior to the meeting you wish to attend. **Learn more at bit.ly/WH-boardmeeting.**