

## Annual Lineworker Safety Training

Every year, WH's linemen participate in a pole top rescue drill and skills day. The team reviews what to do in case of an emergency involving a fellow crew member. If a lineworker was to have an emergency while climbing a pole or in a bucket, this training ensures another lineworker can safely rescue them, lower them to the ground, and begin first aid. Safety is one of WH's core values, and this training ensures our employees are trained to handle anything.



## Electric safety is for everyone!



If you're doing any planting or digging, call 811 first.



Don't use plug-in devices around your pool. Choose battery-operated, waterproof devices instead.



Don't play around the green transformer boxes found in your yard or parkways.

Keep 10 feet clear in front of green transformers.



Never put anything besides plugs into outlets.

Don't overload extension cords, power strips, or outlets.



Never hang decorative lights with or on metal tacks or nails.

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**Meet New Director**

LINDENFELSER ELECTED

4

**Follow WH on Socials**

AN EASY WAY TO STAY INFORMED

5

**Summer Storm Safety**

BE PREPARED!

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**Upcoming Events**

SEE WH THIS SUMMER



# CEO's Memo

**TIM SULLIVAN**  
WH PRESIDENT AND CEO

## The People Behind Your Power

When you think about Wright-Hennepin (WH), you might picture a yellow bucket truck, a transformer in your yard, or your monthly bill.

All fair.

But that's only part of who we are.

WH and its subsidiaries is people, about 160 of them, showing up every day (and night) to make sure your lights turn on, your home stays protected, and your life keeps moving.

### A TEAM YOU MIGHT NOT SEE, BUT RELY ON EVERY DAY

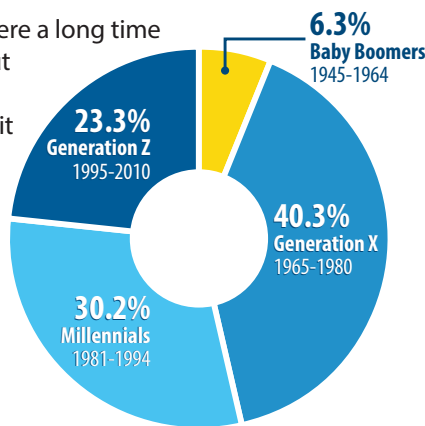
Our employees don't all do the same job, and that's exactly the point.

At WH, there are 67 different roles across more than 10 levels. That includes the linemen you see after a storm, but also the people you don't: the dispatchers answering calls in the middle of the night, the engineers planning for future growth, the member service team helping you understand your bill, and the IT and security teams protecting systems and homes.

It also includes the teams behind the businesses that operate under WH Holding—whether that's keeping homes and businesses comfortable, protecting properties, or supporting our broader energy efforts. Together, these teams expand what we can offer and strengthen how we serve you.

Many of them have been here a long time (the average tenure is about nine years) which means experience stays here, and it works for you.

And when positions open up, we often promote from within. In just the past two years, we've filled 20 roles with current employees, investing in people who already understand what it means to serve our members.



Generations within the WH workforce

### WE TRAIN FOR THE MOMENTS THAT MATTER

Delivering reliable power isn't something you can improvise.

Behind the scenes, our employees are constantly training, whether its supervisors strengthening leadership skills, team leads building expertise, or employees completing at least 12 hours of training every year.

For our supervisors in particular, we invest significant time making sure they're prepared to lead well. Each quarter, they step away from their day-to-day responsibilities to focus on the craft of leadership — how to give meaningful feedback, support employee growth, navigate challenges, and stay current on workplace expectations and employment law. These aren't one-time sessions; they're part of an ongoing effort to build confident, capable leaders across the organization.

We even run a leadership program called WHEEL (Wright-Hennepin Elevate, Engage and Lead), where employees spend a full day each month learning how every part of the co-op works, and how to lead within it.

Because strong leadership doesn't just happen — it's developed over time. And when our leaders are prepared, it shows up in stronger teams, better decisions, and ultimately, better service for you.

### WHY ENGAGEMENT MATTERS TO YOU

Here's something we've seen firsthand: when employees are engaged, members feel it.

Over the past couple of years, our employee engagement scores have climbed significantly, rising from decent in 2023 to excellent in 2025, a 10-point jump. At the same time, member satisfaction has followed that same upward path.

In fact, WH recently earned a 90 on the American Customer Satisfaction Index (ACSI) — the highest in our history.

That's not a coincidence. It's what happens when people care about their work — and about the people they serve.

### MORE THAN A JOB

What really sets this team apart is something harder to measure.

It's the lineman heading out at 2 a.m. in below-zero weather to restore power.

It's the dispatcher or member service representative making sure a call for help gets the right response.

It's the security technician installing a system that helps a family feel safer at home.

It's the finance team sending capital credit checks back to you — because that's how a co-op works.

There's a shared understanding here: this isn't just a job. It's a responsibility to neighbors, and provides real purpose and meaning.

That's the part of Wright-Hennepin you don't always see, but it's behind everything we do.

And it's something we're proud to bring to you every day.

Thank you for your membership.

# WH Welcomes LeRoy Lindenfelser to Board

LeRoy Lindenfelser was elected as the new director of District 2 at WH's Annual Meeting on April 16. He and his wife Molly have been WH members since 1993.

LeRoy serves as Chief Financial Officer of The Bank of Elk River, where he leads financial strategy, budgeting, and stakeholder reporting while ensuring regulatory and organizational goals are met. His role has provided extensive analytical experience in developing both short- and long-term policies that support sustainable growth. In recognition of his leadership, he was named CFO of the Year by the Minneapolis–St. Paul Business Journal in 2019.

In addition, LeRoy serves as Treasurer for Metro North Bancshares, Inc., helping align strategic goals with the objectives of its ownership group.

Outside of work, LeRoy has a long history of community involvement. He has served on several Boards of Directors, including the I-94 West Chamber of Commerce, St. Michael Community Education Endowment, STMA Girls Fastpitch Association, and City of Otsego Economic Development Authority Advisory Committee. LeRoy is also an active member of the Elk River Chamber of Commerce, Knights of Columbus Council #4174, and the St. Michael Catholic Church.



# WH Directors Earn Board Leadership Certificates



WH's Directors Audrey Britton (District 7) and Pat Bakeberg (District 3) recently earned the National Rural Electric Cooperative Association (NRECA) Board Leadership Certificate (BLC), recognizing their commitment to ongoing education as a Board member.

To earn a BLC, Directors must first complete the Credentialed Cooperative Director certificate, and then complete at least 10 credits of courses focusing in depth on specific electric industry and governance issues. These include issues such as risk management, power supply, parliamentary procedure, technology and policy development.

One of the key ways NRECA delivers value is through its education and professional development offerings. 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. The Board of Directors sets WH's long-term goals and strategies. Learn more about the Board at [whe.org/leadership-and-board-directors](http://whe.org/leadership-and-board-directors).

## Meet WH's 2026 Youth Tour delegate



Miles Lantto of Annandale is WH's 2026 Youth Tour delegate! The annual Washington, D.C. Youth Tour is an all-expenses-paid leadership event that brings together more than 2,100 high school students from around the country. Attendees spend a week visiting historical sites, making new friends, and enjoying once-in-a-lifetime opportunities to meet with Minnesota's political representatives.

"I applied for this trip to get firsthand insight into how certain areas of the government work. A tour like this is a very fun way to do it, and will be a great and beneficial experience for me," said Lantto. "I am most excited to meet new people and enjoy Washington, D.C. with them. I am also excited and very grateful to get a deeper understanding of our government."

## Summer interns

WH welcomed five interns this summer.

Operations interns are working on projects like guiding poles, backfilling holes for overhead lines, terminating underground cable, connecting meters for new services, and flagging traffic.

WH's engineering intern will help update material specifications, evaluate historical work, and develop and assign estimated labor values to design assemblies.

Pictured left to right: Colby Dirks, Matthew Steinhoff, Steven Ikens, Jacob Hanso, Nicholas Sargent.



# Co-op Connections deal of the month

CENEX - Maple Lake only

Free ten pound bag of ice with purchase of 5 gallons or more fuel or gas.

**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](http://www.connections.coop), or use the Co-op Connections app on your mobile device to find all your local deals and more!



## Keep your contact info current

Gotten rid of your landline lately? Changed your email address? Keeping your contact information updated with your co-op is critical. Ensuring your information is current lets you receive important member communications, emails, and newsletters. It also helps you stay connected with WH in the event of an outage. You can report outages from the phone number associated with your account, too.

Plus, add as many phone numbers or email addresses to your outage alerts as you'd like, making it easy to add multiple people to your cabin account, or for seniors to add adult children, easily keeping them in the loop during outages.

Contact member services today at (763) 477-3000 to update your contact info.

## Stay informed: Follow WH on socials

We're sharing more than power. Follow along for energy hacks, community stories, outage updates, and behind-the-scenes looks at your co-op in action!

We also post outage information on our social media, along with energy-saving tips, fun reels, job openings, and more.



Follow us!



@wrightthenepin

# NRECA safety conference recap

At WH, safety is everyone's job. WH employees from across the business recently attended the National Rural Electric Cooperative Association (NRECA) Safety Summit in St. Louis, Missouri. From line crews to finance to safety leadership, each team member brought back new ideas, fresh perspectives, and an even stronger commitment to keeping safety first.

This cross-functional experience provided valuable perspective on the risks lineworkers manage every day, strategies for increasing employee engagement in workplace safety initiatives, and emerging industry challenges such as wildfire mitigation and severe weather response.



## Move over and slow down around our trucks

Our employees work on a variety of projects every day. This work often puts crews on the roadside, with cones and flashing lights set up to create a safe work zone. When you see these signals, move over to keep our crews safe!

Minnesota state law requires vehicles to move over one full lane from stopped vehicles with flashing lights. Many know this law applies to first responders, but it also applies to utility, maintenance, and construction vehicles. If you're unable to move over, slow down until you have safely passed.

**Thanks for your help getting our crews home safely!**

## Summer storm safety tips

Summer in Minnesota means thunderstorms, which can quickly grow dangerous, especially if powerlines are affected. Be prepared for weather this summer:



**STAY AWAY FROM DOWNED POWER LINES.** There is no way to tell just by looking at them if they're energized. Power lines can still carry electric currents, including energizing the ground around it.



**IF A POWER LINE FALLS ON YOUR CAR,** stay inside the car until first responders tell you it's safe to get out. If the vehicle starts on fire and you must get out, open the door, and jump as far away from the vehicle as possible, being sure not to touch your car and the ground at the same time. Hop away from the vehicle.



**BE PATIENT!** WH crews are working hard to safely get your power back on. Restoration times can vary depending on the outage's cause. Visit our social media and outage. [whe.org](http://whe.org) to stay updated on estimated restoration times for your area.



**Keep your contact information current. Accurate phone numbers allow WH to quickly find your service address to record the outage when you call it in. Call (763) 477-3000 if you need to update your account information.**

# PROTECT WHAT MATTERS MOST



SECURE YOUR HOME WITH WH SECURITY!

**First month is FREE**

*when you sign a new 1-year agreement.*

**Plus, WH members always save \$3/month on system monitoring!**

763.477.3664  
wh-security.com  
info@wh-security.com

**1** Talk to our team  
Get a customized system perfect for you

**2** Install your system  
Our techs install your custom system

**3** Breathe easy  
Your system is activated for the way you live

**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  
**\$20<sup>75</sup>** /month

\* Additional appliance coverage also available. Certain restrictions apply.

(763) 477-3000  
whe.org/wh-appliance-repair

**WH Appliance**  
Repair



**Trimmed Trees  
are Safe Trees**



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

**Schedule your service today!**

**Services include:**

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

**WH TREE**  
Services

(763) 477-3000  
whe.org

Get two  
**FREE  
TICKETS**

+ more to the  
**MINNESOTA STATE FAIR**  
when you enroll!

Learn more at: <https://bit.ly/3N5piONA>

Offer ends 6/30/2026.  
WH is not a partner of or affiliated  
with the MN State Fair.

# Solar Winners

## APRIL SOLAR WINNERS

**PERRY PETERSON** of Plymouth wins a credit for 236 kWh, March's output from one of WH's solar panel arrays.

**MARVIN VALERIUS** of Elk River wins a credit for 87 kWh, March's output from WH's second solar panel array.

## MAY SOLAR WINNERS

**BRIAN THICKPENNY** of Monticello wins a credit for 227 kWh, April's output from one of WH's solar panel arrays.

**MEGAN KIRSCHNER** of Buffalo wins a credit for 93 kWh, April's output from WH's second solar panel array.

Learn more at [whe.org/solar-contest](http://whe.org/solar-contest)

# Board Report: Meeting highlights

## FEBRUARY BOARD MEETING

The Wright-Hennepin and WH Holding monthly Board of Director meetings were conducted February 12, 2026. A quorum of directors was present. Items discussed or Board action taken:

- Conducted CEO's 2025 performance review.
- Approved allocating 2025 margins to the membership for future capital credit retirements.
- Approved updated rate and tariff policies.
- Approved resolution accepting annual cogeneration reports and filings, including updated rules and policies.
- Approved notice of the 2026 Annual Meeting, draft agenda, and director ballots.
- Selected two directors to attend the National Rural Electric Cooperative Association's Legislative Conference.
- Selected directors to attend the Wright County Dairy Princess Luncheon.
- Heard reports on: WH's commitment to safety, 2025 Demand Management results, how WH Security replaces and updates its in-field equipment and a monthly Heartland Security Services update.
- Directors reported on industry meetings they attended on behalf of the cooperative.
- Reviewed and filed the monthly CEO, legal, financial, and operations reports.
- Member Attendance: No members.
- Guest: Eide Bailly joined meeting virtually for the annual pre-audit discussion.

## MARCH BOARD MEETING

The Wright-Hennepin and WH Holding monthly Board of Director meetings were conducted March 12, 2026. A quorum of directors was present. Items discussed or Board action taken:

- Congratulated Pat Bakeberg on receiving his National Rural Electric Association's Board Leadership Certificate.
- Approved updated policies.
- Approved rescheduling Board's Strategic Issues Session.
- Heard the following reports: Overview of WH and WH Holding's 2026 public policy plan, update on Commercial and Industrial

developments, overview of WH's recent Energy-Saving Program contractor outreach and events, update on the security industry mergers, acquisitions and churn and a monthly Heartland Security Services update.

- Overview of iPad tools and new report format.
- Directors reported on industry meetings they attended on behalf of the cooperative.
- Reviewed and filed the monthly CEO, legal, financial, and operations reports.
- Member Attendance: One member
- Guests:
  - » Jenny Glumack, Minnesota Rural Electric Association's Director of Government Affairs, provided a legislative overview.
  - » Eide Bailly Auditor Kellen Garrison presented the 2025 audit for WH, WH Holding and subsidiaries. The Board accepted the auditor reports on an unqualified ("clean") opinion for fiscal year 2025.

## APRIL BOARD MEETING

The Wright-Hennepin and WH Holding monthly Board of Director meetings were conducted April 14, 2026. A quorum of directors was present. Items discussed or Board action taken:

- Congratulated Director Britton on receiving her National Rural Electric Association's Board Leadership Certificate.
- Recognized Directors Lindenfelser (30) and Bakeberg (5) for their years of service.
- Approved authorization to purchase materials that require lead times that exceed the current budget cycle.
- Approved renewal of WH's line of credit to WH Holding.
- Approved an additional \$1,500 WH's Future Trade Leadership Scholarship for 2026.
- Appoint Director Britton to serve on the Basin Resolutions Committee.
- Directors selected area school scholarship events to attend.
- Heard the following reports: Key financial information to be presented at the annual meeting, recap of the WH Annual Meeting plans, overview of NRECA's International

# 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

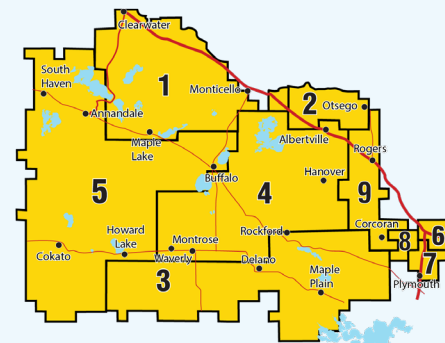
## WH Security monitoring:

Security dispatchers are available 24/7  
Call: (763) 477-4275 or (800) 858-7811

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

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

Social: @WrightHennepin



## Board of Directors:

District 1: Timothy Young, Annandale  
District 2: LeRoy Lindenfelser, Monticello  
District 3: Pat Bakeberg, Waverly  
District 4: Richard Dehmer, Buffalo  
District 5: Chris Lantto, Annandale  
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.*

Program, quarterly AI Update and overview of WHIRC's event at the ISC West Show.

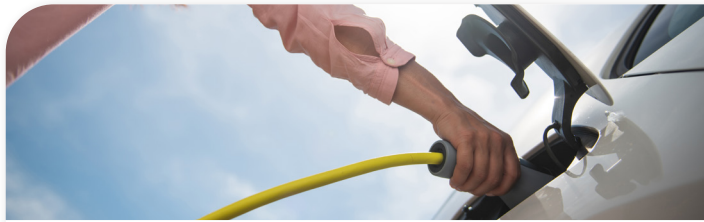
- Directors shared highlights of meetings attended on behalf of the cooperative.
- Reviewed and filed the monthly CEO, legal, financial, and operations reports.
- Board toured the remodel and update of WH's Erick J. Heinz Electric Control Center.
- Member Attendance: One member

6800 Electric Drive  
 Rockford, MN 55373

# Hotline Update

JUNE NEWS FOR WRIGHT-HENNEPIN MEMBERS

## You asked, we heard you!



### EV Time-of-Use (TOU) Program

**New! PHEVs are now eligible to join the TOU program.**

Charge your EV or PHEV smarter and cheaper by enrolling in Wright-Hennepin's EV TOU program. Your energy rate varies based on the time of day you charge your EV. Charging is available anytime, but you'll save the most by charging overnight during off-peak hours. Rebates are available for the purchase/installation of a new level 2 charging station (up to \$500).

Learn more at: [whe.org/electric-vehicle-charging-program](http://whe.org/electric-vehicle-charging-program)

### Electric Water Heater Savings Program

**New! Join with your new or existing water heater**

If you already have an electric water heater or are planning to install one (50 gallon or more), you could save up to \$60 per year with this easy Energy-Saving Program that offers monthly bill credits and a one-time \$200 rebate. There's no cost to join.

Learn more at:  
[whe.org/peak-shave-water-heating-program](http://whe.org/peak-shave-water-heating-program)



CONTACT WH TODAY TO LEARN MORE!

Visit [whe.org](http://whe.org) and click "Programs & Savings" or call (763) 477-3000.

## Join WH at summer events!



July 4

Annandale parade

July 16 – 18

Maple Grove Days

July 22 – 26

Wright County Fair

August 4

Maple Grove National Night Out

August 9

Rockford River Days parade

August 10

Cokato Corn Carnival parade