



Wright-Hennepin
Cooperative Electric Association

A Touchstone Energy® Cooperative

Hotline Update

NEWS FOR WRIGHT-HENNEPIN MEMBERS

August 2023

WH attends summer events

Wright-Hennepin (WH) participated in several events this summer, demonstrating the core cooperative value of Commitment to Community. WH trucks appeared in the Annandale Fourth of July parade, as well as the Maple Grove Days parade on July 13. Children enjoyed stopping by WH's booth at the Wright County Fair for a hard hat, and WH was the proud sponsor of the demolition derbies, the truck and tractor pull, and several motocross riders. More fun events are still coming up, including an electric vehicle (EV) 101 event, the third annual EV Ride and Drive event, Member Luncheon, and Fall Festival. Visit whe.org for more details!



Thank you to our WH employees!



WH was proud to take part in the Annandale July 4 parade.



Rain or shine, WH is part of the community.



Children pose with their swag at the Maple Grove Days events.



Children enjoying the Maple Grove Days parade.



Thanks to our members for coming to see our big yellow truck at the Maple Grove Days parade!



Even dogs are happy to be WH members!



Kids enjoyed climbing on the line truck at the Wright County Fair.



WH's Ford F-150 Lightning was also at the Wright County Fair.



Future lineworkers took home hard hats.



Temporary tattoos from lineman Sam were a hit!



Hard hats and tote bags for all ages!

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Intrusion protection

PROTECT WHAT MATTERS MOST



CEO's Memo

TIM SULLIVAN
WH PRESIDENT AND CEO

Technology investments are key to delivering the reliable grid of the future

In modern America, our expectations for reliable electricity are almost reflexive – something we have automatically, without thinking about it. We flip the switch, the light comes on and that is that.

As you can imagine, at Wright-Hennepin (WH) we know it's a little more complicated. It takes a lot of investment, planning and relentless effort to ensure you and your family enjoy reliable power. And we're proud of our record in bringing it to you. On average, our members are without power about a half hour per year, which means you enjoy uninterrupted power 99.99% of the time. This also puts WH in the top 10% of electric distribution systems in the country for reliability.

But delivering these kind of results isn't easy. To accomplish it, WH must make constant investments in new lines and substations, maintain them once installed and manage a 24/7/365 grid at the speed of light. So, let's take a look at some of the ways we achieve this and where we're headed in the future.

The cornerstone of WH's grid is our 29 substations. In the past five years alone, WH has built or upgraded five substations and we have another five planned over the next four years. Each one costs \$2 to \$3 million. In turn, this puts pressure on the co-op's capital expenditures (money used to finance assets), which are up 60% from 2019.

Why? The grid and energy use are expanding. New services in our footprint are rapidly growing. What's more, over the next 10 years, much of the transportation sector will be electrified with electric vehicles (EVs) filling residential garages and commercial fleets converting from internal combustion engines. In turn, this means we must plan, finance and deliver a reliable electric grid well ahead of when this increased demand actually materializes.

In addition to traditional infrastructure investments, WH will accomplish this by deploying cutting-edge technology. Here are just a few of the projects we're working on now:

- 1. Advanced Meter Infrastructure (AMI):** WH is in the third year of our effort to replace every single meter on our system. This new AMI system will allow us to read members' usage hourly, not just daily. In turn, consumers will be able to track their own energy use online in close to real time. AMI also helps us manage our system to prevent and respond to outages. This \$12 million project will be complete by the end of 2023.
- 2. Demand Management Receiver (DMR) upgrades:** In addition, WH is currently engaged in a \$4 million effort to replace every demand management receiver on our system over the next five years. DMRs are the little devices connected to your air conditioner, electric water heater or dual fuel pump that allow us to control them (for those who choose to participate) in exchange for discounted energy. Many receivers have been in place since the late 1980s and '90s. To continue to offer you Energy-Saving Programs, we must continue to invest in the technology that makes them possible.
- 3. Supervisory Control and Data Acquisition (SCADA):** That title sounds complicated. But think of our SCADA as the central nervous system for our grid. In our control room, we can see every substation, feeder line, transformer and, ultimately, every meter on our system. As the grid becomes more decentralized, a modern SCADA system is critical to eventually allowing the two-way flow of electrons. SCADA is also critical to ensuring both greater flexibility and resiliency on our system.

Longer term challenges include the need to interconnect with more and more distributed energy resources, to integrate more intermittent resources like wind and solar, and to identify, balance, serve and even export load coming from anywhere on our grid.

And as the grid expands, we are also ever mindful that we must also ensure robust cybersecurity. We recognize that the electric grid is a target for bad actors, and we are committed to providing the hardware, software and security protections we need to ensure reliability.

Of course, at WH, we neither expect nor want you to have to think about all this the next time you flip a light switch. But please know we are thinking about, planning for and building the grid of the future. It's all part of our commitment to you and your family to deliver reliable power at rates approaching 100% for decades to come.

As always, Thank you for your business.

Tim Sullivan



The WH Board of Directors voted to reduce the residential PCA charge for July and August.

WH Board votes to cut PCA for summer

WH's Board of Directors voted to reduce the Power Cost Adjustment (PCA) charge for residential members' electric bills this summer.

The PCA is an adjustable portion of members' bill that is meant to balance the fluctuating price of purchasing power from WH's two wholesale power suppliers.

As the cost of buying power has consistently been lower than anticipated over the last several months due to the softening power supply market, WH's Board voted to decrease the PCA for the months of July and August. The reduction will be a total of \$1.5 million, bringing WH's typical residential bill projection to \$148.44 by year-end 2023; a projected 11.46% competitive advantage over Xcel. This PCA reduction results in a typical residential bill adjustment for WH members of \$3.48 less than the original 2023 adopted budget projection.

The Board chose a PCA reduction over a special capital credit refund because it "reduces bills immediately rather than refunding dollars later," said Chief Financial Officer Brian Swanson.

Rate changes for 2023

Based on the typical residential monthly bill of 1,000 kWh, the average bill will increase \$3.48 less than anticipated. The average monthly residential bill is projected to be 11.46% less than Xcel, through year-end 2023.

	2023 adopted budget	2023 revised budget
Average PCA*	\$0.03304	\$0.02955
Basic charge	\$19.90	\$19.90
Average residential bill	\$151.92	\$148.44
Energy Rate	9.95 cents	9.95 cents

*Power Cost Adjustment



WH hosts EV advisory meeting

Wright-Hennepin (WH) hosted an electric vehicle (EV) advisory meeting on June 15, with more than 60 members who own EVs taking time out of their evening. WH learned about their experience purchasing and owning an EV, how WH can educate others, and member views of WH's EV Energy-Saving Program offerings.

After brief presentations from WH Holding's Chief Operating Officer Wendy Youngren and WH's Community Relations and Beneficial Electrification Director Annette Kuyper, members were split into ten small groups led by facilitators from WH, Great Plains Institute, and Great River Energy. Members were asked to share what factors led them to purchase their specific EVs and home charging stations. They also had an opportunity to offer input on WH's EV-related Energy-Saving Programs and educational opportunities for those who may be considering an EV for their next vehicle.

Thank you to the members who attended! If you're thinking about purchasing an EV, please visit our website for more information about WH's Energy-Saving Programs for EV charging.



Scan the QR code or visit <https://bit.ly/46O9apV> for information from WH to help you make an informed decision about how an EV might fit into your lifestyle.



Co-op Connections deal of the month

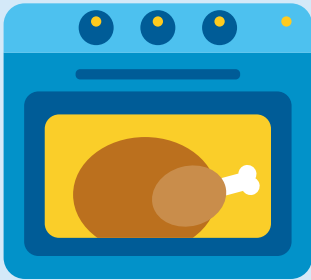
PAWS & CLAWS PET HOSPITAL – MAPLE GROVE

10% off first visit, excluding medications/products. Or \$40 off first exam fee, new clients only.

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!



Summer energy efficiency tips

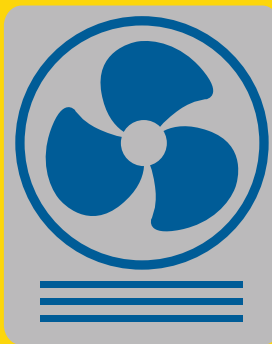
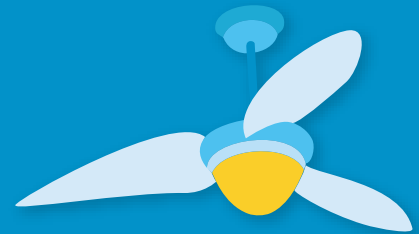


AVOID THE OVEN

Get out the grill, or do a quick internet search for no bake recipe ideas. If you do use the oven, avoid opening the door as much as possible; your oven can lose up to 25 degrees of internal temperature when opened, meaning you'll have to keep it on longer to cook your dinner all the way through.

CHECK YOUR CEILING FAN

Ceiling fans should go counterclockwise in the summer to help create a downdraft. Remember, fans cool people, not spaces, so turn them off when you leave the room for even more energy savings.

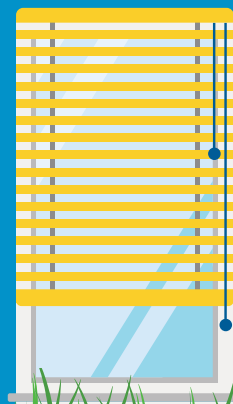


MAKE SURE APPLIANCES ARE IN WORKING ORDER

Get your AC tuned up with WH Appliance Repair. Choose five appliances you'd like parts and labor repair coverage for, at one flat rate of \$18.75 a month. Add on an optional AC tune-up to make sure your AC is running at its most efficient on those hot summer days. Learn more at <https://bit.ly/whappliancerepair>.

CLOSE THE BLINDS

Consider closing the shades, especially on south-facing windows, during the hottest part of the day from noon to about 4 p.m. Radiant heat won't warm up your interior, so your air conditioner won't have to work as hard to cool the space, saving you money!



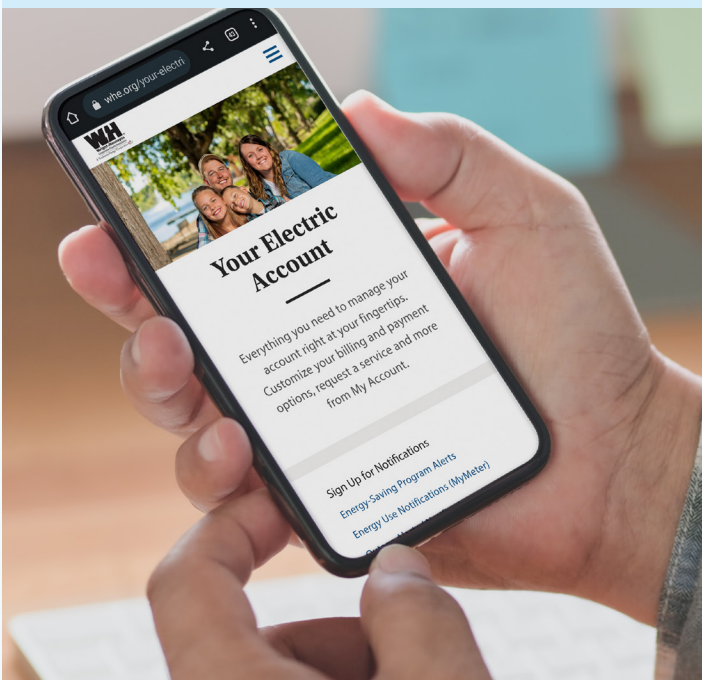
JOIN OUR ENERGY SAVING PROGRAMS

WH offers several Energy-Saving Programs for members, including for home cooling and electric vehicles. Learn more about our Energy-Saving Programs at whe.org or give our Member Services Representatives a call at (763) 477-3000.



Make sure your contact info is current!

Keeping your contact information updated with your co-op is critical. Ensuring your information is current lets you receive the latest emails, newsletters and other important member communications. 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, and receive outage updates from WH too!

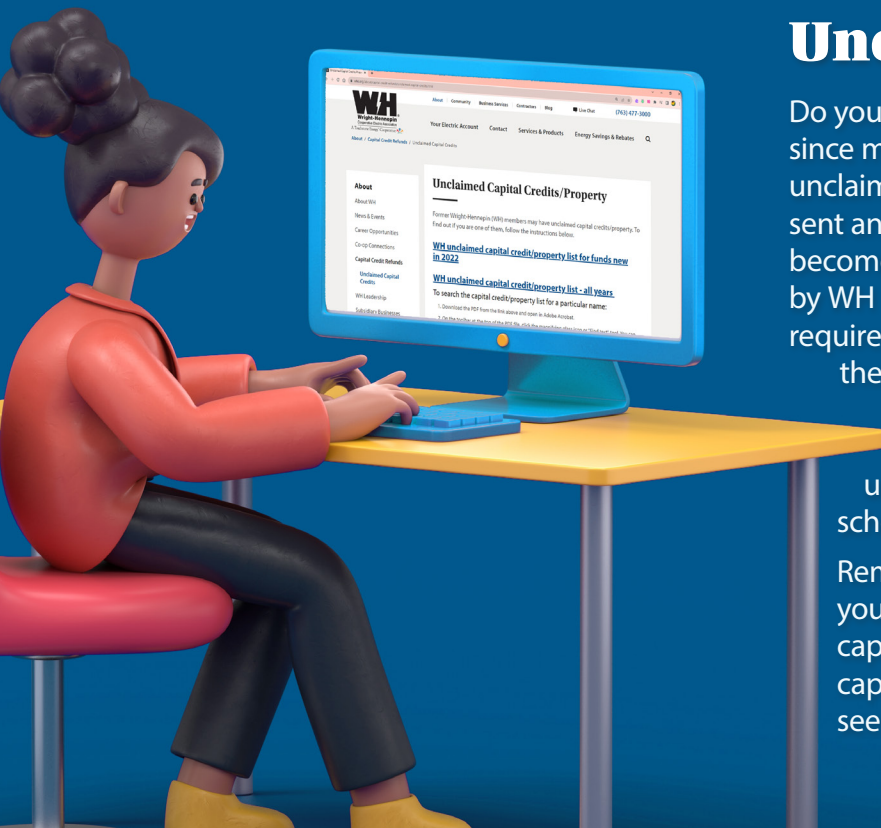


Sign up for outage notifications

Stay informed with outage notifications from WH. Choose how to be notified of an outage:

1. GET A TEXT
2. GET AN EMAIL
3. GET BOTH

Call our member services team to sign up for notifications at **(763) 477-3000** or visit our website at <https://bit.ly/WH-outage-notifications>



Unclaimed capital credits

Do you know anyone who was a WH member and has since moved out of the service area? They may have unclaimed capital credits. If a capital credit check is sent and returned due to an undeliverable address, it becomes an unclaimed capital credit and will be carried by WH for up to seven years. After seven years, WH is required to either turn the money over to the state of the last known address, or donate it to a charitable organization. WH's current policy, as set by the Board of Directors, states that all Minnesota unclaimed capital credits will be donated to WH's scholarship program.

Remember, even if you're no longer a member, keep your address up-to-date so you can receive your capital credits when retired. Find the list of unclaimed capital credits at <https://bit.ly/WH-unclaimed-CC> to see if you know anyone on it!

INTRUSION PROTECTION FROM WH SECURITY

If you are considering a security system, WH Security's smart technology security system linked to fast-response alarm monitoring can protect what matters most.

Intrusion protection systems are designed to identify unauthorized entry into your home. They use:

- **Contact sensors** to detect when a door or window has been opened.
- **Motion sensors** to detect movement in your home. If you have pets, we can install our pet-friendly motion sensor to help prevent false alarms.
- **Glass break sensors** to detect the decibel level of glass breaking.

If a sensor is activated, your system sounds an alarm and alerts our monitoring center, 24/7/365. We then reach out to you and, if needed, emergency services.

At WH Security, our experts design and install custom home security systems just for you. **To learn more, call 763.477.3664 or request a free quote on our website, <https://www.wh-security.com/>.**



WHSECURITY
Trusted. Local.

Quick fix. Fast service. Fair price.

The WH Appliance Repair plan helps you with unexpected repair bills. The plan includes **your choice** of 5 appliances.*

Summer special!

Get the basic plan FREE for three months!

Valid through August 31, 2023.

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

Packages Start At
\$18⁷⁵ month



(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. Schedule your service today!

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

Services include:

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

90-DAY
no-interest
financing available!

WH TREE
Services

(763) 477-3000

whe.org

Solar Winners

tenKsolar Winner



ANTHONY KUSCHEL of Maple Plain wins a credit for 186 kWh, May's output from WH's tenKsolar panel array.

JUSTIN ROHLOFF of Maple Grove wins a credit for 162 kWh, June's output from WH's tenKsolar panel array.

Solar Winner



THOMAS GINDELE of St. Michael wins a credit for 269 kWh, May's output from WH's solar panels.

KEVIN JOHN of Annandale wins a credit for 261 kWh, June's output from WH's solar panels.

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

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

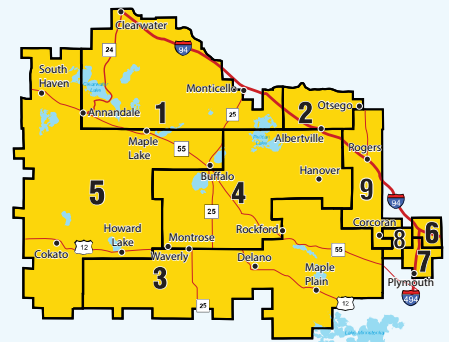
WH Security monitoring:

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: Brian Swanson

WH Holding COO: Wendy Youngren

This cooperative is an equal opportunity provider and employer.

Board Report: Meeting highlights

JUNE BOARD MEETING

The Wright-Hennepin (WH) and WH Holding monthly Board of Director meetings were conducted June 13, 2023. A quorum of directors was present. Items discussed or Board action taken:

- Approved a reduction in the Power Cost Adjustment for residential members in July and August 2023.
- Approved annual renewal of insurance with Federated Rural Electric Insurance Exchange.
- Approved annual renewal of Excess Deposit Insurance Bond.
- Approved annual renewal of line of credit.
- Approved annual renewal of eight irrevocable letters of credit.
- Approved updated policies.
- Approved holding annual Bylaws Committee Meeting on Tuesday, September 5, 2023.
- Rescheduled the July 2023 and February 2024 Board Meetings due to known conflicts.
- Selected a director to attend the Wright County 4-H Auction and bid up to \$1,200.
- Board was informed that WH received an 86 on its recent American Customer Satisfaction Index (ACSI) survey.
- Heard report on WH's top 25 commercial accounts.
- Heard report on competitiveness for WH Appliance Repair, WH Security and WH International Response Center.
- Reviewed and filed the monthly CEO, COO and financial reports.
- Directors reported on industry meetings they attended on behalf of the cooperative.

JULY BOARD MEETING

The Wright-Hennepin (WH) and WH Holding monthly Board of Director meetings were conducted July 10, 2023. A quorum of directors was present. Items discussed or Board action taken:

- Heard the annual cybersecurity report.
- Heard report on WH's SCADA implementation for grid management.
- Heard report on WH's load shedding procedure.
- Directors reported on industry meetings they attended on behalf of the cooperative.
- Reviewed and filed the monthly CEO, COO and financial reports.
- Following the meeting, the Board and management participated in a tour of the Midcontinent Independent System Operator (MISO) headquarters, located in Eagan.



Facebook: [WrightHennepin](https://www.facebook.com/WrightHennepin)
 Twitter: [@WrightHennepin](https://twitter.com/WrightHennepin)
 Instagram: [WrightHennepin](https://www.instagram.com/WrightHennepin)
 YouTube: [WrightHennepin](https://www.youtube.com/WrightHennepin)

CHECK us out on SOCIAL MEDIA!





6800 Electric Drive
Rockford, MN 55373

Hotline Update

AUGUST NEWS FOR WRIGHT-HENNEPIN MEMBERS

Join WH at upcoming events!



September 21

EV Ride and Drive
5 - 7:30 p.m.



October 3

EV 101
5:30 - 7:30 p.m.



October 10

Member Luncheon
11:30 a.m. - 1 p.m.



October 26

Fall Festival
5 - 7 p.m.

WH welcomes summer line interns

WH welcomed interns Tyson Shoberg, Dylan Grangroth, Trenton Evjen, Cole Helget, and Kent Martin to the line crews for the summer! Shoberg was one of the 2023 recipients of the Edward R. Slebiska Line Worker Scholarship, and will attend Minnesota State Community Technical College in Wadena to pursue his Electrical Lineworker degree this fall. The other four all graduated in May with their Electrical Lineworker degrees, and earned their 1,000 hours toward being 1st Step Apprentices this summer. All five have been a big help to WH crews during the busy summer construction and maintenance season!

