

## Commitment to Community events recap

Wright-Hennepin (WH) is proud to take part in many community events throughout the year! From parades to the Fall Festival and member lunch, WH thrives on bringing members together! Check out some of our 2023 event photos, and find our 2024 events on our website at [whe.org](http://whe.org).



Summer fun for everyone at a Fourth of July parade!



Kids take the time to learn about equipment used by lineworkers at Maple Grove Days.



Showing off the swag bags they're about to fill at Maple Grove Days.



WH members help each other understand electric vehicles at the Ride and Drive event.



Celebrating Co-op Month with a Member Lunch at WH's headquarters.



Kindergartners received nightlights at school during Co-op Month.



Third graders received USB plugs during Co-op Month.



WH loves to celebrate with the community during the Fall Festival. Pumpkin decorating is favorite for all ages!



A group of littles visit Santa and Mrs. Claus.



This chap tells Santa what his favorite item to find under his tree will be.

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 INNOVATIVE SECURITY



# CEO's Memo

TIM SULLIVAN  
WH PRESIDENT AND CEO

## Your monthly electric bill pays for a lot more than electricity

It's tempting to think of our electric bill as covering just the cost of the energy we use for lights, charging, space and water heating. That's certainly true – electric usage is typically the biggest driver of your bill.

But what can often be missed is that Wright-Hennepin (WH) must also recover the cost of installing and maintaining our electric system – the poles, wires and transformers that brought the energy to you in the first place. After all, WH incurs this cost regardless of whether we deliver a single electron or millions to you each month. And, as with so many other things, the cost of installing our grid keeps climbing. Consider:

- Four years ago, the cost of a pad mount transformer – the green box that delivers energy from a distribution line to your home – was \$1,250. Today it's \$1,950.
- Over the same time, the cable that delivers power from a substation to that pad mount transformer has increased from \$2.00 per foot to \$4.00 per foot.
- And the cost of a new substation — which draws power from transmission lines and redirects it to your neighborhood — has more than doubled since 2019, with the main driver being substation transformers, which have gone from about \$1 million to \$1.6 million.

In fact, WH's total investment in its utility grid is now approaching a quarter of a billion dollars. Given rapidly expanding electric use, that investment is likely to double again in just 10 years.

Like most complex systems, the modern electric utility grid can be difficult to understand. So, consider the analogy of a tree. The roots are the equivalent of the transmission lines that deliver essential energy from where it is generated to the trunk (a substation). In turn, both a trunk and a substation serve as a central bridge for wider energy distribution. Consider the major branches as the equivalent of our feeder lines, or major arteries for energy delivery. Individual limbs represent secondary lines, twigs, our transformers, and leaves, your meter.

And as with a tree, each of the segments must remain healthy and vital for the system to work. A breakdown anywhere along the line will ultimately mean failure at the endpoint. So, let's take a look at what WH is doing to keep our grid healthy, growing and meeting your daily energy needs.



**SUBSTATIONS** In the past six years, WH has either built or rebuilt six substations. In addition, we plan to build or expand another five in the next five years. Each substation, depending on its unique requirements, costs anywhere from \$2.5 – 3.5 million. And while all of these dollars must be paid for upfront, WH in turn recoups its investment only in very small increments over decades through the basic charge on your bill.

**FEEDER LINES AND SECONDARY LINES** Depending on location, you are served either through overhead lines, underground cable, or both. In fact, more than half of WH's system is underground, a condition which makes power more reliable, because it is less susceptible to inclement weather (ice, wind, lightning). On the other hand, underground costs twice as much as overhead to install. And when there is a fault, it can often take longer to repair. But regardless of the delivery method, both underground and overhead have limited lifespans. So, in addition to building new lines we must constantly replace old lines as well.

**CONTROL TECHNOLOGIES** WH is also making unprecedented investments in behind-the-scenes control technologies. For example, we will finish installation of a new SCADA system in early 2024 – that's the platform that acts as our grid's central nervous system. From a computer screen, our team can check the status of circuits, feeder lines and energy flows. In subsequent years, WH will invest in additional technologies that will allow us to manage the import of power from distributed energy resources like solar arrays, to quickly identify and respond to outages and to modulate and match electric supply and demand in real time.

Of course, all of these investments are ultimately funded by our members. And they aren't optional — as the provider of an essential service, WH has the obligation to serve. Our commitment to you is to put all the required infrastructure and control technologies in place before you need them.

So, the next time you open your bill, remember: it covers a lot more than the cost of electricity. You are helping to build and maintain a highly sophisticated system that will continue to deliver safe, reliable, affordable power to you and your family for many years to come.

Thank you for your business.

# 2024 rebates

2024 rebates are now available! Members who participate in an Energy-Saving Program (ESP) can save on new installations of electric vehicle charging stations, water heaters, air source heat pumps, and more.

Learn more and find rebate forms on our website at [bit.ly/WH-rebates](https://bit.ly/WH-rebates).

## WH has rebates available for:

- Ground Source Heat Pump** – up to \$1,950
- Quick Cash Air Conditioning** – up to \$225
- Quick Cash Air Source Heat Pump** – up to \$1,530
- Metered Water Storage** – up to \$500
- Quick Cash Water Heating** – up to \$1,250
- Electric Vehicle Charger** – up to \$1,000
- Dual Fuel \$5/kW** – up to \$250
- Electric Thermal Storage \$5/kW** – up to \$250
- Ductless Air Source Heat Pump** – \$200
- HVAC Electronically Commutated Motor (replacement only)** – up to \$100
- Variable Speed Pool Pumps** – up to \$200
- Pool Air Source Heat Pumps** – up to \$400

Current program participation is required to qualify for rebate programs.



# How to read your bill

Your electric bill has a lot of information! Below are some of the key points to note on your bill each month.

- A Account number** Your account number is necessary to register online for some billing options.
- B Previous balance, payment received, balance forward** This section details your previous billing period's balance and any payments received through the specified date. If there is a balance carried over, that appears in this section.
- C New charges** This section breaks down the charges on your current bill, including electric use, taxes, franchise fees\*, and other charges.
- D Monthly electric use** This graph shows monthly electric use for the past 24 months. For daily energy use, check out WH's MyMeter tool.
- E Total payment due and due date** The date your payment is due and the amount are shown here.

**WH**  
Wright-Hennepin  
Cooperative Electric Association  
A Touchstone Energy Cooperative

PO Box 330  
Rockford, MN 55373  
(763) 477-3000 or (800) 943-2667  
Power Outage (763) 477-3100  
or (888) 399-1845  
[www.whe.org](http://www.whe.org)

John Doe  
Invoice Date: 01/18/2024  
Statement ID: 39999999999

**A Electric Account: 123-1234-1234**  
**Service Address: 6800 ELECTRIC DR**

**B** Previous Balance .....87.00  
Payment Received through 01/18/2024 .....87.00 CR  
Balance Forward .....0.00

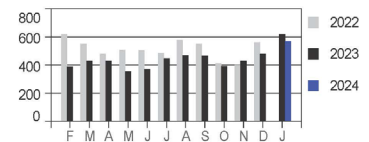
**C New Charges**  
Basic Charge .....19.90  
Total Usage: 573 kWh from 12/12 to 01/12  
Energy 573 kWh @ \$0.09948 .....57.00  
Power Cost Adj 573 kWh @ \$.026360 .....15.10  
Minnesota Sales Tax .....6.33  
Wright Transit Tax .....0.46  
Operation Round Up .....0.21  
**Total for Account .....99.00**

**E Total Amount Due: \$99.00**

### Meter Reading Summary: 6800 ELECTRIC DR

	Meter Number	Present Reading	Previous Reading	Usage	Days of Service
Energy	342682598	5447	4874	573	31
Average temperature (F) this billing period			2023 33	2022 17	
Average kWh rate this month: \$0.12584					

### D Monthly Usage: 6800 ELECTRIC DR



View your daily energy use data at <https://mymeter.whe.org/>

\* Franchise fees are collected by some local governments to pay for specific programs or projects within that city's jurisdiction. WH is required to collect the fee on their behalf and does not keep it.

Find more residential bill details and an example of a commercial bill on our website at [bit.ly/read-WH-electric-bill](https://bit.ly/read-WH-electric-bill).

# Co-op Connections deal of the month

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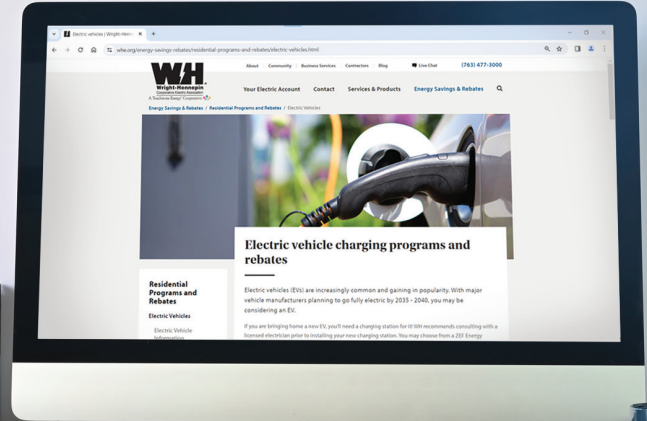
20% off one regular price item.

**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!



## Learn about EVs on our website

Electric vehicles (EVs) continue to grow in popularity. As the number continues to increase in WH's service territory, WH is proud to offer resources for prospective buyers. **From rebates to savings calculators and Energy-Saving Program information, visit [bit.ly/WHev](http://bit.ly/WHev) for more.**



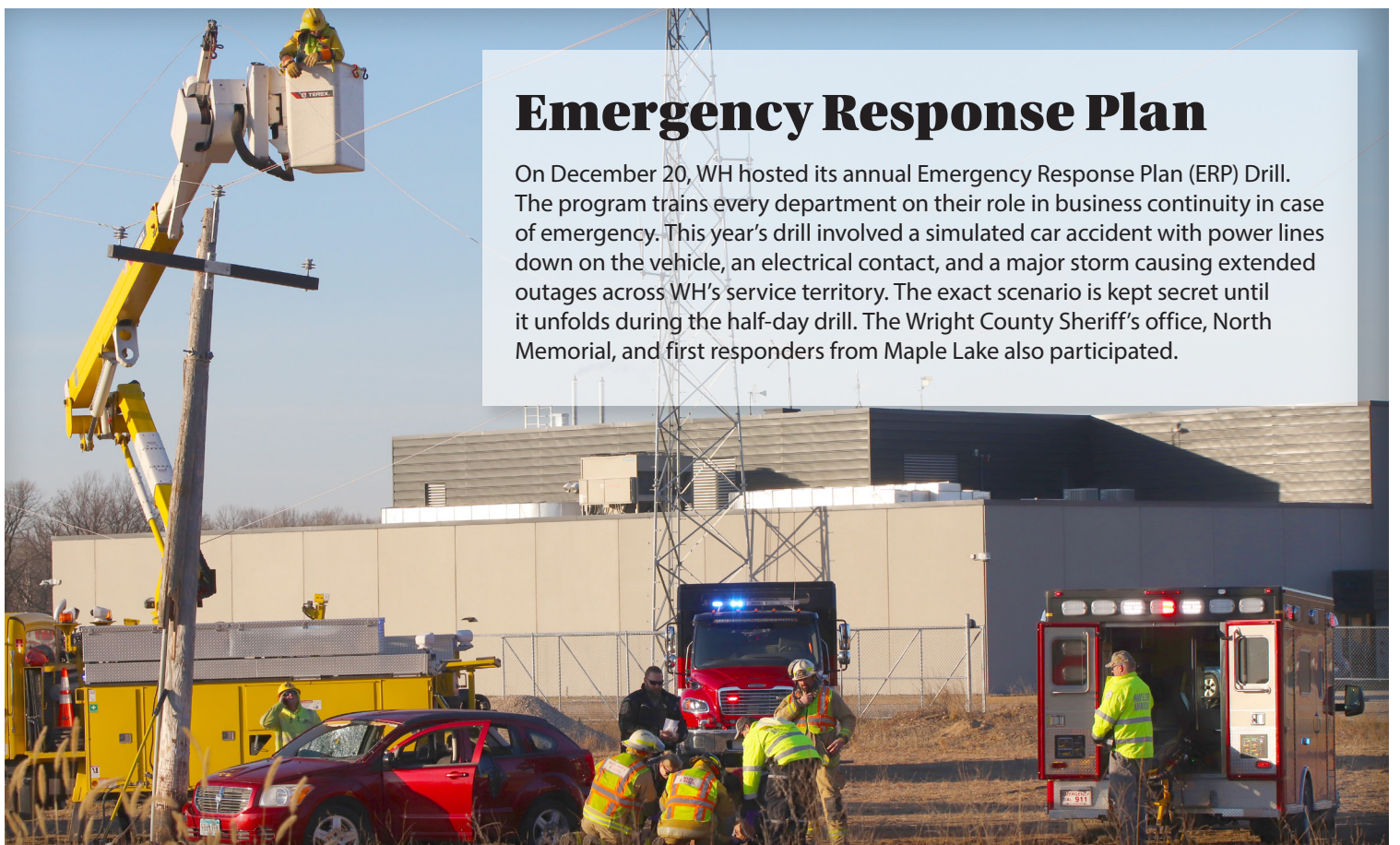
## Winter intern gains hands-on experience



WH hosted intern Tyson Schoberg for his second internship with WH. He gained technical skills while helping to build and frame overhead and underground lines. He'll graduate from Wadena Technical College in June and return for the summer.

## Emergency Response Plan

On December 20, WH hosted its annual Emergency Response Plan (ERP) Drill. The program trains every department on their role in business continuity in case of emergency. This year's drill involved a simulated car accident with power lines down on the vehicle, an electrical contact, and a major storm causing extended outages across WH's service territory. The exact scenario is kept secret until it unfolds during the half-day drill. The Wright County Sheriff's office, North Memorial, and first responders from Maple Lake also participated.





## WH Chairman Heinz joins GRE Board of Directors

WH's Board Chair Erick Heinz was recently elected to serve on the Great River Energy (GRE) Board of Directors.

GRE's Board of Directors is made up of 23 members, all electric cooperative members of GRE themselves. Each director is assigned to a committee representing key functions of the cooperative, including transmission, cooperative services, finance and power supply.

Heinz has served on WH's Board of Directors for 24 years and currently serves as Board Chair. Heinz is also a Credentialed Cooperative Director and has received his Board Leadership Certificate.



**HIGH SCHOOL JUNIORS:  
APPLY TO JOIN THE YOUTH TOUR**

## Youth Tour – last call

The annual Washington, D.C. Youth Tour is a once-in-a-lifetime, all-expenses-paid leadership opportunity available exclusively to high school juniors whose parents or guardians are WH members.

The annual trip brings together more than 1,800 high school students from around the country. Students will spend the week visiting historical sites, making new friends, and meeting with Minnesota's political representatives. They will learn firsthand about our local and national government, and how electric cooperatives across America are affected by today's political decisions. The 2024 Youth Tour is June 18-23, 2024.

**Applications are due March 1. Don't miss out!**



GET DETAILS AND THE APPLICATION  
[bit.ly/WH-Youth-Tour](https://bit.ly/WH-Youth-Tour)

Parent or guardian must be a WH member.

**HIGH SCHOOL SENIORS: APPLY FOR A SCHOLARSHIP**

## Scholarships – last call



The deadline to apply for WH scholarships is quickly approaching. Scholarships are offered for both college-bound students and future lineworkers.

Check with your local school for scholarship deadlines. If your school doesn't accept the local scholarship, you can find the at-large application on our website.



GET DETAILS AND THE APPLICATION  
[bit.ly/WH-scholarships](https://bit.ly/WH-scholarships)

Parent or guardian must be a WH member.

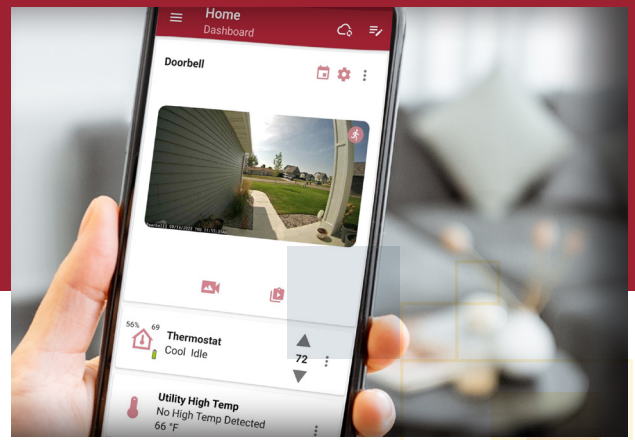
## Unclaimed capital credits

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.

Visit [bit.ly/WH-unclaimed-CC](https://bit.ly/WH-unclaimed-CC) to review the unclaimed capital credits list and see if you or anyone you know has unclaimed money! An updated list will be published in April. **Submit the unclaimed capital credit / property request form to claim your capital credits.**



# SMART TECHNOLOGY SECURITY SYSTEMS FROM WH SECURITY



WH Security offers smart technology security systems linked to fast-response alarm monitoring that can help you protect what matters most. Alula is a leading provider of smart security system products for homes and businesses. With a focus on providing innovative and intuitive security solutions, Alula has become a top choice for WH Security.

WH Security selected Alula's products because they are designed with the user in mind. They also offer a range of features, such as remote system monitoring and alerts, which allow users to always stay informed about their property's security status. Another advantage of Alula's security systems is reliability. With state-of-the-art technology and a commitment to quality, Alula's products have been rigorously tested to ensure they can withstand the Midwest's extreme

weather. This means that users can have peace of mind knowing their property is protected by a system designed to last.

In addition to security systems, WH Security also offers a range of other products and services such as access control systems and video surveillance.

**At WH Security, our local experts design and install custom home security systems just for you. To learn more, call 763.477.3664 or request a free quote at [wh-security.com](http://wh-security.com).**

**WHSECURITY**  
Trusted. Local.



**Quick fix.  
Fast service.  
Fair price.**

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

Popular options include:

- ✓ Refrigerator
- ✓ Clothes Dryer
- ✓ Furnace
- ✓ Range
- ✓ Water Heater

PACKAGES START AT  
**\$20<sup>75</sup>**  
/month

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

(763) 477-3000 • [whe.org/services-products.html](http://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!**

**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](http://whe.org)

# Solar Winners

## NOVEMBER SOLAR WINNERS

**CYRENE BASTIEN** of Maple Lake wins a credit for 166 kWh, November's output from one of WH's solar panel arrays.

**JOHN NEURURER** of Maple Grove wins a credit for 63 kWh, November's output from WH's second solar panel array.

## DECEMBER SOLAR WINNERS

**MARK AHMANN** of Otsego wins a credit for 99 kWh, December's output from one of WH's solar panel arrays.

**GEORGE LAMBRECHT** of Buffalo wins a credit for 33 kWh, December's output from WH's second solar panel array.

Learn more at <http://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:

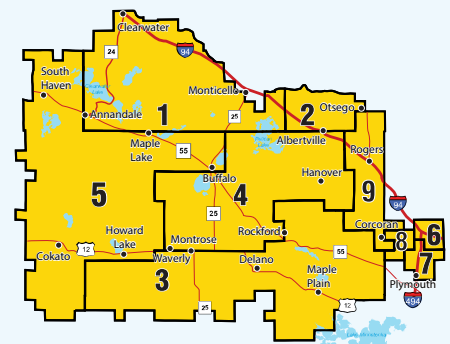
Dispatchers are available 24/7  
Call: (763) 477-3100 or (888) 399-1845

## WH Security monitoring:

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

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

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

**Acting CFO:** Rob DeWolfe

**WH Holding COO:** Wendy Youngren

*This cooperative is an equal opportunity provider and employer.*

# Board Report: Meeting highlights

## DECEMBER BOARD MEETING

The Wright-Hennepin (WH) and WH Holding monthly Board of Director meetings were conducted December 14, 2023. A quorum of directors was present. Items discussed or Board action taken:

- Approved Chair Heinz to represent WH on the Great River Energy Board.
- Approved updated policies and schedule of charges.
- Authorized early purchase authority for materials and equipment requiring 6 months or greater lead time.
- Approved hosting WH's scholarship banquet on Thursday, May 23, 2024.
- Approved updated policies.
- Approved annual renewal of 2024 irrevocable letters of credits.
- Reviewed 2023 and projected 2024 Energy Conservation and Optimization Act compliance efforts.
- Heard update on pole yard project.
- Heard report on WH and WH Holding's safety program.
- Heard survey results for WH Commercial accounts, WH Security and WH International Response Center.
- Directors reported on industry meetings they attended on behalf of the cooperative.
- Reviewed and filed the monthly CEO, legal, financial, and operations reports.
- Guest:
  - » LDR Leadership's CEO Dave Taylor presented WH's customized Leadership Program.

## JANUARY BOARD MEETING

The Wright-Hennepin and WH Holding monthly Board of Director meetings were conducted January 18, 2024. A quorum of directors was present. Items discussed or Board action taken:

- Approved Minnesota Rural Electric Association's 2024 membership dues.
- Approved the increased Franchise Fee from the City of Plymouth, to be collected from Plymouth members.
- 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.
- Heard report on process improvements and efficiencies accomplished in 2023.
- Heard report on WH's annual Emergency Response Plan tabletop exercise.
- Heard report on C&I developments.
- Heard results of the 2023 American Customer Satisfaction Index Survey. WH received an 88 for the year.
- Heard WH and WH Holding's 2024 Public Policy Plan.
- Heard report from legal counsel about cooperative meeting laws and requirements for WH when it reaches 50,000 members.
- Selected voting delegates and alternates for all known 2024 industry meetings.
- Directors reported on industry meetings they attended on behalf of the cooperative.
- Reviewed and filed the monthly CEO, legal, financial, and operations reports.



## Power outage?

Get alerted when the power goes out and when it comes back on.

Log in through your WH bill pay account, then go to My Account at the top of the page and click MyMeter!



6800 Electric Drive  
 Rockford, MN 55373

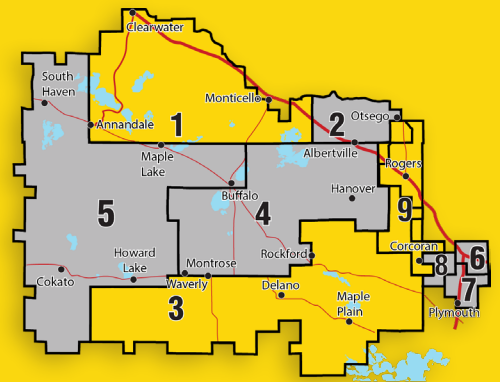
# Hotline Update

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 1, 3, and 9. Elections will take place at WH's 2024 Annual Meeting on Thursday, April 18, 2024. 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.

For more information or to apply, visit [bit.ly/WH-Director-Election](http://bit.ly/WH-Director-Election). Applications must be completed, signed, and submitted by February 28, 2024.



### MAIL IN THE FORM ALONG WITH A RESUME TO:

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

YOU'RE INVITED TO THE

# 2024 Annual Meeting

**THURSDAY, APRIL 18, 2024**

6800 Electric Drive – Rockford

### Member attendance gifts:

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

### Prize drawings:

- 2012 Ford F-150 4x4\* (registered members only)
- Prize drawings at individual information booths

\*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.



Preregistration not required to attend.

### 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.



### Watch the meeting

If you're unable to attend the meeting in person, members can view the meeting via livestream.

#### How to Watch

» [vimeo.com/event/3971144](https://vimeo.com/event/3971144)

» Check [whe.org](http://whe.org) or social media for the link

» Hover over the QR code with your phone or tablet camera



Enter for a chance to win one of two \$50 bill credits when you watch online. Entry instructions to be provided during the broadcast.

To learn more, visit [bit.ly/WH-24annualmeeting](http://bit.ly/WH-24annualmeeting).

Delivering Through the Energy Transition **WH**