

Hotline Update

NEWS FOR WRIGHT-HENNEPIN MEMBERS

February 2025



Did you know Wright-Hennepin (WH) offers Energy-Saving Programs year-round?

WH's Dual Fuel Energy-Saving Program (ESP) automatically switches your home's heat source from the primary electric heating system to the backup heat source. The backup heat source can be used up to 12 hours per control period, for up to 400 hours per heating season.

The Quick Cash Water Heating ESP offers participating members a \$10 per month bill credit. The program permits your water heater to heat during off-peak hours when electrical demand is at a minimum, Monday through Friday. The system is rarely interrupted on weekends or holidays, except for system emergencies or peak conditions. Members must have a minimum 100-gallon water heater with a mixing valve to participate in this program.



Members who are part of an Energy-Saving Program can save even more money 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.

What do our members like best about WH'S Dual Fuel Program? We asked Elena, one of WH's program sales representatives.

Why should people join the Dual Fuel Program? Energy savings and the money savings are the two biggest reasons. If you have gas and electricity already, why wouldn't you? One program requirement is that your backup heat source be thermostatically

controlled. During control times, electricity to your electric heat source is turned off and your backup must automatically kick on. It's not hard to install if you're in a newer home. Plus, being a program member gives you a choice on your energy usage, and it's nice to have options.



When you talk to members, what is their favorite part about the program? The cost. It saves them money, because participating in the Dual Fuel Program means your heat is 6.5 cents, which is half the price of regular electricity. So, it's almost half the price to heat your home. And it gives members flexibility as energy prices change, because they can heat their home using either system depending on which one is cheaper at the moment.

What surprises members most about the Dual Fuel Program? There's nothing you have to do for it. It's one and done since it's thermostatically controlled. The biggest hiccup is not having a qualifying backup, but if you have it, it's so easy. Plus, rebates are available!

What other appliances does WH offer programs for? So many! We've got a program for electric vehicles, air and ground source heat pumps, water heaters, and more!

Have more questions or ready to join? Just give Elena and our sales team a call at (763) 477-3000 or visit whe.org to get started today!

EASY TIPS YOU CAN USE ANYWHERE



CEO's Memo

TIM SULLIVAN
WH PRESIDENT AND CEO

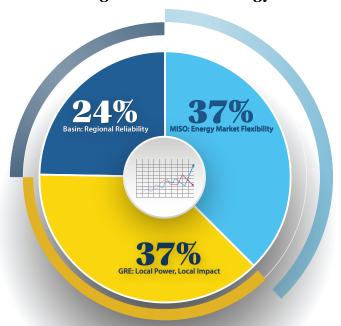
WH's power supply diversity strategy is paying off

If you've ever met with a personal financial advisor, one of the first pieces of advice you likely heard was: "diversify your investments." Embedded in that advice is the idea that it's very difficult to outperform the market as a whole over time. So, the best way to optimize your return while limiting risk is to diversify your investments over a wide range of economic sectors, companies and categories.

That's also a pretty good way to understand Wright-Hennepin's (WH) approach to power supply. After all, the purchase of wholesale power accounts for 70% of your monthly electric bill. And like other diversity strategies, our goal isn't just to keep your monthly bills price-competitive, but to manage risk and to reduce volatility.

So, at the start of a new year, you might reasonably ask: How is WH's power supply diversity strategy working? Well, in 2024, it generated more than \$13.7 million, or \$274 per member in savings. Over the past 20 years, it has produced an incredible \$127 million in savings. So, with results like that, we hope you agree it is working pretty well.

Powering WH: A Diverse Energy Mix



In WH's case, diversity means purchasing from three power supply sources, not just one source, which is typical for an electric distribution system. Our suppliers include Great River Energy (GRE), headquartered on our lines in Maple Grove, Basin Electric Power Cooperative, based in Bismark ND, and the Midwest Independent System Operator (MISO) market. MISO's footprint covers 15 U.S. states, includes dozens of utilities, and ultimately serves 45 million people. Specifically, we purchase 37% from GRE, 24% from Basin, and 37% from resources we choose from within the MISO market.

Looking at 2025, WH anticipates power supply expenses will increase by 10%. But we will keep the typical monthly residential bill increase to less than 4%. And while those cost savings are noteworthy and significant, we believe the diversity strategy delivers other benefits too, including:

FLEXIBILITY.

Most power supply contracts tie a local distribution system to a power generator for a term of 30 years or more. And while WH still has long-term contracts with GRE and Basin, our Board makes the final decision on more than one-third of our power supply resources. In fact, the WH Board has used this flexibility to expand the co-op's investment in renewables, including adding three long-term wind contracts at fixed prices.

LOCAL DECISION MAKING.

By necessity, decisions at Generation and Transmission (G&T) cooperatives are driven by the broad needs of their distribution co-op members. For GRE, this means taking into account the needs of 20 distribution systems. For Basin, the needs of 140 distribution systems must be considered. But for the self-directed portion of WH's power supply, our Board need consider only the needs, values and priorities of WH members. This local decision-making supports the fundamental cooperative principle of democratic member control. It puts you, our membership, at the very heart of WH's power supply decisions.

REDUCED VOLATILITY.

Power markets, like all markets, can be volatile. They can produce big swings in prices when balancing supply and demand over any given day, month or year. The WH Board has long understood that its job is to protect WH members from this volatility. And just as with your 401(k), WH does this by diversifying its investments over dozens of generators in the MISO market. Of course, the goal is to deliver stable, predictable power bills — not just price-competitive ones — over time.

Now, by any measure, 2024 was a good year for power supply for WH. But it's worth remembering that power markets may not always treat us so kindly. Just as you see in your 401(k), market movement can sometimes hurt as well as help. Given the massive growth of electric demand, there is reason to be concerned about the long-term adequacy of the nation's generation and transmission resources. To catch up, the nation's electric consumers will need to pay for hundreds of billions of dollars of new electric infrastructure investments. So, we anticipate challenges — likely significant ones — ahead.

But again, we believe a diversified portfolio of resources is the best way to manage through the inevitable ups and downs, ebbs and flows, the peaks and the troughs of markets. In fact, delivering a diversified power supply mix is just one more way WH delivers the Cooperative Advantage to you and your family.

As always, thanks for your business.

Jun Juli



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 to review the unclaimed capital credits list to see if you or anyone you know has unclaimed money! An updated list will be published in April.

Check out our 2025 events calendar!

We're looking forward to seeing members at events around our service territory this summer! Find our 2025 events calendar on our website!



Maple Grove Days July 16-20



Wright County Fair July 23- 27



Member Lunch October 21



Fall Festival October 23

Energy efficiency for savings!

The state of the s

Not all energy efficiency upgrades require major modifications to your home! Whether you're a renter or looking for easy ways to upgrade your home's efficiency, here are some easy tips to get started!



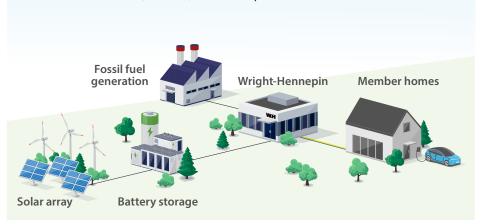






Diversified power supply

Power from multiple sources often means more reliable power. By not depending on one particular generation source, WH can better meet our goal of providing our members with safe, reliable, affordable power.



Co-op Connections deal of the month

RIVERWORKS THRIFT STORE, GREENFIELD
\$5 off total purchase of \$15 or more

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!





WH Director earns Gold Credential

WH Board Secretary/Treasurer Mike Tieva (District 6 — Maple Grove) received his Director Gold Credential through the National Rural Electric Cooperative Association (NRECA). To be eligible for Director Gold, candidates must first complete the Credentialed Cooperative Director and Board Leadership Certificate programs. Unlike the other two certificates, Director Gold also includes a continuing education requirement to maintain the status. 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 bit.ly/WH-leadership.

Career path of a lineworker

Lineworkers have lots to learn before they're able to work on the live wires that bring power to your home or business. Here is what progression in a lineworker's career usually looks like.

Hotline school: After high school, most students do one year of hotline school, which runs September to May. Others opt for a two-year program.

Intern: Interns help crews with day-to-day activities. They do not work on energized lines, and mostly do tasks like flagging traffic, shoveling, and driving trucks.

Apprentice: There are eight steps in the apprentice program. It takes about four years to complete all eight steps. Apprentices must complete bookwork, pass knowledge tests, and show proficiency in skills like tree trimming, street lighting, and line construction and maintenance. They must be in their third year before working with energized lines, at the discretion of their foreman.

Journeyman: After completing their books and 7,500 hours of qualifying work, linemen can apply for their journeyman license, which is accredited through the state.

Foreman: Foremen lead daily job briefings, often known as tailgate meetings, oversee crews, and have years of knowledge and hands-on experience as a journeyman.

Continuing education: Lineworkers maintain certifications in CPR and first aid, as well as their commercial driver's license (CDL). They regularly attend safety trainings and classes about new developments in the electrical field.



Winter ops interns

WH hosted three interns on our line crew this winter, where they learned about building and framing overhead and underground lines. Thanks Landen, Hunter, and Elijah! Elijah joined WH's team full-time as an apprentice lineman.

Winter energy efficiency and safety

BE SAFE AND ENERGY EFFICIENT THIS WINTER!







Scholarship applications due soon



WH is proud to offer scholarships to local students – 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.

Local school scholarship Each year, WH sponsors one \$1,500 scholarship at public high schools in its service area. These schools select their scholarship winner and have varying application deadlines. For your specific school's deadline, check with your guidance counselor.

At-large scholarship WH also offers one "at-large" scholarship valued at \$1,500 for students who attend private schools, online schools, or schools that neighbor WH's electric service territory. The at-large scholarship application is due to WH by April 1, 2025. *Note:* If you attend one of the high schools that is awarded a local school scholarship, you must apply through your school. You are not eligible for the at-large scholarship.

Edward R. Slebiska memorial lineworker scholarship WH awards up to three \$3,000 scholarships to students pursuing a career as a lineworker in honor of Ed Slebiska, the cooperative's first CEO. Applications are due April 1, 2025.

NEW! WH Security scholarship New this year, WH Security is offering one \$3,000 scholarship to Minnesota individuals pursuing education and training in fields relevant to technology systems work. Applications are due April 1, 2025.

Basin Electric Power Cooperative scholarship Basin Electric Power Cooperative, one of WH's wholesale power suppliers, awards \$1,000 scholarships. Applications were due to WH by February 2, 2025.



GET DETAILS AND THE APPLICATION bit.ly/WH-scholarships

Parent or guardian must be a WH member.



Last chance to apply for Youth Tour!

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.

One student will be chosen to represent WH in the National Rural Electric Cooperative Association Youth Tour, which brings together more than 1,800 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. Delegates learn firsthand about local and national government, and how electric cooperatives across America are affected by today's political decisions.

The 2025 Youth Tour is June 16-21. Applications must be submitted to WH by March 1, 2025. The selection process begins with a review of applications and ends with interviews for the finalists.



Find FAQs and the application at bit.ly/WH-Youth-Tour.

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 each year!

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



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Feel good about being part of the cooperative difference by choosing us for your home or business security needs. **WH Security** takes the guesswork out of putting together a home security system that works the way you need it to. Save \$3 every month on 24/7 monitoring—just for being a Wright-Hennepin member!

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- Aerial bucket truck work
- Emerald ash borer treatment



(763) 477-3000 whe.org

Solar Winners

DECEMBER SOLAR WINNERS

CHRIS E. JOHNSON of Plymouth wins a credit for 128 kWh, November's output from one of WH's solar panel arrays.

MARK SANDHOEFNER of Buffalo wins a credit for 38 kWh, November's output from WH's second solar panel array.

JANUARY SOLAR WINNERS

TRYGVE SVARD of Plymouth wins a credit for 86 kWh, December's output from one of WH's solar panel arrays.

SHARON BLANK of Rockford wins a credit for 20 kWh, December's output from WH's second solar panel array.

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

Board Report: Meeting highlights

DECEMBER BOARD MEETING

The Wright-Hennepin (WH) and WH Holding monthly Board of Director meetings were conducted December 12, 2024. A quorum of directors was present. Items discussed or Board action taken:

- Welcomed new WH Information Technology Director Eric Nimmo.
- Approved collecting the City of Otsego's Franchise Fee consistent with the City's new ordinance.
- Approved hosting WH's scholarship banquet on Tuesday, June 10, 2025.
- · Approved updated policies.
- Approved annual renewal of 2025 irrevocable letters of credits.
- Approved annual auditor engagement letters.
- Selected voting delegates and alternates for all known 2025 industry meetings.
- Reviewed 2024 and projected 2025
 Energy Conservation and Optimization
 Act compliance efforts.
- 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.



JANUARY BOARD MEETING

The Wright-Hennepin and WH Holding monthly Board of Directors meetings were conducted January 17, 2025. A quorum of directors was present. Items discussed or Board action taken:

- A moment of silence was held in remembrance of former executive employee Richard Horman.
- Approved Minnesota Rural Electric Association's 2025 membership dues.
- Approved Open Meeting Guideline and Policy for WH when it reaches 50,000 members.
- Approved resolution for Rural Utilities Service (one of WH's lenders) requesting possible revenue deferral.
- Approved final RUS documents and resolution for execution.
- Approved district 8 candidate as recommended by legal counsel.
- Selected voting delegate and alternate for Cooperative Response Center industry meeting.
- Heard report on process improvements and efficiencies accomplished in 2024.
- Heard report on WH's annual Emergency Response Plan tabletop exercise.
- Heard report on C&I developments.
- Heard results of the 2024 American Customer Satisfaction Index Survey. WH received an 88 for the year.
- Heard WH and WH Holding's 2025 Public Policy Plan.
- Directors reported on industry meetings they attended on behalf of the cooperative.
- Reviewed and filed the monthly CEO, legal, financial, and operations reports.
- Guest: Jenny Glumack, MREA's Director of Government Affairs, provided a legislative session overview.

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:

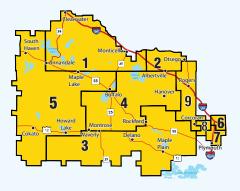
Dispatchers are available 24/7 **Call:** (763) 477-3100 or (888) 399-1845

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: Susan Sorensen

This cooperative is an equal opportunity provider and employer.

Follow us on social media for energy tips, events and more!

Facebook: WrightHennepin

X: WrightHennepin

Instagram: Wrighthennepin

YouTube: WrightHennepin



6800 Electric Drive Rockford, MN 55373

Hotline Update

FEBRUARY NEWS FOR WRIGHT-HENNEPIN MEMBERS

2025 Annual Meeting

THURSDAY, APRIL 24, 2025

6800 Electric Drive - Rockford

Member attendance gifts:

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

Prize drawings:

- 2013 Ford F-150 4x4 extended cab* (registered members only)
- Gift card 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.



Schedule

Registration opens: 4 p.m.

Free pork chop dinner: 4:30 - 6:45 p.m.

Children's activities: 4:30 - 8 p.m.

Business meeting: 7 - 8 p.m.



2024 grand prize winner Kristine Fix gets the keys to her new truck.

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/4851144
- » Check 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-25annualmeeting.

Powering You Through Change and Challenge



Bingo: 4:30 - 6:45 p.m.

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 4, 6, and 8. Elections will take place at WH's 2025 Annual Meeting on Thursday, April 24. 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. Applications must be completed, signed, and submitted by March 5, 2025.

MAIL IN THE FORM ALONG WITH A RESUME TO:

Wright-Hennepin Cooperative Electric Association Attn: Board Chair Erick Heinz PO Box 330 Rockford, MN 55373

