



Wright-Hennepin
Cooperative Electric Association

A Touchstone Energy Cooperative

Hotline Update

NEWS FOR WRIGHT-HENNEPIN MEMBERS

June 2023

WH awards \$27,400 in scholarships



Joining the award ceremony were: Back row: WH Vice Board Chairman Tim Young, Director Butch Lindenfesler, WH Board Chairman Erick Heinz, Director Audrey Britton, WH Board Secretary/Treasurer Mike Tieva, Director John Reynolds, Director Chris Lantto, Director Mark Skinner, Director Pat Bakeberg. Middle row: Vayolaw Kamara, Josilyne Starner, Tyson Shoberg, Teagan Johnson, Bethany Yu, Hunter Rosfjord, Maria Williams. Front row: Lexi Karnes, Kaitlyn Eilderts, Sydney Staloch, Leah Webb, Dylan Good, Ashley Alden, MaKenna Schmidt. Not pictured: McKenna Allen, Tanner Gangl, Kayla Holte, Madelyn Hunt, Halli Poppler, Elizabeth Steil.

Wright-Hennepin (WH) recently awarded \$27,400 in scholarships to 20 local students to help them continue their education. A celebration banquet was held May 25 at WH's headquarters in Rockford.

WH local school scholarship WH awards one scholarship to each high school in its service area to support outstanding students pursuing higher education. Schools themselves select the winners. WH also offers one "at-large" scholarship for students who attend private or neighboring schools. WH's scholarship program began in 1988 and has awarded almost \$687,000 to local students. Scholarships are made possible with funding from unclaimed capital credits as well as contributions from diversified businesses under Wright-Hennepin Holding Company (WH Holding). WH and WH Holding are proud to provide scholarships to assist students in furthering their education.

Edward R. Slebiska Memorial Line Worker Scholarship Each year, the Edward R. Slebiska Scholarship is awarded in the name of the cooperative's first CEO to individuals planning to become electric line workers. WH has awarded \$114,000 since 2003.

Basin Electric scholarship Basin Electric Power Cooperative awards a scholarship to its distribution cooperative members. Basin is one of WH's wholesale power suppliers. Since 2003, Basin has awarded \$26,000.



A winner receives a scholarship certificate from the WH and WH Holding Chairs.



Scholarship recipients and their families chat before the ceremony.



The WH and WH Holding Chairs congratulate a scholarship recipient.

2

Want renewables?

CONSIDER THESE OPTIONS

3

Summer rebates

EFFICIENCY SAVES MONEY

4

Hotline demos

COMMUNITY SAFETY

5

Go paperless

PAY YOUR BILL ONLINE



CEO's Memo

TIM SULLIVAN
WH PRESIDENT AND CEO

Want more renewables? Consider these options:

This column is dedicated to those members who want to personally access or support the development of more renewable energy.

We'll share more information about the menu of options shortly, but first a little background. It's important to recognize that renewables are well on their way to producing the majority of electricity in the upper Midwest. Today, our power supply region — the Midcontinent Independent System Operator (MISO) area, made up of 15 U.S. states including Minnesota — gets about 30 percent of its energy from renewables, a total that's climbing fast.

MISO enjoys high renewables penetration thanks in part to geography. In the upper Midwest, we are blessed with ample wind resources. In fact, North and South Dakota have sometimes been called "the Saudi Arabia of wind." This allows large amounts of affordable renewable energy to be delivered into the MISO grid, to Wright-Hennepin (WH), and ultimately into your home. Bear in mind too, that as more renewables come online, the grid will be cleaner and more renewable a year from now, and even cleaner and more renewable in five years. In fact, the trajectory for clean energy is only upward.

That said, some consumers want to embrace renewables more fully and personally now. This is why WH has developed options for you. Please consider:

Renewable Choice. This program offers support for renewables on the grid for as little as \$1 a month. This program provides members with the opportunity to add renewable attributes to their electric energy purchases. These renewable attributes come from energy generated by resources certified by the state of Minnesota for use in green pricing programming.

Solar Choice. This program offers solar energy "blocks" at a price of 16 cents per kWh. Each block purchased equates to 100 kWh per month. With just a one-year initial commitment, this rate is locked in through 2037. Members may purchase up to five blocks.

Beyond these programs, WH was the first distribution cooperative in Minnesota to develop a community solar array. We now have five in place, three on our headquarters campus alone. In addition, thanks to an innovative power contract with Great River Energy (GRE), we have added three wind contracts, totaling 22 megawatts, since 2019 into our power supply mix. So, whether it comes to grid energy, WH programs, or WH's power supply mix, we offer lots of renewables-forward solutions.



Still, we understand that some consumers may want to install their own renewable options, especially residential solar. Please know that, as a member-owned cooperative, we support our consumers in making the energy choices that are best for them. In doing so, we also encourage you to become a smart, informed consumer. Towards that end, here are some thoughts:

DO YOUR HOMEWORK

- » Get educated. Is a solar system really your best energy alternative? Or might you consider other money and energy saving options like a ground or air source heat pump?
- » Inform yourself. One key consideration is whether you have a sunny enough site to make good use of solar panels. Use the MN solar suitability app to evaluate your site feasibility: <https://solar.maps.umn.edu/app/>
- » You will also want to double-check planning and zoning requirements. Will you need a permit or to meet other local requirements before adding solar panels?
- » When you consider project economics, make sure to evaluate not just upfront installation costs, but the ongoing cost of repair and maintenance.
- » Consider the impact of resale for your home or business. Sometimes a solar array can be an asset; sometimes it can cause buyers to pause.

SEEK ADVICE

- » Check out WH's website to learn more at <https://bit.ly/WH-cogeneration>.
- » Or give us a call. We're happy to talk with you one-on-one to help you make an informed decision about whether solar might be right for you.

COMPARE BIDS

- » As you would with any other home improvement project, always seek more than one proposal.
- » When you do make a selection, make sure you've found a credible contractor who can offer not only a competitive price but effective installation and excellent service after the sale.

So, remember: make WH your first stop for renewables options and information. We're happy to serve as your trusted energy advisor, helping you make the best energy decisions for you and your family.

Thank you for your business.

Shine a light on your solar contractor

If you're considering installing solar panels, be sure to interview several possible contractors before making a final decision. Here are some questions to consider asking in your meetings with solar installers. This is not an all-inclusive list; you should ask additional questions that may not be identified below.

About the installation at your home or business

- What type and size of system do you recommend for my site? Why?
- Are there any steps I need to take before installation, such as removing trees or replacing my roof?
- What brand or brands of systems do you install? What advantages does this brand offer over other options?
- What warranties do you and the manufacturer offer? Does that include installation?
- What will the payback period be?
- Is it possible the installation may cause roof problems? If so, does your company take responsibility for those repairs?
- What permits will be needed? Who obtains them and pays fees associated with getting them?



About the contractor/company's background

- How long have you been in business?
- Are you licensed to do business in Minnesota?
- How many systems have you installed in my area? Can you provide a list of references for them?
- Have you ever been involved in a legal dispute involving a solar installation? If so, what was the outcome?

About the bid/contract

- Is this bid an estimate or a fixed price?
- What happens if unexpected problems arise during installation?
- Does the bid encompass the total cost of the project, including components, material, and labor?
- Does the bid include warranty information, and how to file a claim?

Questions adapted from Touchstone Energy (<https://bit.ly/3owE3xS>).

Save energy and money this summer with WH's Energy-Saving Programs

Getting your electricity from a cooperative like WH means that you're a member, not a customer. WH operates at cost, so keeping your electric use down lowers rates for all members! Consider joining one of WH's Energy-Saving Programs to save on your electric bill this summer:

AIR SOURCE HEAT PUMP

If you're in the market for an energy efficient home cooling technology, consider an air source heat pump. They:

- Work as a standard central air-conditioning unit, cooling the home by moving heat outside
- Work as a heater, warming the home by moving heat inside
- Move heat around, rather than converting it from a fuel
- Offer a WH rebate of up to \$900 for qualifying systems, plus a Conservation Improvement Program rebate of up to \$630

QUICK CASH WATER STORAGE PROGRAM

- Up to \$1,250 rebate
- \$10 monthly bill credit

METERED WATER STORAGE PROGRAM

- Up to \$500 rebate
- Pay only \$0.06434 per kWh to heat your water

ELECTRIC VEHICLE STORAGE PROGRAM

- Vehicles may charge between 11 p.m. – 7 a.m.
- Energy-saving rate of \$0.06434/kWh
- Energy sold under the Electric Vehicle Storage program is not subject to the Power Cost Adjustment
- Rebates available up to \$1,000

ELECTRIC VEHICLE TIME-OF-USE PROGRAM

- Charging is available 24/7
- Energy rates vary based on time of day and location of service
- Energy sold under Time-of-Use is not subject to the Power Cost Adjustment
- Rebates available up to \$1,000

ELECTRIC VEHICLE SUBSCRIPTION PROGRAM

- New this year!
- Pay a flat rate of \$35 per month per vehicle for charging your EV during off-peak hours (between 10 p.m. – 5 a.m.)
- Rebates available up to \$1,000

To learn more about rebates, call (763) 477-3000 or visit <https://bit.ly/Residential-EV>

Co-op Connections deal of the month

SOUTHBROOK GOLF CLUB – ANNANDALE

\$26 fee includes 18 holes of golf with cart. Valid Monday - Friday, Saturday and Sunday after 1 p.m.

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!



Call before you dig

Calling 811 isn't just for road construction. Even if you're "just" planting a tree, starting a new flowerbed, adding a patio, or installing a mailbox or fence, it's critical to ensure you know where to dig safely. Many utility lines are buried only inches underground, so it's easier than you may think to hit one if you don't locate them before your project.

In Minnesota, when calling 811 you will reach Gopher State One Call (GSOC). The average locate request requires GSOC to coordinate with seven to eight utility providers! Even if you are in a hurry to get a project done, know that turnaround time is very fast. GSOC's website says that if you plan to dig on a Saturday, you'll just need to get your locate request in by 2 p.m. the Wednesday before.

Once locates have been completed, you should avoid digging on top of marked utilities, as well as within 18-24 inches on either side of them. This may mean moving your project to another part of the yard.

Remember: be safe this summer and call before you dig!

811 requests can be submitted online by visiting GopherStateOneCall.org.



Know what's below.
Call before you dig.

School electric safety presentations



WH's Energy Use Consultants regularly visit elementary schools and community events in WH's service territory to teach kids to be safe around electricity! They do about 50 safety demonstrations each year. This is another way WH shows our commitment to safety.

Sign up for outage alerts



Receive outage notifications via text or email! Sign up at <https://bit.ly/WH-outage-alerts>. Once signed up, you will receive alerts with estimated restoration times when your area is experiencing a power outage. You can also always view outage information online at outage.whe.org.

Look for WH at summer events!

July 4

Annandale parade
10 a.m. start

July 13 – 15

Maple Grove Days

July 19 – 23

Wright County Fair

August 8

**Cokato Corn
Carnival parade**
6 p.m. start

Easily pay your bill!

Sign up for Wright-Hennepin's e-billing to receive an email when your bill is ready to be viewed and paid online. You will have the option to pay your bill with a credit or debit card (Visa, Mastercard, American Express or Discover) or e-check.

Make paying your bill easy every month with EZ Pay. Choose how you pay by authorizing an automatic draft through your checking or savings account, or debit or credit card. In addition, you can pick from a range of payment dates for paying your bill.

To sign up for EZ Pay or e-billing, you can:

- Register or log into your account at <https://billing.whe.org>
- Call Member Services at (763) 477-3000



How to respond to summer storms

Summer in Minnesota means thunderstorms, which can quickly grow dangerous, especially if power lines are affected. Here are some tips to be prepared for the weather this summer:



Stay safe

Stay away from downed power lines. There is no way to tell just by looking at a power line if it's still energized. Power lines on the ground can still carry electric currents, and pose a threat — including energizing the ground around it.

Car safety and power

If a power line falls on your car, stay inside until first responders tell you it is safe to get out! If the vehicle starts on fire and you must get out, open the door, and jump as far away as you can, making sure not to touch your car and the ground at the same time. Shuffle away from the car.

Update your info

Update your contact information. Phone numbers help WH quickly find your location when you report an outage. Call (763) 477-3000 to update your account information, or (763) 477-3100 to report an outage.

Be patient

Be patient. Being a line worker can be dangerous, and care must be taken to ensure safety. WH crews are working hard to safely get your power back on. Restoration time can vary depending on the cause of the outage.

Charge it!

WH offers an EV DC fast charging station at our Rockford headquarters, as well as at the Albertville Outlet Mall. Find more near you through sites and apps like Plugshare (plugshare.com),



apps like ChargeHub (chargehub.com), and ChargeFinder (Chargefinder.com/us).

The U.S. Department of Energy also offers an EV charging station map, listing over 62,000 charging stations in the U.S. and Canada!





DETECT WATER TO PREVENT COSTLY REPAIRS

Water leaks cost homeowners and insurance companies billions of dollars each year. You can avoid costly repairs by adding a temperature and water sensor to your security system. It will alert you when it detects water and extreme temperatures — over 100 and under 45 degrees F. This sensor is waterproof and wireless for easy installation and has titanium probes to prevent corrosion.

The sensor is placed on or near the floor in a place where a leak or flooding might occur, such as below a sink or near the foundation of your basement and connected to your security system. When water touches it, an alarm is triggered and notifies our 24/7 monitoring center. The monitoring center staff reach out to you so that you can act before extensive damage happens.

WH Security also offers water sensors for sump pumps. When water rises too high in your sump well, the sensor flips up to notify you your sump pump has stopped working. This is especially important when snow is melting and running into your sump pump well.

Water sensors are also great for cabins or vacation homes that sit vacant for long periods of time. No one wants to return to a summer cabin after a winter away to find water damage inside.

Water sensors are an easy addition to a security system and don't raise your monthly monitoring fee.



**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.*

Popular options include:

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

Packages Start At

\$1875 month

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

(763) 477-3000

whe.org/services-products.html



Trimmed trees are safe trees!

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

Services include:

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

Schedule your service today!

(763) 477-3000 | whe.org



Solar Winners

tenKsolar Winner



TROY BETTIN of Hamel wins a credit for 137 kWh, March's output from WH's tenKsolar panel array.

CARRIE FERDINANDT of Loretto wins a credit for 155 kWh, April's output from WH's tenKsolar panel array.

Solar Winner



DIANE F PETERSON of Maple Grove wins a credit for 237 kWh, March's output from WH's solar panels.

TAMMIE SPENCER of Loretto wins a credit for 229 kWh, April's output from WH's solar panels.

Learn more at <http://bit.ly/2re3mGN>

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

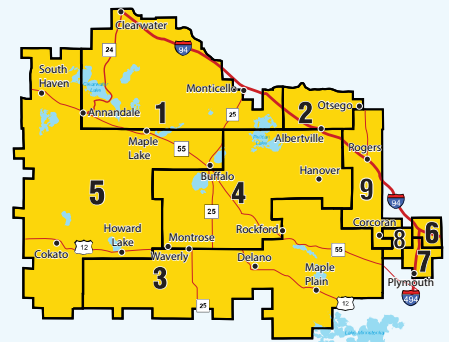
WH Security monitoring:

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" Lindenfesler, 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

APRIL BOARD MEETING HIGHLIGHTS:

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

- Approved renewal of WH's line of credit to WH Holding.
- Approved new Electric Vehicle Charging Subscription Rider and updated Residential Solar Rider.
- Approved Eide Bailly 2023-2025 audit fees for WH and WH Holding.
- Heard key financial information to be presented at the Annual Meeting.
- Heard evaluation of WH's light duty fleet vehicles that might be converted over time to electric vehicles.
- Heard an overview of WH International Response Center's conversion activity.
- Heard an overview of WH Appliance Repair.
- Heard an overview of WH Generation's strategy for achieving savings.
- Directors shared highlights of meetings attended on behalf of the cooperative.
- Reviewed and filed CEO, financial, and other reports.

APRIL REORGANIZATIONAL MEETING HIGHLIGHTS:

The Wright-Hennepin and Wright-Hennepin Holding Company (WH Holding) Board of Director Reorganizational Meetings were conducted following the Annual Meeting on April 20, 2023. A quorum of directors was present. Items discussed or Board action taken:

- Welcomed newly elected director Audrey Britton of Plymouth – District 7.

- Approved the election of officers:
 - » WH Electric: Erick Heinz, District 9 as Chairman, Timothy Young, District 1 as Vice-Chairman and Michael Tieva, District 6 as Board Secretary Treasurer.
 - » WH Holding: Timothy Young, District 1 as Chairman, Michael Tieva, District 6 as Vice-Chairman and Duane "Butch" Lindenfesler, District 2 as Board Secretary Treasurer.
- Approved the reappointment of the Operation Round Up Directors Ronald Zachman (District 2), Connie Erickson (District 5), and Sharon Fowler (District 7).

MAY BOARD MEETING HIGHLIGHTS

The Wright-Hennepin (WH) and Wright-Hennepin Holding Company (WH Holding) monthly Board of Director meetings were conducted May 12, 2023. A quorum of directors was present. Items discussed or Board action taken:

- Reviewed the 2023 Annual Meeting.
- Approved holding the 2024 Annual Meeting on Thursday, April 18, 2024 with a back-up date of Thursday, May 2, 2024.
- Approved temporary line of credit with one of WH's lenders.
- Approved winners of the annual Slebiska Line Worker Scholarship.
- Approved the National Rural Electric Cooperative Association's membership dues.
- Approved January – June 2024 Board meeting dates.
- Approved updated policies.
- Selected a director to attend Minnesota Rural Electric Association's Fall legislative visit.

May Board report, continued

- Heard report on WH's aid to construction development agreement.
- Heard report on WH Security's product line.
- Reviewed and filed CEO, financial, and other reports.
- Directors shared highlights of meetings attended on behalf of the cooperative.

6800 Electric Drive
 Rockford, MN 55373

Hotline Update

JUNE NEWS FOR WRIGHT-HENNEPIN MEMBERS



Wright County dairy royalty

WH appreciates the opportunity to serve the many farms and other agricultural operations in our service territory. WH honored newly selected Wright County dairy royalty at the ceremony in Buffalo on Saturday, April 1. Director Chris Lantto is pictured with newly crowned Wright County dairy royalty. Princesses (front row): Katherine Hills, Natalie Neumann, Kieya Sargent, Jalyssa Beaudry. Ambassadors (back row): Katy Berning, Leah Beaudry, Haley Sims, Sophie Salmela, Lauren Berning.

Work continues on new Corcoran Substation

The new substation is expected to be fully online by this summer with final landscaping in the fall of 2023, allowing WH to continue serving members with safe, reliable, affordable power in the quickly-growing area.



CHECK IT OUT!

Find timelapse videos of the new substation going up on WH's YouTube channel:



<http://www.youtube.com/user/WrightHennepin>



WH welcomes new director

Audrey Britton was elected as the new director of District 7 at WH's Annual Meeting on April 20. She has been a WH member for 21 years and lives in Plymouth. She and her husband Craig have three children.

Britton has an extensive strategic communications background within global businesses, a government agency and nonprofits, reporting directly to CEOs and executive teams. She has developed plans for mergers and acquisitions, crisis situations, external marketing, internal programs, government relations and more. She has gained accreditation and won numerous awards for her work. She is the founder of the 650-member Plymouth Diversity, Equity and Inclusion group, and previously Chair of Plymouth Advisory Committee on Transit.

"I am honored and excited to represent District 7 members," said Britton. "The challenge of delivering power is like no other time in history. Simultaneously, there has been no better time to be part of a co-op where the main focus is on members and their desire for ROI, and dependable, safe, secure, affordable, environmentally responsible power."



Thank you, Ken

WH said a bittersweet goodbye to longtime District 7 director Ken Hiebel, who retired after 11 years of service on the WH Board of Directors.

Board Chairman Erick Heinz presented Hiebel with a plaque and commemorative electric meter at his last Board meeting.