

## WH awards \$29,800 in scholarships

Wright-Hennepin (WH) recently awarded \$29,800 in scholarships to local students to help them continue their education. WH hosted a celebratory banquet at the Rockford headquarters May 23.



### 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 more than \$709,750 to local students. Scholarships are funded by unclaimed capital credits as well as contributions from WH Holding businesses. WH and WH Holding are proud to provide scholarships to students furthering their education.



### EDWARD R. SLEBISKA MEMORIAL LINE WORKER SCHOLARSHIP

Named after the cooperative’s first CEO, the Edward R. Slebiska scholarship is awarded annually to individuals planning to become electric line workers. WH has awarded \$120,000 since the scholarship began in 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 \$27,000.



# CEO's Memo

**TIM SULLIVAN**  
**WH PRESIDENT AND CEO**

## Safety is Job One at WH

The benefits of modern electric service are almost too great to quantify. After all, electricity helps deliver health, safety, prosperity, and quality of life to everyone it touches. But as invaluable as electricity is, it can also be dangerous if handled improperly. It commands respect.

At Wright-Hennepin (WH), we consider delivering safe electric power to you and your family as our first duty. For us, this means both a commitment to your safety and wellbeing, and to the safety and wellbeing of the WH employees who help deliver it every day to your home or business. So, let's take a look at how WH goes about ensuring this for employees, members, and the public at large.

### TRAINING

Safety starts with training. At WH, this effort is led by a Safety Committee made up of 13 employees from all levels and departments of our organization. In addition to meeting monthly, their charge is to help develop, promote, and execute a comprehensive safety training program. In fact, we require that at least 90% of our employees attend four or more safety trainings every year.

What do we learn? Skills like defensive driving and cardiopulmonary resuscitation (CPR) expertise. How to spot, avoid, or mitigate hazards, including how to stay hydrated and healthy in hot, humid weather. Our full-time safety manager coordinates efforts and helps us meet or exceed hundreds of state and federal occupational safety and health standards. We do this because we know that training is the first, best way to keep employees and members safe.

### EMERGENCY DRILLS

It's not enough to teach safety. We must practice what we learn. One way is through our annual Emergency Response Plan (ERP) drill, where we often simulate a life-threatening event. For example, in December we practiced our response to an accident involving a vehicle running into an electric pole. Our crews were called to the scene, coordinated with local emergency services and law enforcement personnel, and even helped evacuate the "injured" person by helicopter! Similarly, we have conducted live training exercises that simulated a catastrophic traffic accident or an electrical contact.

### EQUIPMENT

Of course, it's our line crews who spend the most time around high voltage lines. Consequently, they're equipped with a wide range of personal protective equipment (PPE) designed specifically to keep them safe. This includes hard hats,

safety toe boots, rubber gloves, hearing and eye protection, and "safety yellow" reflective clothing. They perform their jobs using a range of specialty equipment including safety harnesses, hot sticks, protective line coverings, and other materials designed to help them go home in the same condition as they came in.

### PROCEDURES

Staying safe also means systematically executing a standard set of procedures. For example, our "lock out, tag out" procedures allow us to identify, track, and clear energized and deenergized lines. Similarly, we have well-established notification procedures to ensure our crews are communicating clearly with each other and with headquarters. They help ensure everyone is accounted for, aligned, and alert to potential hazards.

### EDUCATION

We also partner with a wide range of outside safety experts, including those at the Minnesota Rural Electric Association (MREA). We share best practices, compare notes and cautionary tales, and make sure we are tracking the latest industry safety trends and technologies. Similarly, we coordinate closely with Federated Insurance and the Minnesota Rural Electric Trust to help us implement safety practices and to help us build and maintain a safety culture.

In the community, WH's Energy Use Consultants (EUCs) conduct almost two dozen hotline safety demonstrations in schools and at local events to educate youngsters and adults alike on the importance and practices of electric safety. We also feature critical safety information in this newsletter and on our website to promote safety to our members and the public at large; simply visit [bit.ly/WH-safety-education](http://bit.ly/WH-safety-education).

Perhaps most important of all, safety is one of WH's six foundational values. Consequently, it's built into everything we do, not just into our procedures but into our behaviors and habits. Our Board of Directors receives safety information monthly, and we report safety results quarterly. We do this because we know safety work is never done. We must remain ever-vigilant, humble, and committed.

These are all reasons why, for WH, safety isn't just part of what we do. It's part of who we are. For us, it's an integral part of our ongoing commitment to employees and to the essential value we bring to the members and communities we serve.

As always, thank you for your business.



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

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

## AIR SOURCE HEAT PUMP

- WH rebate of up to \$900 for qualifying systems.
- 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

- Electric vehicles (EVs) may charge from 11 p.m. to 7 a.m. Energy-saving rate of \$0.06434/kWh.
- Energy sold under the 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

- Plug-in hybrid electric vehicles (PHEVs) eligible!
- Pay a flat rate of \$35 per month per vehicle for charging your EV during off-peak hours (10 p.m. to 5 a.m.).
- Rebates available up to \$1,000.

## NEW THIS YEAR! — QUICK CASH CHARGING PILOT

- Receive a \$20 monthly bill credit from enrollment through February 2025.
- Open to members with EVs who are not already enrolled in another EV ESP. During peak demand times, WH may ask that pilot participants not charge their EVs. During these peak times, WH will gather the enrolled vehicle's telematics data to see what percent of participating members choose not to charge during these peak hours. This data will help WH learn new ways to manage energy demands.

To learn more about WH's Energy-Saving Programs and rebates, call (763) 477-3000 or visit [bit.ly/WH-rebates](https://bit.ly/WH-rebates)



## Easily view or pay your bill online!

Sign up for WH's e-billing and receive an email when your bill is ready to be viewed and paid online. You will have the option to pay 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 e-billing or EZ Pay, you can:

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

Learn how to read your bill at [bit.ly/read-WH-electric-bill](https://bit.ly/read-WH-electric-bill).





# Co-op Connections deal of the month

RIVER INN OF HANOVER

\$2 off any large pizza (dine in or take out)

**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!



## Garden safely around power lines



### CALL BEFORE YOU DIG

- » Call 811 before you dig. This free service marks buried utilities, many of which are only inches underground.
- » Whether you're planting a tree, starting a flowerbed, or installing a fence, it's critical to know where to dig safely.



### LOOK UP FOR POWER LINES

- » Keep 15 feet away from overhead lines. This includes ladders and farm equipment!
- » If anything comes in contact with a power line, do not touch it. Call 911 and WH immediately.



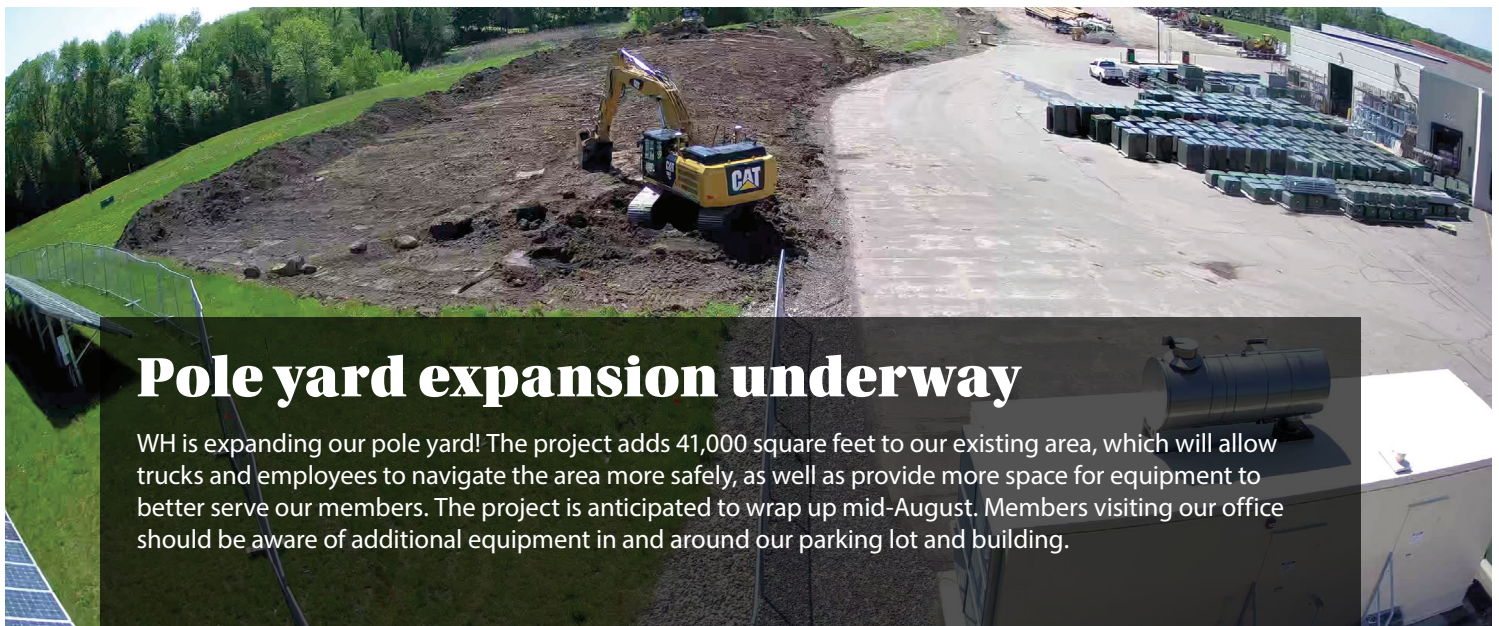
### TREES NEAR POWER LINES

- » Trees under power lines should not grow taller than 15 feet to maintain a safe distance from the line.
- » If trees near your home are near or touching power lines, let WH know at [bit.ly/WH-tree-near-lines](http://bit.ly/WH-tree-near-lines).



### PLANTING AROUND TRANSFORMERS

- » Maintain a clearance of 10 feet from the front of the transformer. This is the side with the lock. Keep plants, fences, and other obstructions four feet from the other three sides.
- » Never dig near a transformer.
- » To ensure air circulation, do not cover it in any way.



## Pole yard expansion underway

WH is expanding our pole yard! The project adds 41,000 square feet to our existing area, which will allow trucks and employees to navigate the area more safely, as well as provide more space for equipment to better serve our members. The project is anticipated to wrap up mid-August. Members visiting our office should be aware of additional equipment in and around our parking lot and building.





## Summer storm safety tips

Summer in Minnesota means thunderstorms, which can quickly grow dangerous, especially if powerlines are affected. Be prepared for severe 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 and energize the ground around them.
- 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.
- 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 to update your account information, or (763) 477-3100 to report an outage.
- Be patient! Being a lineworker can be dangerous, and care must be taken to ensure safety of WH crews and the public. 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://outage.whe.org) to stay updated on estimated restoration times for your area.



## What does it mean to be part of a cooperative?

Not all electric utilities are the same. As someone who receives their electricity from WH, you're actually a part owner of the cooperative, unlike those who get their power from Xcel, an investor-owned utility (IOU). Check out some of the key differences:

- IOUs are for-profit corporations that prioritize shareholders. **Cooperatives like WH are not-for-profits, which means we provide electricity at the cost of service. Revenue above expenses is reinvested in the co-op, or returned to members as capital credits.**
- IOUs have a Board of Directors chosen by shareholders to maximize profits. **Cooperatives are run by an elected Board of Directors, who live and work in the areas they represent. WH's directors serve three-year terms, and are elected by WH members who live in their district. Meet your director: [bit.ly/WH-leadership](http://bit.ly/WH-leadership).**
- IOUs serve more urban areas, and have more customers per mile of line than many cooperatives. **Cooperatives brought power to rural areas, small communities, and farms. WH was founded in 1937 by a group of farmers. That commitment to serving smaller communities continues today.**

**WH Hotline Update**  
NEWS FOR WRIGHT-HENNEPIN MEMBERS  
December 2023

**WH members receive \$4.9 million in capital credits this month**

Wright-Hennepin's WH Board of Directors proudly announces that this holiday season, members will receive a capital credit refund of \$4.9 million.

**YOUR REFUND IS COMING FROM ONE OR BOTH OF THE FOLLOWING SOURCES**

- With returning \$3.55 million based on the energy purchased during the year of 2023 and portions of 2024. This refund is possible due to WH's excellent operating performance in 2023 and your cooperation continued during overall financial conditions.
- Great River Energy (GRE), one of WH's power suppliers, also returns capital credits. Membership in GRE may enable you to share of this year's \$1.9 million refund based on the energy purchased during 1980 and a portion of 1993.

This will be the first year Basin Electric Power Cooperative, another WH power supplier, is returning capital credits. Membership in WH may enable you to share of this year's return of approximately \$157,000 based on the energy purchased during 2007 and a portion of 2008.

**Benefits of being a member of a cooperative**

Year	Capital Credits	Member Refund
2019	\$1.7 million	\$4.6 million
2020	\$1.7 million	\$1.7 million
2021	\$3.5 million	\$1.5 million
2022	\$4 million	\$1.5 million
2023	\$4.9 million	\$1.5 million

**Applications open**  
Apply today!

**Electric vehicles**  
Start your journey today!

**Co-op Month recap**  
Subscribe to our community!

**Security insurance**  
Protect your home and business!

## What are capital credits?

Because WH is member-owned, its mission is to provide electric power at the cost of service. WH uses money collected to pay its bills, invest in infrastructure, and run the cooperative. Remaining revenue, or "margins," is returned to you, the member-owners. In the last five years, WH has returned more than \$42.7 million in special and general capital credit retirements.



# Protect what matters most.

## Home security monitoring

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 security system that works the way you need it to. Save \$3 every month on 24/7 monitoring – just for being a member of the cooperative!

Call us to discuss how we can customize a security package specifically for you.

WH members **save**  
**\$300**  
month



### EXPERIENCED AND LOCAL PROVIDER

We've been protecting our Minnesota friends and neighbors for more than 35 years.



**WHSECURITY**  
Trusted. Local.

763.477.3664 • wh-security.com



## 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/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
- Storm damage clearing
- Aerial bucket truck work
- Emerald ash borer treatment

**90-DAY**  
no-interest  
financing available!



(763) 477-3000

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



# Solar Winners

## APRIL SOLAR WINNERS

**GLEN KROFT** of Maple Grove wins a credit for 252 kWh, March's output from one of WH's solar panel arrays.

**DALE BEAUDRY** of Albertville wins a credit for 124 kWh, March's output from WH's second solar panel array.

## MAY SOLAR WINNERS

**BENJAMIN WOOD** of Otsego wins a credit for 215 kWh, April's output from one of WH's solar panel arrays.

**DALE HAASE** of Annandale wins a credit for 109 kWh, April's output from WH's second solar panel array.

Learn more at [bit.ly/WH-solar-contest](https://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:

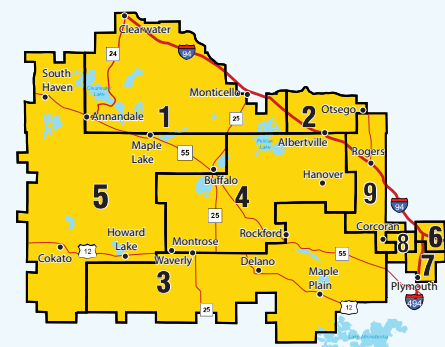
Dispatchers are available 24/7  
**Call:** (763) 477-3100 or (888) 399-1845

## WH Security monitoring:

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

**Website:** [whe.org](https://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

**WH CFO:** Susan Sorensen

**WH Holding COO:** Wendy Youngren

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

# Board Report: Meeting highlights

## APRIL BOARD MEETING

The Wright-Hennepin and Wright-Hennepin Holding Company (WH Holding) monthly Board of Director meetings were held April 11, 2024. A quorum of directors was present. Items discussed or Board action taken:

- Approved renewal of WH's line of credit to WH Holding.
- Approved certificate of authority for loan draws.
- Heard key financial information to be presented at the annual meeting.
- Heard an overview of WH Appliance Repair and WH Generation.
- Directors shared highlights of meetings attended on behalf of the cooperative.
- Reviewed and filed CEO, financial, and other reports.

## APRIL REORGANIZATIONAL MEETING

The Wright-Hennepin and Wright-Hennepin Holding Company (WH Holding) Board of Director Reorganizational Meetings were conducted following the Annual Meeting on April 18, 2024. A quorum of directors was present. Items discussed or Board action taken:

- Accepted the director election:
  - » District 1: Timothy Young
  - » District 3: Pat Bakeberg
  - » District 9: Erick Heinz
- Approved the election of officers:
  - » WH Electric: Erick Heinz, District 9 as Chairman, John Reynolds, District 4 as Vice-Chairman and Michael Tieva, District 6 as Board Secretary Treasurer.
  - » WH Holding: John Reynolds, District 4 as Chairman, Michael Tieva, District 6 as Vice-Chairman and Duane "Butch" Lindenfelser, District 2 as Board Secretary Treasurer.

- Approved the reappointment of the Operation Round Up Directors Carol Halvorson (District 1), Sharon Glessing (District 3), and Cathrine Leuer (District 9).

## MAY BOARD MEETING

The Wright-Hennepin and Wright-Hennepin Holding Company (WH Holding) monthly Board of Director meetings were held May 15, 2024. A quorum of directors was present. Items discussed or Board action taken:

- Reviewed the 2024 Annual Meeting.
- Approved holding the 2025 Annual Meeting on Thursday, April 24, 2025 with a back-up date of Thursday, May 9, 2025.
- Approved pork chop vendor for the 2025 Annual Meeting.
- Approved updated incumbency certificates.
- Approved updated polices.
- Approved funds for the electric lawn mower rebate program.
- Approved New Era Grant resolution.
- Approved winners of the annual Slebska Lineworker Scholarship.
- Approved awarding up to three Slebska Lineworker Scholarships beginning in 2025.
- Approved the National Rural Electric Cooperative Association's membership dues.
- Approved January – June 2025 board meeting dates.
- Nominated Chair Heinz to serve on the Great River Energy board.
- Selected a director to represent WH at the fall legislative visit.
- Heard report on how WH's transmission lines are sized.

- Heard report on WH's Advanced Meter Infrastructure (AMI) and Demand Management Receiver (DMR) deployment.
- Heard update on Maclver Substation.
- 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



## Meet WH's 2024 Youth Tour delegate

Nick Olson is WH's 2024 Youth Tour delegate! The annual Washington, D.C. Youth Tour is an all-expenses-paid leadership event that 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. Students learn firsthand about local and national government, and how electric cooperatives across America are affected by today's political decisions.

"I can't stop thinking about this awesome trip," said Olson. "I applied for Youth Tour...to meet other young leaders and gain insight on their opinions on today's energy policy and its impact on our communities. I look forward to meeting some of Minnesota's political representatives and learning more in depth about national and local government. I am most looking forward to the Nationals baseball game as I am a huge sports fan. Visiting some of America's most popular historical sites just sounds amazing as well."

## Join WH at summer events!

**July 4**

Annandale parade

**July 11 – 13**

Maple Grove Days

**July 24 – 28**

Wright County Fair

**August 11**

Rockford River Days parade

**August 12**

Cokato Corn Carnival parade