

Wright-Hennepin celebrates 87 years

Wright-Hennepin (WH) hosted the 87th Annual Meeting on April 18. Over 800 members attended this year's meeting, which featured a free pork chop dinner, informational booths, bingo, and children's activities for kids ages 4-10. The business meeting included a financial report, reports from WH and WH Holding leadership, and the results of the Director elections for Districts 1, 3, and 9.

Registered members who stayed through the end of the business meeting received a free pound of butter, and Kristine Fix of Buffalo won the grand prize of a 2012 Ford F150 4x4 retired from WH's fleet.



Grand Prize winner Kristine Fix receives the keys to the 2012 Ford F-150 4x4 retired from WH's fleet.



Members enjoyed pork chops prior to the meeting.



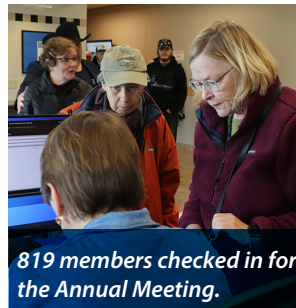
More than 1,700 pork chops were served at the 2024 Annual Meeting.



Members visited various informational booths prior to the business meeting.



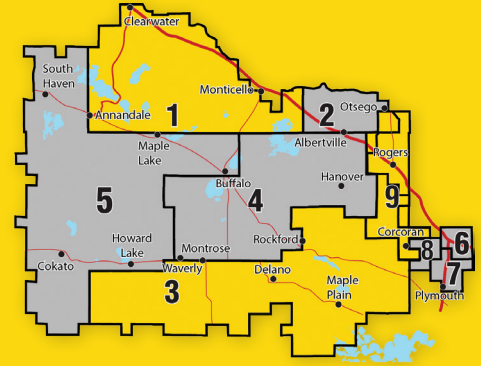
Members who stayed through the business meeting received butter.



819 members checked in for the Annual Meeting.

Congratulations to WH's Board of Directors election winners

The winners of the Board of Directors election for Districts 1, 3, and 9 were announced at WH's Annual Meeting. Six candidates ran this year, and incumbents Timothy Young, Pat Bakeberg, and Erick Heinz were re-elected.



Timothy Young
DISTRICT 1



Pat Bakeberg
DISTRICT 3



Erick Heinz
DISTRICT 9



CEO's Memo

TIM SULLIVAN
WH PRESIDENT AND CEO

WH's Outage Response Prepared Well Ahead of Summer Storms

Minnesota enjoys some of the best summers on the planet. But Minnesota summers also mean thunderstorm season, which can translate into outages for members.

Planning and preparation for Wright-Hennepin's (WH) summer outage response begins long before the first thunderclap or lightning strike. After all, we are committed not just to strong overall reliability but to fast, efficient response when an outage does occur.

This is why WH invests in technology, equipment, maintenance, and employee training, all to ensure that when there is an outage, we restore power to you and your family as quickly and safely as possible. So, let's consider just a few of the ways we prepare:

TECHNOLOGY: It's likely WH will already know about your outage before you phone it in. In part, this is because of our new Advanced Metering Infrastructure (AMI) system, which automatically reports your outage to our central control center, monitored 24 hours a day. This early reporting enables us to alert our crews and roll a truck much faster than in the past. We can also track the progress of restorations remotely, using tools like our Outage Management System (OMS) platform.

As a WH consumer, you also have access to our online outage reporting tool. If you find yourself without power, try visiting us here: outage.who.org. Once there, you will see where outages are occurring, how many there are in WH's service territory, and the estimated restoration times.

EQUIPMENT: Of course, outages are restored with line crews. And each crew uses dozens of specialty tools and uniquely designed equipment to complete the job. This includes 10 bucket trucks, which allow our crews to reach the tops of overhead lines. Each bucket truck is equipped with multiple chainsaws, used to clear debris, particularly tree boughs and vegetation that is blown down during a storm.

MAINTENANCE: Perhaps the single biggest way to prepare for the negative effects of summer thunderstorms is our Right-of-Way Maintenance program. In fact, WH spends over \$2 million each year cutting back trees, shrubs, and other vegetation that could otherwise fall over, knock out or interfere with overhead power lines.

TRAINING: Our crews train year-round. For example, we schedule emergency drills to simulate a widespread outage to practice our response. We will even coordinate with law enforcement and emergency services teams and partner with material suppliers and other cooperatives. In the field, our crews use standard "lock out, tag out" procedures to protect their own and public safety.

INCIDENT RESPONSE: WH prepares for disruption hours before a storm front even hits our area. Our operations staff monitors weather conditions, paying close attention to National Weather Service alerts. We often notify crews well ahead of time, warning an after-hours response may be required. We prearrange crew support from other cooperatives through mutual aid arrangements. We will even give early notice to our materials suppliers, so we have poles, transformers, wire, and other critical equipment on hand when we need it.

During storms, we prioritize restoring power to the most members as quickly as possible. If a line serving 300 people is down, we'll prioritize it over a line that serves just 30 people. Depending on storm damage and the expected duration of restoration, our crews will work 16-hour days. Some crews will work the evening/night shift, and the majority will work 16 hours during daylight hours. This provides 24/7 coverage in case of emergencies that may come up overnight.

We take all these steps, and many more. It's all part of the way we honor our commitment to deliver safe, reliable and affordable power to you and your family — even during a challenging summer storm season!

As always, thank you for your business.

Rate changes for 2024

Based on the typical residential monthly bill of 1,000 kWh, the average bill will increase from \$144.98 in 2023 to \$151.86 in 2024. We anticipate beating Xcel on a typical monthly residential bill by about 12% by the end of 2024.

	FROM	TO
Average PCA*	\$0.02610	\$0.03060
Basic charge	\$19.90	\$19.90
Average residential bill	\$144.98	\$151.86
2023 and 2024 energy rates	9.948 cents	10.231 cents

*Power Cost Adjustment

Safety isn't simple.

Choosing WH Security is!



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 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 to get a quote for your custom security package.

763.477.3664 • wh-security.com

WHSECURITY

Solar Winners

FEBRUARY SOLAR WINNERS

PAUL LINDALA of Annandale wins a credit for 99 kWh, January's output from one of WH's solar panel arrays.

DEAN JENKINS of Cokato wins a credit for 35 kWh, January's output from WH's second solar panel array.

MARCH SOLAR WINNERS

VERNA HILLSTROM of Maple Grove wins a credit for 205 kWh, February's output from one of WH's solar panel arrays.

JAY DORNFELD of Maple Grove wins a credit for 89 kWh, February's output from WH's second solar panel array.

Learn more and enter to win at bit.ly/WH-solar-contest

Board Report: Meeting highlights

FEBRUARY BOARD MEETING:

The Wright-Hennepin and WH Holding monthly Board of Director meetings were conducted February 14, 2024. A quorum of directors was present. Items discussed or Board action taken:

- Welcomed incoming Chief Financial Officer Susan Sorensen.
- Conducted CEO's 2023 performance review.
- Approved allocating 2023 margins to the membership for future capital credit retirements.
- Approved updated rate and tariff policies.
- Approved updated Distributed Generation Rules.
- Approved resolution accepting annual Cogeneration reports and filings.
- Approved notice of the 2024 Annual Meeting, draft agenda, and director ballots.
- Selected director to attend National Rural Electric Association's Legislative Conference.
- Heard safety report on WH's Mayday procedures.
- Heard details of WH's Quick Cash Charging Pilot through FlexCharging.
- Selected directors to attend the Wright County Dairy Princess Luncheon.
- Directors reported on industry meetings they attended on behalf of the cooperative.
- Reviewed and filed the monthly CEO, legal, financial, and operations reports.

MARCH BOARD MEETING:

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

- Welcomed new Information Technology Director Andrea Kunzer.
- Accepted auditor's report on an unqualified ("clean") opinion for fiscal year 2023.
- Approved WH and WH Holding election of officers and banking authorizations for the subsidiary businesses.
- 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.
- Selected directors to attend area school scholarship banquets.
- Heard recap on WH's efforts to secure a Grid Resilience and Innovation Partnerships (GRIP) grant.
- Heard details of an Electric Vehicle Community Pilot Sponsorship with Medina AutoMotorPlex.
- Heard report on Minnesota Pollution Control Agency's permitting requirements for generators.
- Heard report on how WH manages its fleet.
- Directors reported on industry meetings they attended on behalf of the cooperative.
- Reviewed and filed the monthly CEO, legal, financial, and operations reports.
- Guests:
 - » Minnesota Rural Electric Association Director, Government Affairs Jenny Glumack provided a legislative issues update.
 - » Eide Bailly Auditor Kellen Garrison presented the 2023 audit for WH, WH Holding and subsidiaries.

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:

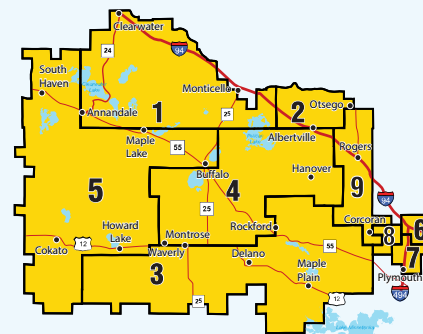
Dispatchers are available 24/7
Call: (763) 477-3100 or (888) 399-1845

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

WH Holding COO: Wendy Youngren

This cooperative is an equal opportunity provider and employer.

Energy-Saving Programs switch to summer schedule

WH reminds members enrolled in Energy-Saving Programs that the switch to summer demand management took place on May 1. The summer period runs through September.

6800 Electric Drive
 Rockford, MN 55373

Hotline Update

MAY NEWS FOR WRIGHT-HENNEPIN MEMBERS

Lineworker Appreciation Day

April 8 marked Lineworker Appreciation Day. WH's line crews work hard to ensure almost 60,000 WH consumers have power 24/7/365 no matter the weather! In 2023, WH members averaged only 30 minutes without power thanks to the hard work and preventative maintenance our crews do on a daily basis. We appreciate their amazing work!



May is National Electrical Safety Month

Electrical Safety Foundation International (ESFI) reports each year that thousands of people in the United States experience critical injuries from accidents and electrocution in their own homes. Keep yourself and your family safe with these tips!



INSPECT ELECTRICAL CORDS BEFORE USE.

Do not use if there are any loose connections, cracks or frayed sockets, or loose or bare wires.



CLEARLY LABEL YOUR CIRCUIT BREAKERS.

Know what each switch is connected to for safety, maintenance, and repair needs.



HIRE A LICENSED ELECTRICIAN for safe and proper completion of electrical projects in your home.



Quick fix. Fast service. Fair price.

WH Appliance Repair 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
\$2075
 /month

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

(763) 477-3000 • whe.org/services-products.html

WH Appliance
 Repair

New size for the Hotline Update

While you may not notice much of a size difference, this slightly smaller newsletter will save WH members thousands of dollars in newsletter printing costs each year! The Hotline Update is printed locally at Bolger in Minneapolis, at a facility that is one of approximately 30 Sustainable Green Printing (SGP) certified printers in the country! WH hopes you enjoy your newsletter, knowing it's printed affordably and sustainably!

