



Voices

THE RIGHT ANSWER WINS

Through December 10, all customers with the right answer to this month's question will be entered into a drawing for a chance to win a string of energy-efficient LED holiday lights.

Q: What telephone number should you call if your home loses electricity?

Choose from one of two ways to enter: log on to rockymountainpower.net/rightanswer or mail to:

Right Answer
Rocky Mountain Power
201 S. Main, Suite 2400
Salt Lake City, UT 84111

Winners will be notified by mail. Limit one entry per household.

THE LATEST WORD

Powerful gifts

Looking for a unique holiday gift for grandma or a college student living away from home? Consider giving them the gift of electricity by making a gift payment in any amount to their Rocky Mountain Power account. Your gift can be anonymous if you prefer. Visit rockymountainpower.net/gift or call us toll free at 1-888-221-7070 for more information.

Get ready for winter weather

Winter snow, wind and ice can cause power outages, leaving you and your family in the dark. Now's the time to prepare by following these tips.



1. Make an outage kit

Store in a watertight box the items you'll need if the lights go out. Include a flashlight with fresh batteries or crank-powered flashlight, battery-powered or wind-up clock and radio, bottled water, a manual can opener, ready-to-eat foods and a blanket.



2. Call 1-877-508-5088

If you've lost power, first check your home's circuit breaker or fuse box to see if the problem is in your home. Check to see if your neighbors have power and then call us toll free at 1-877-508-5088 to report the outage. Our automated reporting system will give you the outage cause, if known, and approximately when we expect to have the power back on. If you like, we'll call you



back with outage updates. If you have Internet access, get outage updates at rockymountainpower.net/outage.



3. Be safe and stay clear

Immediately report any power line on the ground by calling 911 and then Rocky Mountain Power toll free at 1-888-221-7070. Stay away from the line and keep others away. Never assume a line is "dead." Do not touch a person who is touching a power line. Call 911 immediately.

Restoring electricity

We appreciate your patience as crews work safely to restore power as quickly as possible. Learn how we do that by visiting rockymountainpower.net/outage and clicking on "what we do in an outage."



Brighten the holidays of others

For many Wyoming families facing financial hardships, the holidays will not be so bright. But you can help.

Give a tax-deductible donation to Energy Share of Wyoming. This nonprofit program, administered by The Salvation Army, provides financial assistance to help qualifying Wyoming households pay their electric bills.

Sign up to give a fixed amount on your monthly electric bill. Call us toll free at 1-888-221-7070 to enroll. Or use the enclosed donation envelope.



For more information on Energy Share of Wyoming, call toll free 1-877-461-5719.

BRIGHT IDEAS

Green your holidays

Save some green this holiday season while greening the environment. Switch to ENERGY STAR® qualified LED (light emitting diode) lights for indoor and outdoor decorating.

LED lights use as much as 80 percent less electricity than conventional incandescent mini lights and last up to 10 times longer. ENERGY STAR qualified lights carry a three-year warranty and are independently tested to meet electrical requirements.

Look for LED lights at home improvement or hardware stores. Some retailers also will recycle your older, less efficient lights.

Log on to rockymountainpower.net/tips for more ideas on saving energy. Or call us toll free at 1-888-221-7070.

Take the bite out of **energy bills**

Wyoming's cold winters typically mean higher energy use. But Rocky Mountain Power's Home Energy Savings program can help. We offer cash incentives to help you save energy and make your home more comfortable. Learn more at rockymountainpower.net/hes or call toll free 1-800-942-0266.

Start saving today with these simple tips:



Heating

Lower the thermostat a few degrees – especially when leaving the house or when sleeping. Or install a programmable thermostat to automatically set the temperature.



Lighting

Replace incandescent light bulbs with compact fluorescent bulbs that use less electricity and last longer. Turn off lights in empty rooms.

Water heating

Following your water heater owner's manual, set the water heater to 120°F. If your dishwasher does not have a booster heater, you may have to set it between 130°F and 140°F. Install energy-efficient showerheads and faucet aerators.

Get more tips on saving energy at rockymountainpower.net/tips or call us toll free at 1-888-221-7070.

SAFETY MATTERS

Holiday safety

Make this a safe and happy holiday season by following these safety tips:

- When using a ladder to install outdoor lights, stay away from overhead power lines.
- Only use UL-approved outdoor lights and extension cords outside.
- Plug outdoor lights into circuits with ground fault circuit interrupters.
- Inspect lights and discard or recycle strings with cracked wiring or loose connections.
- Turn off indoor and outdoor lighting displays before leaving home or going to bed.

For other tips on electrical safety, see rockymountainpower.net/safety or call us toll free at 1-888-221-7070.

Customer service is our **top priority**

Our employees are committed to providing you with superior service. We back up our commitment with seven customer service guarantees and a promise to credit your account \$50 or more if we fail to meet them.

These guarantees measure our performance in a number of areas, including how quickly we restore power after an outage, whether we keep appointments on time and how quickly we respond to billing inquiries.

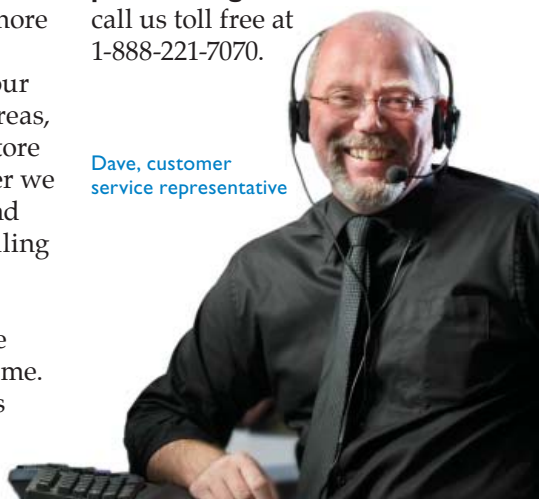
From January through June of this year, overall we met the guarantees 99 percent of the time.

We appreciate your business and will keep working to

provide you with safe and reliable electrical service 24 hours a day.

Learn more about our service guarantees at rockymountainpower.net/guarantees or call us toll free at 1-888-221-7070.

Dave, customer service representative



Customers who are facing financial difficulties, and may not be able to pay their energy bills, are encouraged to contact Rocky Mountain Power. We have a variety of options to help those struggling with their electric bills. Call us toll free at 1-888-221-7070.

To reach us, call toll free: 1-888-221-7070, 24 hours a day, 7 days a week. To report an outage, call toll free: 1-877-508-5088.

Para un representante que habla español: 1-888-225-2611. Su llamada será gratuita.

On the Web: rockymountainpower.net



Let's turn the answers on.

