



VOICES

THE RIGHT ANSWER WINS

Through February 10, all customers with the right answer to this month's question will be entered into a drawing for a chance to win a smart battery charger with four AA rechargeable batteries.

Q: What should you do if you see a power line on the ground?

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

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

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

THE LATEST WORD

Supporting communities

The Rocky Mountain Power Foundation donated more than \$140,600 to nonprofit organizations in Wyoming during the fourth quarter of 2010, bringing the annual total amount of grants made to nonprofit groups in Wyoming, Idaho and Utah to \$967,600.

Since 1988, the foundation has awarded more than \$49.9 million to nonprofit organizations in the communities we serve.

Some Wyoming organizations receiving grants in the fourth quarter were:

- Washakie Museum, Worland
- Young Musicians, Evanston
- Original Oystergrass, Inc., Kemmerer

For more information on the foundation, go to rockymountainpower.net/foundation.

Save energy in 2011 and beyond

Start the New Year right by making your home more energy efficient with incentives and tips from our Home Energy Savings program.

Insulate now

Improve your comfort and save on heating and cooling bills when you insulate your home. Now get cash back when you install or upgrade your home's insulation. If your home is heated with electricity, get another cash incentive by insulating and sealing your home's ductwork. Leaky ductwork can be costing you up to 30 percent in lost energy.

Lighting

Lighting in the average home accounts for up to 20 percent of



electric bills. Earn cash back on qualifying ENERGY STAR® rated lighting fixtures, which now come in many decorative styles including recessed and pendants. Plus, get special prices on compact fluorescent light bulbs at participating retail stores.

Appliances

Get cash back on water heaters, dishwashers, refrigerators and clothes washers. These appliances will save you money year after year.

Learn about other ways to reduce your energy use with our Home Energy Savings program at rockymountainpower.net/hes or call toll free 1-800-942-0266.



Improving our service to you

Rocky Mountain Power has asked the Wyoming Public Service Commission for permission to increase its electricity prices in September 2011. The request is driven primarily because of the increased cost of coal to fuel power plants and to purchase electricity from outside our system.

We're also making improvements such as building new generation facilities and transmission lines to meet customers' electricity needs.

If approved, a typical Wyoming household using 825 kilowatt-hours of electricity a month would see an average increase of about 50 cents a day.

We encourage customers to take advantage of our programs such as the Home Energy Savings



Rocky Mountain Power is building new transmission lines to meet customers' needs.

program above, to help them save energy and money. In addition, we have energy assistance programs for income-qualifying customers. To learn more about the proposed price change please visit rockymountainpower.net/wyoservice. Or call us toll free at 1-888-221-7070.

BRIGHT IDEAS

Plug into savings

Stop your electronics from wasting electricity with a “smart” power strip. These handy devices look like a multi-plug outlet, but offer much more. They sense when one item, such as a computer, is off and automatically cut electricity to peripheral devices such as printers, speakers, and monitors. These power strips are also surge protectors, which protect sensitive electronics against random power anomalies. Smart power strips are readily available online or at electronics stores.

For other tips on saving energy, go to rockymountainpower.net/tips or call us toll free at 1-888-221-7070.

SAFETY MATTERS

Beware of downed lines

Winter snow and ice can topple utility poles and lines. If you see a power line on the ground, assume it is energized. Keep yourself and others far away. Call 911 immediately and then Rocky Mountain Power toll free at 1-888-221-7070.

Do not touch a person touching a downed line. Call 911.

If a line falls across your vehicle, stay in it and wait until help arrives. If you attempt to leave the vehicle you could be electrocuted. If you must get out, jump clear of the vehicle, being careful not to touch the ground and the vehicle at the same time.

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

More customers **generate** own juice

More than 900 Rocky Mountain Power customers are generating their own electricity and reducing their impact on the environment. By investing in small generating projects, such as wind, solar photovoltaic panels or hydro, customers meet all or some of their own electricity needs and participate in our net metering program.

With the net metering program, a special bi-directional electric meter measures both the amount of electricity consumed by the customer and any excess electricity generated by the project that is returned to Rocky Mountain Power's electric system. Customers



Photo courtesy Sunlight Solar

Rocky Mountain Power customers are plugging into the power of the sun to generate electricity.

receive a kilowatt-hour credit on their monthly bill for what is returned.

Learn more at rockymountainpower.net/netmetering or by calling us toll free at 1-888-221-7070.

Make someone's winter **brighter**

Help Wyoming families facing financial difficulties by giving a tax-deductible donation to Energy Share of Wyoming, a nonprofit organization with funds administered by The Salvation Army. Your donation will help qualifying Wyoming households pay their electric bills.

An easy way to donate is by giving a fixed amount each month when paying your electric bill. Call us toll free at 1-888-221-7070 to enroll. Or look for a donation envelope with your February bill.

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



Powerful giving

You can help a family member or friend by making a gift payment to his or her Rocky Mountain Power account. Choose any amount. Your gift can be anonymous if you prefer. Just call us toll free at 1-888-221-7070 and tell us the amount you'd like to give. For more information visit rockymountainpower.net/gift.

Choose how to **pay your bill**

We've made it more convenient to pay your monthly electric bill.

Pay online – Paying your electric bill has never been easier or more secure. Instead of receiving a paper bill in the mail, each month you'll receive an e-mail notification that your bill is ready. You can view it online, print it from our website and then securely pay it online.

Equal Payment – Eliminate the seasonal changes in your electric

bill and pay the same amount each month, based on an average of your charges during the previous 12 months. Annually we compare your actual use to your Equal Pay amount and settle the difference through the rollover or settle up option.

Visit rockymountainpower.net/pay for details on all our payment options. Or 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.