



# 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.

**Q:** In winter, at what temperature should you set your furnace thermostat when you are home?

Choose from one of two ways to enter: log on to [rockymountainpower.net/rightanswer](http://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.

## Online pay just got easier

You've told us you have better things to do with your time than pay bills. So in response, we've made it easier to pay your Rocky Mountain Power bill online. No more paper, no more stamps. Just log on to [rockymountainpower.net](http://rockymountainpower.net) and with a few clicks of the mouse, you're done.



### Here's how it works:

- You receive an email when your bill is ready to pay.
- Log on to our website every month to pay your bill or set up to have your bill paid automatically from your checking or savings account on the due date.
- Choose to securely store your checking or savings account information to save time when making future payments.

- Receive an email confirming your payment.
- Print a copy of your bill for your records if you like.

Online bill payment provides you with paperless billing, which is convenient, keeps electricity prices low and benefits the environment.

Go to [rockymountainpower.net](http://rockymountainpower.net) and see how easy it is. Or call us toll free at 1-800-538-4228 and we'll help you get started. Online payments are safe, secure and free. And you'll have more time to do the things you like.

## THE LATEST WORD

### Supporting communities

The Rocky Mountain Power Foundation granted more than \$298,900 to nonprofit organizations in Wyoming, Idaho and Utah during the fourth quarter of 2011, which brought total donations for the year to over \$1.07 million. Since 1988, the foundation has awarded more than \$51.7 million to local nonprofit groups in the communities we serve.

Some organizations in Wyoming that recently received grants were:

- Nicolaysen Art Museum, Casper
- Original Oystergrass Inc., Kemmerer
- Lander Community Concert Association, Lander

For more information on the organizations supported through the foundation, see [rockymountainpower.net/foundation](http://rockymountainpower.net/foundation).

## Your gifts do make a difference



Last year our Wyoming customers and employees gave more than \$17,000 to Energy Share of Wyoming, the nonprofit energy assistance program that helps income-qualifying households pay their energy bills. Rocky Mountain Power shareholders donated approximately \$53,000 for energy assistance. Together these

donations helped more than 360 Wyoming households.

Unfortunately, many of our friends and neighbors are still struggling financially. Please use the donation envelope enclosed with your February bill to make a one-time tax-deductible donation to Energy Share of Wyoming, which is administered by The Salvation Army.

Or donate year-round by simply adding an amount to your electric bill each month. Call us toll free at 1-888-221-7070 to enroll. Every dollar you give helps.

*Note: To see if your household qualifies for assistance, please call The Salvation Army toll free 1-877-461-5719, or in Casper at 307-234-2002 or in Laramie at 307-742-5414.*



## Outage info on the go

Should your power go out, get current information on power outages that affect more than 500 customers at [rockymountainpower.net/mobile](http://rockymountainpower.net/mobile). Our new mobile page can keep you up to date while you're on the go.

### Smart power strips

In the average home 75 percent of the electricity used to power home electronics is consumed while the products are turned off. To save energy, start using smart power strips that allow you to conveniently plug several electronic devices into one strip. In addition, they sense when a device is off and stop electricity flowing to it. For other energy-saving tips, go to [rockymountainpower.net/tips](http://rockymountainpower.net/tips) or call us toll free at 1-888-221-7070.

### SAFETY MATTERS

#### Watch for downed lines

Winter snow and ice can bring down overhead power lines. Do not touch a line on the ground and keep others away. Call 911 and then Rocky Mountain Power toll free at 1-877-508-5088.

Always assume the line is energized and can kill or cause serious injury if touched.

Do not touch someone contacting a downed line. Call 911. If a line falls across your vehicle, stay inside until help arrives. If you must get out, jump clear of the vehicle with both feet, being careful to avoid touching the vehicle and the ground at the same time. Keeping your feet close together, shuffle or hop until you are at least 30 feet away.

For other safety tips, visit [rockymountainpower.net/safety](http://rockymountainpower.net/safety).

## Start the year right – save energy

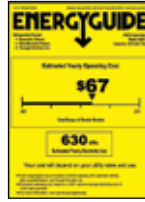
There's no need to spend a lot of money to save energy in your home. Many small steps can trim your energy use year-round.

### Heating

In winter set your thermostat to 68°F and lower the temperature a few degrees when you leave or go to bed. A programmable thermostat can automatically adjust the temperature to suit your schedule and lifestyle. Also clean or change furnace filters regularly.

### Lighting

First turn off lights in empty rooms. Then be sure you've installed ENERGY STAR® compact fluorescent light bulbs (CFLs) instead of incandescent bulbs. CFLs use only about one-quarter the amount of electricity of an incandescent bulb. Use timers on lamps to limit their use to when they're needed and motion sensors on outdoor security lights.



### Appliances

When replacing appliances, buy ENERGY STAR qualified models. They can save you energy year after year. Also, compare energy use between

appliances with the yellow EnergyGuide label, which estimates energy use and costs based on national averages. Use our lower electric rates to calculate operating costs in your area.

For more [wattsmart](http://wattsmart) tips on saving energy, go to [rockymountainpower.net/wattsmart](http://rockymountainpower.net/wattsmart) or call us toll free at 1-888-221-7070.

## Thanks for 100 electrifying years



Mules carry supplies needed to build early distribution lines.

*It is 1912. A gallon of gas costs 7 cents. Each week millions of people flock to the cinema to watch silent film star Mary Pickford.*

September 1912 also saw the merger of four small electric companies to create Utah Power & Light, the predecessor to Rocky Mountain Power. The company

supplied electricity to about 40,000 customers in 130 communities.

Today we deliver safe and reliable electricity to more than 1 million customers in Wyoming, Utah and Idaho. Along with our sister company Pacific Power, we operate 78 generating plants, including thermal, hydroelectric, wind and geothermal, have more than 16,200 miles of transmission line and 62,800 miles of distribution line.

During the last 100 years, we've seen a lot of change. But one thing remains the same – our commitment to you, our customer. We continue to invest in equipment, technology and people to improve our service to you.

We're as committed to meeting your needs today as we were in 1912, and plan on serving you for many years to come.

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](http://rockymountainpower.net)



Let's turn the answers on.

