



VOICES

THE RIGHT ANSWER WINS

Through August 10, all customers with the right answer to this month's question will be entered into a drawing for a chance to win an ENERGY STAR® qualified cordless rechargeable hand vac.

Q: When working outdoors, how far from power lines should you keep ladders and long-handled tools?

Choose from one of two ways to enter: log on to rockymountainpower.net/voices 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

Supporting communities

The Rocky Mountain Power Foundation granted more than \$167,800 to nonprofit organizations in Idaho, Wyoming and Utah during the second quarter of the year. Since 1988, the foundation has awarded more than \$49.1 million to local nonprofit groups in our communities.

Some organizations in Idaho that received grants were:

- City of Saint Anthony
- City of Sugar City
- Tautphaus Park Zoo Docents, Idaho Falls

For more information on the organizations supported through the foundation, visit rockymountainpower.net/foundation.

Get cash to **stay cool** this summer

Stay cool this summer while saving on your energy bill with cash incentives from our Home Energy Savings program.

Cooling systems

Get up to \$350 back when you install an ENERGY STAR® heat pump or up to \$250 on an ENERGY STAR qualified central air conditioner. ENERGY STAR heat pumps are about 8 percent more efficient than new standard models and ENERGY STAR air conditioners are about 14 percent more efficient. Your purchase may qualify for a federal energy tax credit too – saving you even more.

Tune up to save

We'll give you \$100 when you have your home's existing cooling



system tuned up by a program qualified contractor. If not properly maintained, your home's central air conditioner or heat pump may be wasting energy and money.

Seal the leaks

Poorly sealed ductwork can reduce your cooling system's efficiency by as much as 20 percent. That means you're losing cooled air into the attic or crawl space. Get \$150 back when you have a program qualified contractor properly seal your home's ductwork.

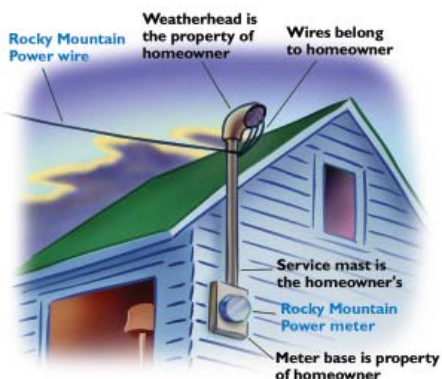
Visit rockymountainpower.net/hes for details on these and other incentives to save energy. Or call toll free 1-800-942-0266.

The Home Energy Savings program is one of several Rocky Mountain Power energy efficiency programs recently awarded the ENERGY STAR® Sustained Excellence Award.



Summer storms can **cause havoc**

We can experience severe storms that can damage electrical equipment or knock out the power even in summer. Please be aware that if your home's electrical service equipment suffers damage following a storm, it will need to



be repaired before we can turn on the power. As shown here, if your home's weatherhead, service mast or electric meter base is damaged, please call a licensed electrician for help. The equipment can be dangerous and could result in serious injury if mishandled. Please note, our crews can only work on Rocky Mountain Power equipment.

BRIGHT IDEAS

Add up the savings

Take charge of your energy use with our free online energy efficiency calculator. The calculator will tell you the amount of money you'll save and how much you'll help the environment when making various changes in your home. Whether you install a programmable thermostat or switch to energy-saving compact fluorescent light bulbs, you'll see the difference you can make. Find our online calculator at rockymountainpower.net/wattsmart.

Customer service scores an A

At Rocky Mountain Power, we meet our customer service guarantees more than 99 percent of the time in 2009. The guarantees are our commitment to provide you with high quality customer service.

The seven guarantees include promptly restoring electricity following an outage, keeping appointments, quickly responding to your questions and letting you

know if we have to disrupt your electric service for maintenance. If we fail to meet a guarantee, we'll credit your account \$50 or more.

We appreciate your business and will continue to work to deliver this level of service. You can learn more at rockymountainpower.net/guarantees or call us toll free at 1-888-221-7070.



Rocky Mountain Power will credit your account \$50 or more if we fail to meet our customer service guarantees.

SAFETY MATTERS



Look up

When working or playing outdoors, remember to look up to avoid contacting overhead power lines.

These lines carry thousands of volts of electricity. Accidentally contacting a line can cause death or serious burns. Keep ladders and long-handled tools at least 10 feet away. If working in agriculture, be careful when lifting irrigation pipes.

Do not locate trampolines or play equipment under or near power lines. Finally, parasail, hang glide and keep sail boats far away from overhead power lines.

Please have a safe summer. Learn more about electrical safety at rockymountainpower.net/safety. Or call us toll free at 1-888-221-7070.

Wind manager's dream comes true

Not many of us get to do our dream job, but James Bradshaw, wind operations manager, is one of the lucky few.

Growing up in the 1980s in California, he took note when giant turbines began to dot the landscape. They made a lasting impression on the young Bradshaw. "I remember it like it was yesterday. I dreamt I wanted to work on wind turbines and was standing outside a wind project, trying to get in," he said. "Now many years later, here I am."

After gaining experience as a wind technician, where he climbed as high as 260 feet to work on the turbines, he joined the company in 2008. Today Bradshaw oversees the operations of three company wind projects in the Northwest.



Employee James Bradshaw began his wind power career at the top – 200 feet high atop a wind turbine. Currently he oversees operations of three wind projects in the Northwest.

"I love helping build this business. Wind is cutting edge and it's renewable," he said. "But wind machines are sophisticated, with sensors for wind speed and direction, temperature and humidity. Everything has to work perfectly to get the most energy from wind currents. It's a challenge, but one I feel good about."

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: 1-877-548-3768.

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.

