



# 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](http://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 Wyoming, Idaho 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 Wyoming that received grants were:

- Sweetwater One Public School Foundation, Rock Springs
- WTI Foundation, Laramie
- Paleon Foundation, Glenrock

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

## Get cash to **stay cool** this summer

Don't let summer temperatures drive up your home's energy use. Cash in on these incentives through our Home Energy Savings program when you install energy-saving upgrades. Your home will be more comfortable and you'll save energy.

### 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 central air conditioning system tuned up by a program qualified contractor.



If not properly maintained, it 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 when you have a program qualified

contractor properly seal your home's ductwork.

Visit [rockymountainpower.net/hes](http://rockymountainpower.net/hes) for details on these and other incentives to save energy this summer. 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.



## Customer service **scores an A**

At Rocky Mountain Power, we met 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](http://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.

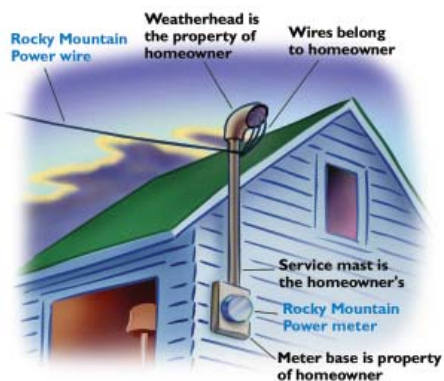
## BRIGHT IDEAS

### 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](http://rockymountainpower.net/wattsmart).

## 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.

## 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](http://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](http://rockymountainpower.net)



Let's turn the answers on.

