



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 Utah, Idaho and Wyoming 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 Utah that received grants were:

- Jordan Education Foundation, West Jordan
- Ogden-Weber Applied Technology College Foundation, Ogden
- Junior Achievement of Utah, Salt Lake City

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

Be **wattsmart** and get cash back

Stay cool this summer and save on your energy bill with cash incentives from our Cool Cash Incentive program.

Central air conditioners

Get up to \$250 back when you have a participating dealer install an energy-efficient central air conditioning system. These systems use much less energy than older units. Your purchase may qualify for a federal energy tax credit too, saving you more.

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



Evaporative cooling systems

Evaporative cooling offers significant electricity savings compared to central air conditioning. Get \$300

back on a first-time installation of a pre-approved system or \$100 on a replacement unit. Additional incentives are available for premium systems too.

Learn more about these and other energy-saving **wattsmart** programs at wattsmart.com. Or call us toll free at 1-866-428-2665.



Help manage Utah's **energy peaks**

Utah's hot summer days dramatically increase the use of electricity as air conditioners hum away. These electricity peaks mean higher bills for you – and more demand on Rocky Mountain Power's electrical system.

Our **wattsmart** energy efficiency programs can help you lower your use and ease the demand for electricity – something that benefits all Utahns.

Enroll in Cool Keeper

Earn a \$20 billing credit each year by enrolling in Cool Keeper to reduce the demand for electricity during hot summer days. On hot weekdays a device installed on your central air conditioner automatically cycles the unit on and off every 15 minutes. It stops cycling when the high demand for electricity drops. The small reduction in use helps manage Utah's electricity peaks. Sign up at rockymountainpower.net/coolkeeper.



Benefit from summer rates

From May through September, Rocky Mountain Power's summer electric rates in Utah are in effect. Remember, the price per kilowatt-hour of electricity increases based on the amount you use in a month,

rather than remaining at a flat rate. The less you use, the less you pay per kilowatt-hour. For details see rockymountainpower.net/summerrates.

Use it when it costs less

Our time of day billing option rewards customers for using a substantial part of their electricity during "off peak" hours, when demand is lower. If you can switch when you use most of your electricity, you could save. Learn more at rockymountainpower.net/tod.

Visit the above Web pages or call us toll free at 1-888-221-7070. Also, check out our energy-saving incentives in the article above.

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 wattsmart.com.

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.

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

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 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.

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.

It was in California in the 1980s, when a young Bradshaw became fascinated with towering wind machines. "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



James Bradshaw climbs a wind turbine.

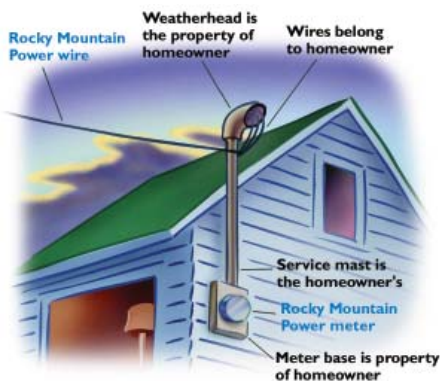
2008. Today Bradshaw oversees the operations of three company wind projects in the Northwest.

"Wind is renewable," Bradshaw said. "But wind machines are sophisticated, with sensors for speed, direction, temperature and humidity. Everything has to work perfectly to get the most energy from them."

Interested in touring a wind farm and seeing a turbine up close? E-mail wintour@rockymountainpower.net for information.

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.

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.

