



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 electricity usage monitor.

Q: Which three energy options will the company increasingly rely on to meet future electricity needs?

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 \$67,080 to nonprofit organizations in Wyoming during the second quarter of this year. Our foundation has given \$687,800 to nonprofit groups in Wyoming, Utah and Idaho to date in 2011.

Since 1988 it has awarded more than \$51 million to local nonprofit organizations in the communities we serve.

Some grant recipients in the second quarter were:

- National Outdoor Leadership School, Lander
- Junior Achievement of Rocky Mountain, Casper/Laramie
- WTI Foundation, Laramie

See rockymountainpower.net/foundation for more information.

It pays to **be cool** this summer

Our **wattsmart** Home Energy Savings program offers money-saving ways to make your home more comfortable this summer.

Central air conditioner

Receive cash back when you install a qualified energy-efficient central air conditioner. Today's ENERGY STAR® qualified systems are about 14 percent more efficient than standard models. If your existing air conditioner is at least 12 years old, replacing it with an energy-efficient model could cut your cooling costs by up to 30 percent.

Central air or heat pump tune up

Already have a cooling system? Save on your electric bill by making sure it is operating most efficiently. We'll even give you cash back to have it tuned up by a program-qualified contractor.



Evaporative cooling system

Evaporative cooling systems can use up to 75 percent less electricity than central air conditioners to

cool a home of equal size. They offer a cost-effective alternative for home cooling. Plus get cash back from Rocky Mountain Power.

Learn more about these incentives at wattsmart.com or call us toll free at 1-800-942-0266.



You can **bank on** our service

The report card is in on Rocky Mountain Power's customer service and our employees scored a solid A. From January 2010 through December 2010, we met our seven guarantees of service more than 99 percent of the time.

We established our customer service guarantees to make sure we deliver what we promise to customers. The guarantees include keeping appointments, restoring power in a timely manner, notifying you of planned service interruptions and responding to billing inquiries. If we fail to meet a guarantee, we'll even credit your account \$50.



Although we scored high in 2010, we're not resting on our laurels. Our employees remain committed to delivering the high level of service you expect. Learn more about the guarantees at rockymountainpower.net/guarantees or call us toll free at 1-888-221-7070.



BRIGHT IDEAS

Programmable thermostats

Why pay to cool a home when no one's home? An easy way to save on your cooling costs is to install a programmable thermostat. These thermostats maintain your home's comfort and save energy by automatically adjusting the temperature up or down. No longer will you have to remember to "turn up" the air conditioner when leaving. Programmable thermostats also are more accurate than manual thermostats. Ask your heating and ventilation contractor about which thermostat is best for your heating and cooling system. For other **watt**smart ideas on saving energy, go to **wattsmart.com** or call us toll free at 1-888-221-7070.

SAFETY MATTERS

Look up

When working or playing outside this summer, please be aware of nearby overhead power lines. Be especially watchful when lifting ladders or using long-handled tools. Contacting a power line can cause death or serious injury, so please stay at least 10 feet away.

Never try to remove a branch or limb that is touching a power line. Call us for help. Also if you're sailing, keep boat masts away from shoreline power lines.

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

Plan calls for **energy efficiency**

Rocky Mountain Power will increasingly rely on energy efficiency measures, natural gas-fueled generation and renewable energy such as wind to meet customers' growing electricity needs for the next 20 years.

These options are identified in the company's 2011 Integrated Resource Plan recently submitted to regulatory commissions in Wyoming, Utah and Idaho. The plan was developed after analyzing projected growth, resource costs and public policy preferences, and after gathering public comments. The result is a mix of electricity generation options the company will rely on to provide reliable



Natural gas, renewable resources and energy efficiency will help meet future energy demands.

electric service to customers. The plan is updated every two years.

To learn more about the Integrated Resource planning process and review the plan, go to **rockymountainpower.net/irp**.

Get one **less surprise** with Equal Pay

The monthly family budget always seems to have a few surprises, such as an unexpected car repair or dental bill. But you'll have one less surprise when you enroll in our convenient Equal Pay program.

When you enroll in Equal Pay, we average your electric bills for the previous 12 months to determine a set monthly payment amount. You'll pay this amount each month for a year, at which time your account will be reviewed and your monthly payment adjusted to match your actual electricity use. However, to ensure your new monthly amount doesn't change



too dramatically, we'll look at your account periodically throughout the year and adjust your payment amount if needed.

Enroll in Equal Pay at **rockymountainpower.net/equalpay** or by calling us toll free at 1-888-221-7070.

Wyoming customers get new electric meters

Customers' homes and businesses in Wyoming are receiving new automated electric meters, as part of our efforts to improve service. The state-of-the-art meters have a digital display instead of dials and use radio frequencies to transmit the amount of electricity your home uses in a month. An employee driving a utility vehicle will be able to "read" your meter from the street and automatically send the information to our billing system. The meters are safe,



secure and take only a few minutes to install. You will be informed prior to installation

when your meter will be changed. You can learn more about these meters at **rockymountainpower.net/amr** or by calling 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.

