



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: How many kilowatt-hours of Green-e Energy Certified renewable energy did our Blue Sky customers support in 2008?

Choose from 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

Helping others

Looking for a gift idea? Or want to assist a neighbor or relative needing some help with their electric bill? Why not make a gift payment to their Rocky Mountain Power account? Your gift can be in any amount and be anonymous, if you prefer. There are three easy ways to make your gift payment. Visit our Web site at rockymountainpower.net/gift or call us toll free at 1-888-221-7070 for more information.

Electricity here delivers **more value**

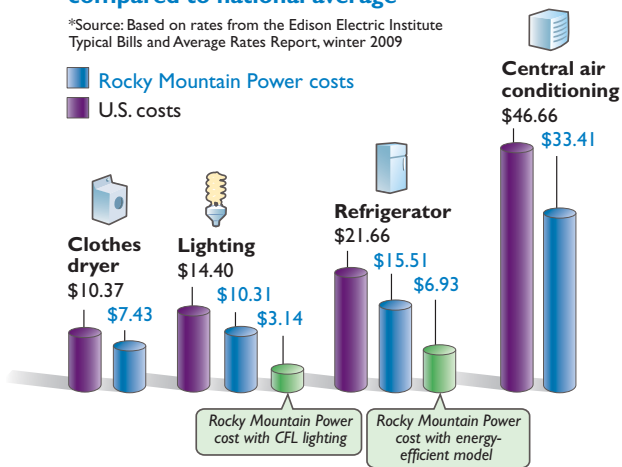
Managing our costs and delivering a good value is a high priority at Rocky Mountain Power.

Our electric rates remain highly competitive, based on a survey of investor-owned utilities by the Edison Electric Institute. This chart compares the monthly cost to operate common appliances at our rates versus at the national average cost of electricity. That means you pay less on your electric bill each month. Plus, you get even more value when you use energy-efficient appliances and compact fluorescent lights.

We've got the answers to make your home more energy efficient

Average monthly operating costs for Rocky Mountain Power customers compared to national average*

*Source: Based on rates from the Edison Electric Institute Typical Bills and Average Rates Report, winter 2009



too. Get cash incentives for home improvements and energy-saving appliances and equipment with our Home Energy Savings program. Log on to our Web site at rockymountainpower.net/hes for details and tips on saving energy. Or call us toll free at 1-888-221-7070.

Planning for **tomorrow, today**

As more people move to our region and customers increase their use of electricity, Rocky Mountain Power will be ready to supply the power they need.

Our integrated resource plan is our road map. It outlines the lowest risk, least-cost mix of generating resources we'll need. It considers changing laws and policies, as well as the best interests of our customers and the environment.

We also monitor the performance of our transmission and power delivery system daily to make sure we're delivering the quality, reliable electric service our customers need.

To meet future energy needs, we're expanding our transmission system in the West including a project with Idaho Power to build a new transmission line in southern Wyoming and Idaho. Other projects we're working on include:

- **Community Park Substation**, Casper, Wyoming – The upgraded substation will serve the increased demand for



electricity and improve reliability and the delivery of power in the area.

- **Threemile Knoll Substation**, north of Soda Springs, Idaho – This new substation will serve the need for more electricity in Idaho and northern Utah.

Visit our Web site at rockymountainpower.net/transmission to learn about our other system enhancement projects underway.

BRIGHT IDEAS

Stay cool, save money

Save money and stay cool this summer with a high efficiency central air conditioner. Get \$250 cash back from our Home Energy Savings program when you purchase a qualified high efficiency system and another \$100 when you have it properly sized and installed.

Already have a heat pump or central air conditioner? Make sure it's operating efficiently. Have it tuned up by a program-qualified contractor and receive a \$100 cash incentive.

Visit rockymountainpower.net/hes or call toll free 1-800-942-0266 for details on these and other energy efficiency programs designed to help you cut your energy use.

Blue SkySM spurs local renewables

Rocky Mountain Power customers participating in our Blue Sky renewable energy program helped support 15 community-based renewable energy projects in 2008. The Blue Sky program allows customers to support renewable energy development in the region above what Rocky Mountain Power buys or generates on behalf of all customers, as well as help encourage the construction of community-based renewable energy projects.

Among the projects supported are:

- **Casper College**, Casper, Wyoming, installed a 6-kilowatt wind turbine at the Rocky Mountain Oilfield Testing Center.
- **City of Lava Hot Springs**, Idaho, installed a 2.5-kilowatt solar array on the roof of the fire station.

We're currently reviewing community projects for 2009 funding and will announce those later this year.

Blue Sky is Green-e Energy Certified, meeting national environmental and consumer protection standards.



Blue Sky funding helped Casper College, Casper, Wyoming, install a 6-kilowatt wind turbine.

For more information on Blue Sky, log on to rockymountainpower.net/bluesky or call us toll free at 1-800-769-3717.

Blue Sky third in nation

Thanks to our customers' support, in 2008 our Blue Sky renewable energy program ranked third in the nation in the number of customers buying renewable power and in total sales volume according to the U.S. Department of Energy's National Renewable Energy Laboratory. Blue Sky customers supported 490 million kilowatt-hours of Green-e Energy Certified renewable energy last year – equal to the output of 107 wind turbines.

SAFETY MATTERS

Look up

When playing or working outdoors this summer, look up and be aware of nearby overhead power lines.

Overhead power lines carry thousands of volts of electricity. Contacting a line can cause immediate death or serious burns. Keep long-handled tools and ladders at least 10 feet away. In addition, hang glide, parasail and fly kites away from overhead lines.

Make it a safe summer. Learn more about electrical safety on our Web site at rockymountainpower.net/safety. Or call us toll free at 1-888-221-7070.

A+ service, guaranteed

At Rocky Mountain Power we scored straight A's on our customer service guarantees, meeting our seven guarantees more than 99 percent of the time in 2008.

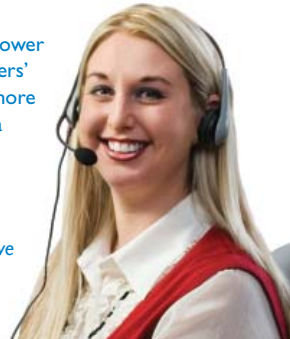
Customer service guarantees are our way of ensuring we deliver what we promise. They include restoring power promptly, keeping appointments and letting you know about any planned service interruptions. If we fail to meet a guarantee, we will credit your account \$50 or more.

Rocky Mountain Power also works to high standards of operation, such as making sure the electric system is reliable.

We appreciate your business and will continue to work to these high standards. You can review our performance in 2008 and learn more about our customer service guarantees on our Web site at rockymountainpower.net/guarantees or by calling us toll free at 1-888-221-7070.

Rocky Mountain Power will credit customers' accounts \$50 or more if we fail to meet a customer service guarantee.

Pam, customer service representative



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 (1-877-LITESOUT).

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.

