



# Voices

## THE RIGHT ANSWER WINS

Through October 10, all customers with the right answer to this month's question will be entered into a drawing for a chance to win a standby power saver for the TV and its accessories.

**Q:** To save energy, at what temperature should a home water heater be set?

Choose from 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

Rocky Mountain Power employees have a history of helping out in our communities whenever they can. It may be participating in a career fair or hosting a food drive for a local food bank. Recently a Lava Hot Springs, Idaho crew installed a used utility pole for lighting at the Caribou County Fair and Rodeo grounds in Grace, Idaho. "It's just a normal kind of thing we do in taking care of our communities," said Jeff Bowen, general foreman. "We try to help when we can because it's our community too."

## Take charge of your energy use

Looking to cut your energy use to save money and help the environment? Here are some easy things to do.

### Lighting

With shorter days ahead, it will pay to switch to compact fluorescent light bulbs. They use one-quarter the amount of electricity as incandescent bulbs. Also, turn off lights in empty rooms and use task lighting at a desk or workbench.



10 to 15 years, so consider replacing older, inefficient units. Set the water heater temperature to 120°F to save energy. Take showers instead of baths. The average bath uses twice as much hot water as a five-minute shower.

### Appliances

Set the temperature of your refrigerator between 37°F and 40°F and your freezer at 0°F for efficiency and food safety. Wash only full loads in the dishwasher on the shortest wash cycle. Use the microwave when possible rather than the oven. Wash clothes in warm or cold water and rinse them in cold water. Clean the dryer lint filter after each use. Turn off computers, printers, DVD players and other electronics when not in use.

Our Web site at [rockymountainpower.net/save](http://rockymountainpower.net/save) has more tips on saving energy and information on cash incentives to make your home more energy efficient. Or just call us toll free at 1-888-221-7070.

### Water heating

Water heating uses a significant amount of energy in the home. Water heaters typically last about



## Lend a helping hand to neighbors

Life's circumstances can sometimes play havoc with the family budget and create financial hardships. That's why we partner with nonprofit energy assistance programs, such as Lend A Hand, to help those facing economic emergencies pay their electric bills. Our customers, shareholders and employees donate to Lend A Hand throughout the year.

It's simple to provide year-round help to those less fortunate by adding a monthly donation to your electric bill. When you pay your bill, you'll be helping your neighbors too. Just tell us the amount you want to contribute monthly (\$1, \$2, \$5 or \$10) and it will be added to your bill. Your donation will be forwarded to the Lend A Hand local agency nearest you (Eastern Idaho Community Action Partnership in Idaho Falls



or SouthEastern Idaho Community Action Agency in Pocatello), which determines eligibility and allocates funds to those needing help.

To enroll in the fixed donation program, call us toll free at 1-888-221-7070 and tell us the amount you want added to your bill each month.

We also have information on programs and tips to help you cut your energy use on our Web site at [rockymountainpower.net/save](http://rockymountainpower.net/save). Or call us toll free at 1-888-221-7070.

## BRIGHT IDEAS

### Window savings

Installing energy-efficient windows can save you money on your electric bill. And now you may qualify for an additional cash incentive from our Home Energy Savings program when you install ENERGY STAR® windows. Energy-efficient windows reduce heat loss in winter and heat infiltration in summer. Your home will be more comfortable and you'll use less energy. Visit our Web site at [rockymountainpower.net/hes](http://rockymountainpower.net/hes) or call toll free at 1-800-942-0266 for more information.

## SAFETY MATTERS

### Safety education tools online

To help teach schoolchildren about electricity, teachers and parents can get a variety of tools through our electrical safety program. New teacher curricula and interactive games can be found on our Web site at [rockymountainpower.net/education](http://rockymountainpower.net/education). You'll also find other materials to teach youngsters about using electricity. We will soon mail teachers information about access to a secure teacher-only area of the Web site. Visit our Web site or call us toll free at 1-800-375-7085 for more information on electrical safety.

## Count to three for safety

As children return to school, it's time for everyone to remember the three primary lessons of electrical safety.

### 1. Look up

Always stay clear of overhead power lines, especially when working outdoors. Look up before hoisting the ladder to clean gutters or prune trees. Keep yourself and equipment at least 10 feet away from power lines. Do not try to remove branches that are caught in or touching a power line. Call us at 1-888-221-7070 for help. Accidental contact with an overhead power line is usually deadly or life altering.

### 2. Call before you dig

Contacting underground power lines can be as dangerous as overhead lines. Call 811 at least 48 hours before digging to have utility



lines marked for free. You also can visit our Web site at [rockymountainpower.net/safety](http://rockymountainpower.net/safety) or call us toll free at 1-888-221-7070 for the phone number of the locating service in your area.

### 3. Stay clear of downed lines

Remember any power line on the ground can be energized and carrying thousands of volts of electricity – enough electricity to kill – even if you cannot see or hear it arcing. Never touch or go near a downed line and warn others to stay away. Immediately report the downed line by calling 911 and Rocky Mountain Power toll free at 1-888-221-7070.

Our Web site at [rockymountainpower.net/safety](http://rockymountainpower.net/safety) has other information on indoor and outdoor electrical safety.

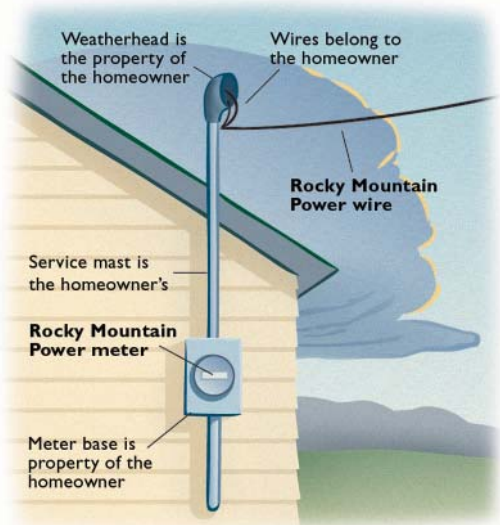
### Teaching safety year round

In 2008 Rocky Mountain Power's public safety presentations reached more than 114,000 individuals, including schoolchildren, emergency responders, farmers and ranchers, and construction contractors.

## Severe weather knows no season

Harsh weather can damage electrical lines and equipment any time of year – not to mention knock out the electricity. If damage occurs to your electrical service, know that we can repair only Rocky Mountain Power equipment.

As shown here, if your home's weatherhead or service mast is damaged, please call a licensed electrician. If mishandled, the equipment can be dangerous and result in serious injury or even death.



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](http://rockymountainpower.net)



Let's turn the answers on.

