



# VOICES

## THE RIGHT ANSWER WINS

Through February 10, all customers with the right answer to this month's question will be entered into a drawing for a chance to win a stainless Thermos.<sup>®</sup>

**Q:** At what temperature should you set your water heater to save energy?

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

During 2009, the Rocky Mountain Power Foundation granted more than \$1 million to nonprofit organizations in Idaho, Wyoming and Utah. Since 1988, the foundation has awarded more than 7,980 grants totaling more than \$48.2 million.

Some organizations in Idaho that received grants in the fourth quarter were:

- Idaho International Folk Dance Festival – Rexburg
- Malad Valley Welsh Foundation – Malad City

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

## Small steps mean **energy savings**

Take a step in the right direction by making changes that will save energy and money. You'll improve the family budget while helping the environment.

### Heating

For every degree you lower your thermostat for an eight-hour period, you'll save between 1 and 2 percent on your heating bill. Or install a programmable thermostat that will automatically adjust the temperature based upon your schedule.

### Lighting

Turn off lights when leaving a room. Replace incandescent light bulbs with compact fluorescent bulbs (CFLs), which use 75 percent less energy.

### Water heating

Set the water heater thermostat to 120°F. Install energy-efficient showerheads and faucet aerators, and fix leaky faucets. Take



five-minute showers instead of baths. You'll save water and water heating costs.

Visit our Web site at [rockymountainpower.net/wattsmart](http://rockymountainpower.net/wattsmart) for more tips and information on saving energy. We have several programs and incentives to help. Or call us toll free at 1-888-221-7070.

## Our new Web site

### Putting more power at your fingertips

After listening to our customers, we've launched a redesigned Web site that makes it easier to do business with us and manage your energy use. The new site, still located at [rockymountainpower.net](http://rockymountainpower.net), incorporates a new look, improved navigation tools, and more information.

It's now simple to access your account with our secure login, where you can view your home's electricity usage, current balance and payment history. You can still quickly and securely pay your bill online.

"We made these changes after listening to our customers and researching industry best practices," said Karen Gilmore, vice president of customer



services. "More and more customers are turning to the Web to conduct business and find information – we've made that easier for them."

You'll also find resources to help you manage your energy use, purchase energy-efficient products or participate in Rocky Mountain Power's energy services and incentives.

To see the site for yourself, visit [rockymountainpower.net](http://rockymountainpower.net).

## BRIGHT IDEAS

### Furnace maintenance

Don't waste heating dollars this winter. Keep furnace air filters free of dust and debris. A dirty filter forces the furnace to work harder and use more energy. How frequently you clean or replace the filter will depend on your lifestyle, number of people in your home and whether you have pets. Have the furnace cleaned and tuned up by a qualified technician to make sure it's operating efficiently. For more tips on saving energy, visit [rockymountainpower.net/wattsmart](http://rockymountainpower.net/wattsmart).

## SAFETY MATTERS

### Generator safety

If you temporarily lose power this winter and plan to use a portable generator, please follow these safety guidelines:

- Never plug a generator into an outlet or your home's electrical system without having a transfer switch installed. Otherwise, electricity could feed back into Rocky Mountain Power's electrical system, creating hazards for you and our crews.
- Only use portable generators to run individual appliances. Use outdoor UL-approved extension cords.
- Operate generators outdoors in ventilated areas, on dry surfaces where water will not collect. They exhaust deadly carbon monoxide, so keep them away from air intakes, windows and doors.

For more safety information, visit [rockymountainpower.net/safety](http://rockymountainpower.net/safety) or call us toll free at 1-888-221-7070.

## Help is available in **tough times**

We know financial hardships can happen to anyone. So please call us toll free at 1-888-221-7070 at the first sign of having difficulty paying your bill. Our customer service representatives are trained to help you manage your electricity bills and get back on track.

We have a variety of programs to help. Options include payment plans, the Equal Pay program (see below) and changing your bill due date to better fit your situation.

We work with the local nonprofit program Lend A Hand, which helps customers in need pay their electric bills. To see if you qualify for Lend A Hand or the federally funded Low Income Home Energy Assistance Program (LIHEAP), please call the agency in your area:

**Idaho Falls area** – Eastern Idaho Community Action Partnership, 208-522-5391

**Pocatello area** – SouthEastern Idaho Community Action Agency, 208-232-1114

Rocky Mountain Power also partners with these agencies to provide no-cost weatherization services to income-qualifying households, so ask them about making your home more energy efficient.

For more information, call us toll free at 1-888-221-7070 or visit our Web site at [rockymountainpower.net/assistance](http://rockymountainpower.net/assistance).

We are ready to help if you're having difficulty paying your bill.

Jennifer,  
customer service representative



## Budgeting is easy **with Equal Pay**

Even out your electric bills by enrolling in Rocky Mountain Power's Equal Pay. We'll average your household's electric bills so you'll pay the same amount each month. We'll periodically review your account and adjust the amount if your usage dramatically changes, so you can stay on budget. Visit our Web site for more information or call us toll free at 1-888-221-7070 to enroll.

## Get cash back to save energy

Put money in your pocket with our Home Energy Savings program. We're offering cash incentives to buy energy-efficient appliances, heating and cooling systems, lighting, windows and other products and services that help your home use less energy.

Last year our customers saved more than 85 million kilowatt-hours of electricity by participating in Home Energy Savings. That's enough electricity to power more than 7,900 average homes in our service area for one year.



Learn more by visiting our Web site at [rockymountainpower.net/wattsmart](http://rockymountainpower.net/wattsmart) or calling toll free 1-800-942-0266.

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.

