



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.[®]

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 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 Wyoming, Idaho and Utah. Since 1988, the foundation has awarded more than 7,980 grants totaling more than \$48.2 million.

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

- Lander Community Concert Association – Lander
- Pinedale Fine Arts Council – Pinedale
- Washakie Museum – Worland

For more information on the organizations supported through the foundation, visit 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 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, 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."

Customers also can find resources to help them manage 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.

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.

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's due date to better fit your situation.

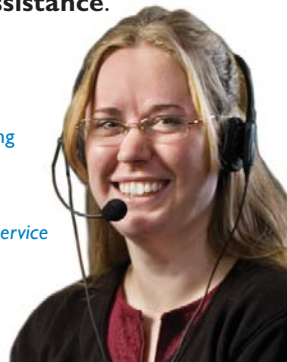
We work with the local nonprofit program Energy Share of Wyoming, administered by The Salvation Army, to help customers in need of energy assistance. Please call them toll free 1-877-461-5719.

To see if you qualify for the federally funded Low Income Home Energy Assistance Program (LIHEAP), call the LIHEAP office toll free 1-800-246-4221. They also can provide information on free weatherization services for income-eligible households.

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

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

Jennifer, customer service representative



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 or call us toll free at 1-888-221-7070.

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 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



Let's turn the answers on.

