



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

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

- American West Heritage Foundation – Wellsville
- Davis Arts Council – Layton
- Riverton Arts Festival – Riverton
- Tuacahn Center for the Arts – Ivins

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, has a new look, improved navigation, 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.



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.

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.

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.

Join the Utah Jazz Green Team

Rocky Mountain Power invites you to join us on the Utah Jazz Green Team – a multi-year effort to create a cleaner environment.



As a Green Team member you'll receive coupons and a chance to win prizes. Plus you'll be doing your part to reduce energy use and clean up the environment.

To join, Rocky Mountain Power customers must participate in one of our wattsmart energy efficiency programs, such as Cool Cash, *See ya later*, refrigerator, Home Energy Savings, or Cool Keeper and also agree to two other "green" initiatives.

Find out more about our wattsmart programs at rockymountainpower.net/wattsmart and join the Green Team at www.jazzgreenteam.com.

Join Rocky Mountain Power and Utah Jazz guard Deron Williams on the Green Team.



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.

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.

Please contact the Utah Department of Community and Culture toll free 1-866-205-4357 to see if you qualify for energy assistance through the federally funded Home Energy Assistance Target (HEAT) program.

We work with the local nonprofit program Lend A Hand, administered by the American Red Cross, to help senior and disabled customers in need. Call

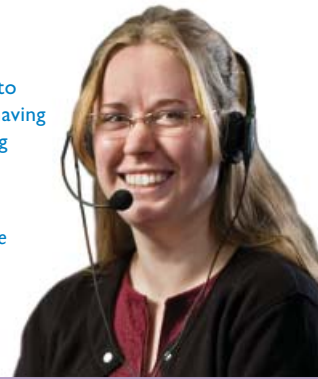
them at 801-323-7000 or toll free 1-800-328-9272.

Income-qualifying households may receive free weatherization services from the Utah Department of Community and Culture. Learn more by calling toll free 1-877-488-3233.

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



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.

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.

