



# Voices

## THE RIGHT ANSWER WINS

Through March 10, all customers with the right answer to this month's question will be entered into a drawing for a chance to win an energy-saving kit.

**Q:** Where should you safely use portable standby generators?

Choose from two ways to enter: log on to [rockymountainpower.net/rightanswer](http://rockymountainpower.net/rightanswer) 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.

## AT YOUR SERVICE



### Meet Candice Roberts

Candice Roberts, customer service professional captain, is part of the Rocky Mountain Power customer service team in Salt Lake City. Her job is to help customers and fellow employees by answering phone calls, resolving customers' questions and offering solutions.

"I try to put myself in the customer's shoes," Roberts said. "I like to think I'm helping my mother or a friend. Every customer I talk to is important and I want to make sure they're treated that way."

Whether handling a call about a bill or saving energy, Roberts finds the answer or directs customers to the right resources.

## Save with Home Energy Savings

Save twice with Rocky Mountain Power's Home Energy Savings program. First, purchase an energy-efficient appliance that qualifies for our cash back incentive. Then save again as your new efficient appliance uses less energy each month.

Our Home Energy Savings program offers cash incentives on the purchase of qualifying appliances, such as dishwashers, refrigerators and central air conditioning systems.

We also offer cash incentives on home improvements such as insulation, energy-efficient windows or for tuning up existing central air conditioners and heat pumps.

The Idaho Office of Energy Resources is offering 4 percent loans to help pay for certain energy-efficient home improvements. Contact the Idaho Office of Energy Resources at (800) 334-SAVE (7283)



or visit [www.energy.idaho.gov/financialassistance](http://www.energy.idaho.gov/financialassistance).

When shopping for new appliances or to make your home more energy efficient, visit our Web site at [rockymountainpower.net/hes](http://rockymountainpower.net/hes). Or call us toll free at 1-800-942-0266.

## Electricity remains a good value

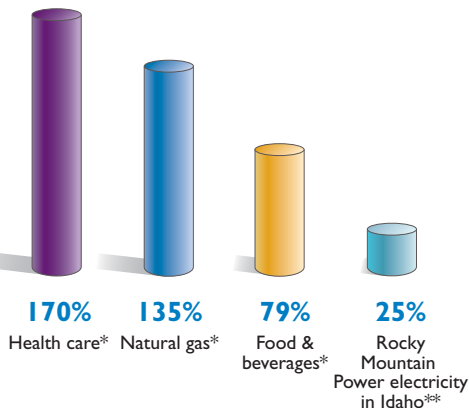
From a loaf of bread to a gallon of gas, everything costs more these days. It simply costs more to produce and transport the products and services we need.

Yet electricity from Rocky Mountain Power remains a good value. Compared to other products and services, our prices have increased less. In fact, our electric rates are among the lowest in the nation, delivering more value on every dollar. We will continue to look for ways to operate more efficiently.

We also are committed to investing in our electrical delivery system to meet the growing demand for electricity. That means there will be times when we work with regulatory agencies to ask for rate increases to cover these rising expenses required to continue delivering safe and reliable electric service to our customers.

### Electricity price change compared to other consumer goods 1987-2007

Nominal (current) dollars



\*Source: U.S. Department of Labor, Bureau of Labor Statistics  
\*\*Based on current rates

Rest assured, we will continue working to manage our costs and resources wisely. We also are here to help you control your energy use. If you have questions on how to save energy, we've got the answers. Visit our Web site at [rockymountainpower.net/idsaver](http://rockymountainpower.net/idsaver), or call us toll free at 1-888-221-7070.

## BRIGHT IDEAS

### Smart power strips

Many electronics continue to use electricity even when turned off in order to power internal features. Cut this energy drain by plugging your electronics into a "smart" power strip. These power strips sense when electronics such as televisions, computer monitors and printers are idle and automatically cut the power to them.

Many brands of smart power strips can be purchased online or at local electronics store.

Visit our Web site at [rockymountainpower.net/save](http://rockymountainpower.net/save) for more tips on saving energy.

## SAFETY MATTERS

### Generator safety

Portable standby generators come in handy during a power outage. But, please follow these safety tips when using them.

- Never plug a generator into an electrical outlet as it could feed electricity back into Rocky Mountain Power lines, endangering the safety of our crews working to restore power.
- Only use generators to run individual appliances, using a UL-approved extension cord.
- Use generators only in well ventilated areas and away from windows, doors or where deadly exhaust fumes could enter the house.

Visit our Web site, [rockymountainpower.net/safety](http://rockymountainpower.net/safety), for more tips on using electricity safely.

# Home grown electricity **takes root**

Some Rocky Mountain Power customers have installed their own small renewable generating system, such as a wind or solar photovoltaic system, to meet all or part of their electricity needs.

These systems are monitored through our net metering program, which measures the difference between the amount of electricity consumed and the surplus amount sent to Rocky Mountain Power.

A net meter allows you to use electricity you generate first. Any excess goes through the meter and into our system.

Investing in a small generation system may require a large upfront expense and future maintenance commitment. Another way to support wind energy and help develop community-based, small-scale renewable energy projects is to enroll in our Blue Sky<sup>SM</sup> program. For as little as an



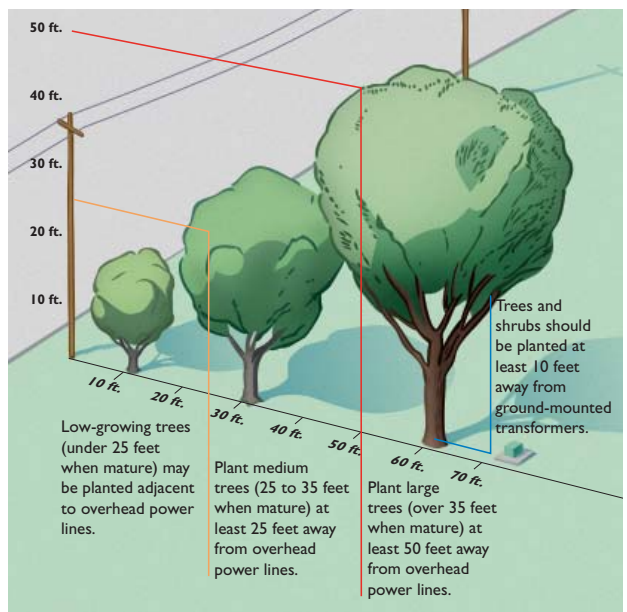
additional \$1.95 a month you can buy renewable energy credits equal to one block of 100 kilowatt-hours of electricity. Buy as many blocks as you want. To learn more visit [rockymountainpower.net/bluesky](http://rockymountainpower.net/bluesky) or call us toll free at 1-800-769-3717.

If you're considering buying a small generating system, visit our Web site at [rockymountainpower.net/netmetering](http://rockymountainpower.net/netmetering) to download our net metering brochure. Or request a copy by calling us toll free at 1-888-221-7070.

## Plant the **right tree** in the right place

Thinking of adding a little shade to your yard this spring? Please consider nearby power lines when selecting your new tree. Trees growing too close to power lines are the most common cause of power outages.

For help in choosing the right tree, download or order our free booklet, *Small Trees for Small Places*, from our Web site at [rockymountainpower.net/trees](http://rockymountainpower.net/trees). Or call us toll free at 1-888-221-7070.



Please remember to avoid pruning trees with power lines nearby. Call us first for help.

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: [www.rockymountainpower.net](http://www.rockymountainpower.net)

