



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 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.

Shop smart with ENERGY STAR®

When shopping for new appliances look for the ENERGY STAR® logo – your assurance it will use less energy and save you money. Plus you could get cash back through our Home Energy Savings program for buying qualifying appliances.



Refrigerators

ENERGY STAR qualified refrigerators use at least 20 percent less energy than current federal standards and 40 percent less than conventional models sold as recently as 2001. Receive \$20 back on qualified refrigerators and another \$30 by having us recycle your old one with our *See ya later, refrigerator* program.

Rocky Mountain Power on qualified models.

Dishwashers

Use 25 percent less energy than federal minimum standards with an ENERGY STAR qualified dishwasher. Receive \$20 back on qualifying models.

To learn more about energy-efficient appliances and cash incentives through our Home Energy Savings program, visit our Web site at rockymountainpower.net/hes, or call us toll free at 1-800-942-0266.

Clothes washers

ENERGY STAR qualified clothes washers cut energy and water use by more than 40 percent compared to traditional washers. Receive as much as \$75 from

A better value than sliced bread

The cost of bread and about everything else has gone up since 1985. Yet Rocky Mountain Power's electric rates in Utah have stayed the same as when bread cost a dollar.

Over these years we've invested billions of dollars in new generating facilities and in our transmission and distribution systems to meet the needs of Utah's booming demand for electricity. During the next 10 years we plan to spend more than \$20 billion to continue to do what it takes to deliver reliable, safe electricity.

But to continue meeting Utah's growing electricity needs, our prices cannot stay at 1985 levels. Like other businesses, we will need to increase them to reflect our increasing costs.

Rest assured, we will continue working to keep our controllable



costs down and manage our resources wisely. We also are committed to helping you save energy and control your energy use. If you've got questions on how to save energy, we've got the answers. Visit our Web site at rockymountainpower.net/utsaver, 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 stores.

Visit our Web site at rockymountainpower.net/save for more tips on saving energy.

Home grown electricity **takes root**

Some Rocky Mountain Power customers have installed their own small renewable generating systems, 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 SkySM Program.



For as little as an additional \$1.95 a month you can buy renewable energy credits equal to 100 kilowatt-hours of electricity. Buy as many blocks as you want. To learn more visit 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 to download our net metering brochure. Or request a copy by calling us toll free at 1-888-221-7070.

SAFETY MATTERS

Generator safety

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

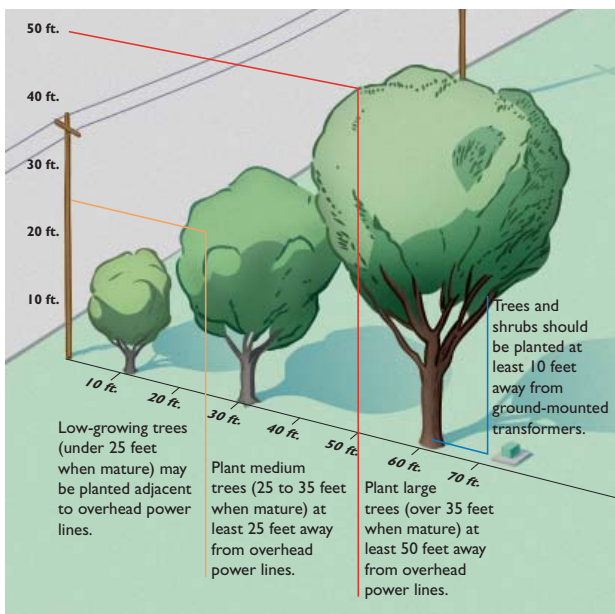
- Never plug a generator into an electrical outlet, as it could feed electricity back into Rocky Mountain Power lines, endangering the safety of our crews working to restore power.
- Only use generators to run individual appliances, using a UL-approved extension cord.
- Use generators only in well ventilated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

Visit our Web site, rockymountainpower.net/safety, for more tips on using electricity safely.

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. 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

