



# Voices

## THE RIGHT ANSWER WINS

Through June 10, all customers with the right answer to this month's question will be entered into a drawing for a chance to win a remote controlled floor fan.

**Q:** How many pounds of paper are used to produce paper bills and check payments in the United States each year?

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.

## THE LATEST WORD

### Supporting communities

During the first quarter of 2009, the Rocky Mountain Power Foundation granted more than \$467,800 to nonprofit organizations in Utah, Wyoming and Idaho. Some organizations in Utah that received grants are:

- American Red Cross of Cache County, Logan
- National Ability Center, Park City
- The Road Home, Salt Lake City

Since 1988, the foundation has awarded more than 7,585 grants totaling more than \$47 million.

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

## Take the **sizzle** out of summer

As communities along Utah's Wasatch Front continue to grow, so does the demand for electricity – especially during summer months when air conditioners



hum. We have several programs for Utah customers to use electricity more efficiently during summer.

### Cool Keeper

Receive a \$20 credit on your bill when you enroll in Cool Keeper. When the demand for electricity is critically high, an electronic device on your air conditioner automatically cycles the unit on and off to save energy. Enroll at [rockymountainpower.net/coolkeeper](http://rockymountainpower.net/coolkeeper) or call toll free at 1-800-357-9214.

### Time of Day rate

You may save on your energy bill by switching from basic

service to our Time of Day billing option. Time of Day rewards customers if they use a substantial part of their electricity

during “off-peak” hours, when the demand for electricity is lower. Log on to [rockymountainpower.net/uttod](http://rockymountainpower.net/uttod) or call us toll free at 1-888-221-7070 for more information.

### Summer rates

During May through September Utah customers are billed according to a tiered rate system. During this period the price per kilowatt-hour (kwh) of electricity increases based on the number of kwh used per month, rather than at a flat rate. Visit [rockymountainpower.net](http://rockymountainpower.net) or call us toll free at 1-888-221-7070 for more information.

## Payment options **help environment**

The United States uses 755 million pounds of paper a year for paper bills and check payments, according to PayItGreen Alliance. Help the environment by paying your Rocky Mountain Power bill electronically with one of our secure payment programs.

### Online payment

Receive e-mail alerts when your bill is ready to be paid rather than paper bills. Pay your bill online and eliminate mailing paper checks.

### Automatic monthly payment

Have your financial institution draw funds from your checking account



each month on the bill due date. You'll still receive a monthly paper statement to review, but there's no need to write and mail a check.

To enroll or for more information, log in at [rockymountainpower.net](http://rockymountainpower.net) or call us toll free at 1-800-538-4228.

## It's easy to give a powerful gift

Know a neighbor or family member who could use some help paying an electric bill? Or looking for a unique gift for mom, dad or grad? Make a gift payment in any amount to their Rocky Mountain Power account. Your gift can be anonymous if you prefer. Visit our Web site at [rockymountainpower.net/gift](http://rockymountainpower.net/gift) or call us toll free at 1-888-221-7070 to learn more.

## BRIGHT IDEAS

### Refrigerator savings

Buy a qualified ENERGY STAR® refrigerator and receive a cash incentive through our Home Energy Savings program. These refrigerators will save you money each month by using less electricity. See our Web site at [rockymountainpower.net/hes](http://rockymountainpower.net/hes) or call 1-800-942-0266 for more information.

Receive another \$30 by participating in our *See ya later, refrigerator* program. Let us pick up and recycle your old, but still working, refrigerator for free. Our Web site, [rockymountainpower.net/recycle](http://rockymountainpower.net/recycle), has details. Or call toll free at 1-866-899-5539.

## Count to three for safety

May is National Electrical Safety month, but we ask that you practice electrical safety year 'round. Remember these three rules:

### 1. Look up

Contacting a power line is dangerous and can be fatal. Be aware of overhead power lines when working outdoors.

### 2. Call before you dig

Contacting an underground power line is also dangerous. At least 48 hours before digging to plant trees, call 811 for a free service to locate underground utilities. Or call Blue Stakes of Utah at 1-800-662-4111.

### 3. Stay away from downed lines

Stay away from any power line on the ground and immediately call 911 or Rocky Mountain Power toll free at 1-888-221-7070. Never assume a line is "dead."



### Safety presentations

Each year Rocky Mountain Power delivers safety presentations to hundreds of schoolchildren and community organizations. To schedule a presentation, call our public safety department at 1-800-375-7085. For more electrical safety tips, visit our Web site at [rockymountainpower.net/safety](http://rockymountainpower.net/safety) or call us toll free at 1-888-221-7070.

## SAFETY MATTERS

### Summer safety

With summer coming, please remind children of these electrical safety tips:

- Never climb trees that have power lines nearby.
- Stay out of substations. The equipment is extremely dangerous. If a ball enters a substation, do not retrieve it. Call us toll free at 1-888-221-7070.
- Stay away from anything marked "Danger: High Voltage." Do not climb power poles, transmission towers and substation fences, and do not sit or play on green utility boxes (transformers).
- Avoid any power line on the ground and tell an adult immediately. Report the downed line by calling 911 or Rocky Mountain Power toll free at 1-888-221-7070.

We hope your family has a happy and safe summer. Visit [rockymountainpower.net/safety](http://rockymountainpower.net/safety) for more tips.

## Stay cool, save money this summer

Scorching temperatures may be coming, but there's no need to get hot under the collar over your energy bill. Our Home Energy Savings program can help with cash incentives for energy efficiency improvements.

### Home cooling

- Tune up your air conditioning system or heat pump.

### Home improvements

- Insulate your home and install ENERGY STAR® qualified windows.
- Seal and insulate your cooling system's ductwork.



### We've got the answers

Learn more about these and other Home Energy Savings incentives available when you buy energy-efficient appliances at [rockymountainpower.net/hes](http://rockymountainpower.net/hes) or call toll free at 1-800-942-0266.

## Building a lifeline to the future

Construction continues on the first segment of the Energy Gateway transmission project, between the new Populus substation in Idaho and the Terminal substation in Salt Lake City. Permitting work also is being done on other segments.

We've held several community meetings on the Mona to Oquirrh project and will hold more in the future to ensure line routes balance the needs of customers, communities and the environment.

For more information on Energy Gateway, visit [rockymountainpower.net/transmission](http://rockymountainpower.net/transmission) or call us at (801) 220-4221.

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



Let's turn the answers on.

