



VOICES

THE RIGHT ANSWER WINS

Through October 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 smart power strip.

Q: What should I do if I see a power line on the ground?

Choose from one of 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.

Get help to weatherize **and save**

Weatherizing your home can reduce your energy costs and make your home more comfortable. Weatherization is just one of the free programs available to Rocky Mountain Power customers with limited incomes.

Low-income weatherization services are offered through the SouthEastern Idaho Community Action Agency and the Eastern Idaho Community Action Partnership. Last year 112 homes were weatherized under the program.

Qualifying homeowners and renters can receive free energy-saving, cost-effective home improvements, such as insulation, weatherstripping or caulking.

For more information and to see if your household qualifies for



these services, call the agency nearest you:

SouthEastern Idaho Community Action, Pocatello – 208-237-0991
Eastern Idaho Community Action Partnership, Idaho Falls – 208-523-5466

Or call us toll free at 1-888-221-7070 for more information.

THE LATEST WORD

Hello savings

There's never been a better time to replace your old refrigerator with an ENERGY STAR® qualified model. These refrigerators use up to 20 percent less electricity than conventional models. Plus your purchase could qualify for a Rocky Mountain Power \$20 incentive and also a \$75 rebate through Idaho's Energy Efficient Appliance Rebate program. Recycle your old fridge through our *See ya later, refrigerator*® program and earn another \$30. That's \$125 in combined incentives. Go to rockymountainpower.net/hes or call toll free 1-800-942-0266 for more information.

Safety education goes **back to school**

Rocky Mountain Power's school safety education program kicks off this month. Through the years, we've helped thousands of children learn about the potential dangers of electricity.

We offer teachers free educational materials on electrical safety at rockymountainpower.net/education. There they can download lesson plans and student activities and view videos about electrical safety. Parents too will find helpful educational information.

Throughout the year, our employees and retirees deliver free safety presentations to school groups, contractors, emergency responders, farmers, and ranchers.



Using an energized demonstration board, attendees safely learn how accidents can happen when working or playing around electricity. So far this year, we've reached more than 30,000 people. If your group would like to schedule a presentation, please call us toll free at 1-800-375-7085.



Powered by
Jeff Hymas

External
Communications

Stay current online

As a way to better communicate with you, Jeff Hymas of our external communications group is hosting a blog on our website called *RMP On Line*. At rockymountainpower.net/blog he'll share tips and information on energy topics of interest to you. Just click the e-mail link to send Jeff your questions, comments and topics you'd like him to cover.

BRIGHT IDEAS

Plug the leaks

It pays to plug air leaks that cause drafts and higher heating and cooling bills. Hire a professional to perform a blower door test to find any leaks. Or do it yourself. First close all doors, windows and fireplace flues and turn off any ventilation. Then with a dampened hand, feel for air entering around doors, windows, attic accesses, and in attics around wiring and recessed lights. Fill the gaps with weatherstripping or sealants. You'll save money and your home will be more comfortable. For more tips on saving energy, go to rockymountainpower.net/tips or call us toll free at 1-888-221-7070.

Help us help our neighbors

Each year Rocky Mountain Power teams up with our customers and employees to donate to Lend-a-Hand to assist neighbors in need with their electric bills. The program is administered by the SouthEastern Idaho Community Action Agency and the Eastern Idaho Community Action Partnership.

Last year our shareholders donated more than \$30,000 to the program, which helped 188 Idaho households.

"Lend-a-Hand donations from Rocky Mountain Power, its customers and its employees provide a needed resource to help people in these difficult economic times," said Deb Hemmert, executive director, SouthEastern Idaho Community Action Agency, Pocatello.



"Working together and with support from Rocky Mountain Power customers, we can provide a helping hand to even more people this year," added Sheryl Bailey, community services director, Eastern Idaho Community Action Partnership in Idaho Falls.

Customers can donate to Lend-a-Hand anytime or sign up to give a fixed amount each month on their electric bills. For more information on giving, call us toll free at 1-888-221-7070.

Blaisdell connects to customers

Having been raised in Malad, Idaho, Lorie Blaisdell, Rocky Mountain Power field metering specialist, is a familiar face around town. She's also the face of Rocky

Mountain Power to customers in Malad and nearby Downey. Each month she travels throughout the two cities and surrounding rural communities, reading electric meters, verifying readings and connecting and disconnecting electric service for customers who are moving.

"Rain, snow, sleet, mud – it's all an adventure," Blaisdell said. "This is a rural area and I never know what's going to come up, but I enjoy the unexpected."

Blaisdell has worked for Rocky Mountain Power for 30 years in many different jobs in several locations, returning home to Malad 15 years ago.

"I may be the only person a customer sees from the company, so I want them to know about our services and that we're here to answer their questions," she said.



Lorie Blaisdell, field metering specialist, Malad, Idaho

SAFETY MATTERS

Children's safety

Before sending the kids back to school, please remind them of these electrical safety tips:

- Never climb substation fences or enter a substation to get a toy. The electrical equipment inside is dangerous. Call us toll free at 1-888-221-7070 for help.
- Stay off of transformer boxes and do not climb transmission towers.
- Do not climb trees with power lines running nearby. Touching a power line can cause extreme injury or even death.
- Stay far away from any power line on the ground. Tell an adult or call 911 and then call Rocky Mountain Power toll free at 1-888-221-7070.

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: 1-877-508-5088.

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.

