



Light Reading



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Community Support Agencies for Energy Assistance

If you, or someone you know, need energy assistance, contact your local community action agency.

Adams, Grant and Lincoln Counties:
(888) 765-9206

Bonner County:
(208) 255-2910

Columbia and Garfield Counties:
(800) 244-5908

Ferry, Pend Oreille and Stevens Counties:
(509) 684-8421

Spokane County:
(509) 242-2376

Whitman County:
(509) 334-9147

Your Voices, Your Business

October is National Cooperative Month

In recognition of National Cooperative Month, we recently interviewed several members to see what they had to say about being a part of Inland Power. Time and time again they expressed a



Thom Long member since 2001

personal connection to their electric cooperative.

Their reasons? Our fair rates, our service reliability and a sense of ownership.

“What sets Inland Power apart from other businesses is that it’s a non-profit utility,” said Thom Long of Four Lakes. “I am treated as a member not just a customer.”

Member-ownership is one of the basic principles at Inland Power. Members elect the board of trustees, receive a return on their investment in the form of capital credits and have a voice in how the business is run.

Our goal at Inland Power is to serve our members by providing safe, reliable electricity at the lowest possible long-term cost.

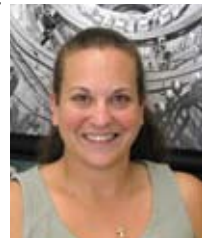
“The thing I like best about being part of Inland is not being without power. The longest we’ve been without power was eight hours and that was during Ice Storm (1996). The service has always been great,” said Gene Kurtz of Williams Lake.



Gene Kurtz member since 1986

Stanley Mildrew of Pullman said Inland’s rates were better than others, and he enjoyed the energy efficiency rebates that helped him manage his energy bills.

Michelle Witt, a 20 year member, commented that Inland is the only electric provider she has ever known and is glad we’re here. She feels connected to the co-op because Inland has always been there for her. And she likes receiving her capital credit check at the holidays.



Michelle Witt member since 1989

Whether members needed to arrange a payment plan, have power restored or start a new service, being part of Inland Power means they experience the cooperative difference.

Jenny VanBuskirk is both an Inland member and an employee who works at our front desk. Every day she greets members and knows the day-to-day pulse of the cooperative.



Jenny VanBuskirk member since 2008 employee since 1999

“I enjoy our members because they share their lives with me,” said Jenny. “They are an extension of my family and have a lot of faith in me and the other representatives I work with.”

Now that’s worth celebrating. Happy National Cooperative Month 2009. |

Be Safe With Portable Electric Generators



Grant VanBuren, Inland's safety director, wants to keep you and our field crews

safe when using portable electric generators. Be sure to follow the manufacturer's directions for installation and operation.

- Never try to power your house by plugging the generator into a wall outlet, a practice known as back-feeding. This is extremely dangerous and could electrocute utility workers or neighbors on the same powerlines.
- Plug appliances directly into the generator.
- Use generators outside the home. Carbon monoxide fumes are odorless and can poison you indoors.
- Do not overload the generator. A portable electric generator should only be used when necessary, and only to power essential equipment. Visit inlandpower.com for more safety information. ■

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Inland Power and Light Company
is a member-owned, non-profit
electric cooperative.

Prepare for Winter Weather and Energy Savings

In Inland Country, fall means home heating season is around the corner.

Now's the time to evaluate your home's energy efficiency and weather readiness. By having your heating system serviced by a certified technician and following a few low-cost and no-cost tips, you can help keep your home comfortable, safe and energy efficient.

- Set your thermostat as low as is comfortable when home. For every degree you lower the temperature, you will save three percent on heating costs.
- Stop air leaks—caulk and weather strip doors and windows.
- Install plastic window film kits on leaky windows or those without storm glass.
- Open window coverings on south facing windows during the day to let the sun in and close them at night.



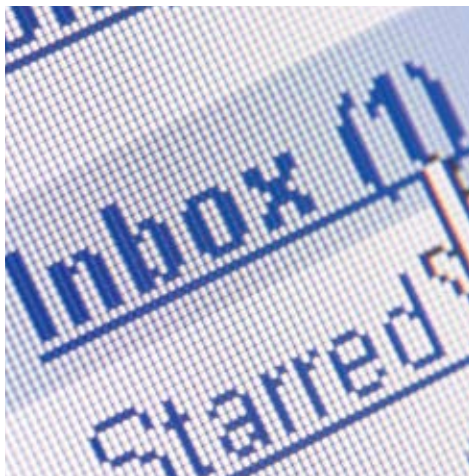
- Install a programmable thermostat.
- Replace furnace filters regularly.
- Be Safe - Never use the stove, barbecue or camping heaters to heat your home. Be sure your smoke and carbon monoxide detectors work and are installed. Use fresh batteries.

Northwest winters can be challenging. By following energy efficiency and safety practices, you can take charge of your utility bills and stay comfortable at the same time. ■

Sign Up for Paperless Billing

Receive Free Energy Conservation "Starter" Kit

Reduce the mountain of paper in your mailbox. Each month Inland Power mails out tens of thousands of paper bills. Not only do these mailings include your statements, they have an outside envelope, a return envelope and bill stuffers. That's a lot of paper.



Take the opportunity to put a stop to it and reduce the amount of paper going to the land fill while reducing costs. Sign up for paperless billing on Inland Power's Web site, www.inlandpower.com.

We'll reward your efforts. If you sign up for paperless billing during the months of October and November, we'll send you a conservation "starter" kit.

Each month your statement is delivered to your email inbox.

You choose how to pay your bill. Your payment options remain as they always have. You can send a check by mail, pay online, by phone, in person at our office or at one of our paystations. Whatever works for you.

Enroll online. It's good for the environment and helps your cooperative save time, energy and money. ■