

We can help untangle budget problems

If you're having problems making ends meet and it looks like you may have trouble paying your utility bill, call a Washington Water Power customer service representative.

The key to avoiding serious credit problems is to call WWP at the first sign of difficulties. Our phone number is printed on your utility bill and on payment notices. To assist you through financially trying times, there are a variety of services available.

Payment plans

Setting up a temporary payment plan can help you through an emergency. Washington Water Power representatives will help establish a payment plan that will catch you up in a reasonable amount of time.

Credit Counseling

In addition, you can work with Consumer Credit Counseling—a non-profit organization that provides professional financial services free of charge. These services are available to people who are experiencing financial problems or are seeking help with their budgets.

Appointments may be made during days or evenings by calling 1-800-892-6854 or (509) 327-3777 and are strictly confidential.

We're here to help

WWP customer service representatives work to help you. Please call WWP anytime from 7:30 a.m. to 6:30 p.m., Monday through Friday.



New substation to improve service reliability

Washington Water Power recently completed the \$1 million Clarkfork substation in Clarkfork, Idaho, a project designed to improve service reliability for about 1,400 customers in Clarkfork and Hope, Idaho.

Construction on the new substation began in June 1995 and was built by WWP construction crews. On Wednesday, Jan. 24, WWP crews connected the new substation to the company's existing electric distribution system. There was no service interruption to customers.

"Completion of the Clarkfork substation is another example of WWP's commitment to provide reliable, low-cost energy to our customers in Bonner County," said Will Menghini, manager of WWP's Sandpoint office. "In combination with WWP's ongoing

tree trimming efforts, customers will experience a marked improvement in service reliability as a result of this project."

The function of a substation is to stepdown electrical voltage to levels that can be distributed to customer properties.

On Jan. 1, 1995, WWP assumed ownership and operation of all Bonner County electric properties once owned by PacifiCorp.

At the time of the sale, WWP implemented a one percent rate decrease to residential customers and promised to freeze residential prices in Sandpoint until Jan. 1, 1999. At that point, residential customers will be switched to WWP rates. In 1999, WWP residential energy prices are projected to be about 25 percent below what they would have been had PacifiCorp continued to serve the area.

Area educators receive Good Ideas Grants

Students at 36 Inland Northwest K-12 schools will be participating in innovative classroom projects this spring as a result of the seventh annual *Good Ideas Grants for Teachers* program.

Sponsored by Washington Water Power, the program recently awarded 35 grants totaling \$30,000 to K-12 educators in eastern Washington, northern Idaho and Sanders County, Montana. A total of 96 educators were involved in the 35 funded grants.

Debbie Simock, Washington Water Power community relations coordinator, said the program provides funding to assist K-12 educators in implementing ideas into their classrooms that would otherwise not be possible because of limited budgets.

"Washington Water Power is committed to education and to helping provide students the opportunity to learn through a hands-on, mind-on approach," Simock said. "We believe that by directly supporting educa-

tors, students will benefit from enhanced learning opportunities."

Public and private elementary and secondary educators whose school or students receive WWP electric or natural gas service were eligible to apply for the grants, which awarded up to \$600 for individual educators and up to \$1,000 for educator teams. Since the program was developed seven years ago, more than \$160,000 has been awarded to about 600 educators in 200 public and private schools throughout WWP's service area.

Funded grants ranged from "Hands Around the World" exposing students to cultures around the world, to "Heart Adventure Challenge" providing children the opportunity to explore the human circulatory system, to "Wildlife Habitat Project" where students will plan, create, manage and study a wetland habitat.



Families to benefit from community partnership

Winter is here in the Inland Northwest—that means single-digit temperatures, snow and ice. For some residents, the winter cold also brings about difficulty in paying their heating bills and making ends meet.

Thanks to the generous support of Project Share, the community-sponsored emergency heating assistance program, many families are finding the temporary help they need. And through the recent partnership among the Spokane Chiefs, the stations of KXLY, Washington Water Power and other local utilities, more residents will benefit from this fuel-blind program.

At the second annual Project Share Night with the Spokane Chiefs more than \$1,900 was raised from a portion of the overall ticket sales.

"This event was an immense success," said Susan Nielsen, Washington Water

Power Project Share coordinator. "Without the generous support of community businesses and partners with innovative fund raising efforts like the Spokane Chiefs Night, Project Share would not be able to help hundreds of our local families stay warm this winter."

Other community sponsors supporting Project Share over the past year include the Spokane Indians, Pridemark Outdoor Advertising, the Spokane Arena, U.S. West Cellular, KZZU FM, Finch Elementary School and

Pounder's Jewelry. You can also support Project Share through your own donation. It's so simple—you can add any amount to your WWP bill, call or drop it by a WWP office. Remember, all pledges are tax deductible.

If your business would like to become a Project Share partner, please contact Susan Nielsen, (509) 482-4676.

