

## Strong position in the West

PacifiCorp is one of the West's leading utilities, serving more than 1.7 million customers across 136,000 square miles in six Western states. The company is comprised of three business units working to provide safe, reliable electricity to customers at a reasonable cost. Pacific Power serves customers in Oregon, Washington and California. Rocky Mountain Power serves customers in Utah, Wyoming and Idaho. PacifiCorp Energy operates a broad portfolio of power-generating assets to ensure low-cost energy is available for customers.

**Employees** – 6,300

## Electrical facilities

PacifiCorp's generating plants have a net capacity of 10,623 megawatts. We operate 78 generating plants across the West, including thermal, hydroelectric, wind-powered and geothermal facilities.

PacifiCorp has 62,800 miles of distribution line and approximately 16,200 miles of transmission line – more than any other single entity in the West. The company continues to invest to meet customers' needs. One major initiative, Energy Gateway, will develop approximately 2,000 miles of new high-voltage transmission lines across the West to address customer load growth, improve system reliability and deliver energy from new wind-powered and other generating resources.

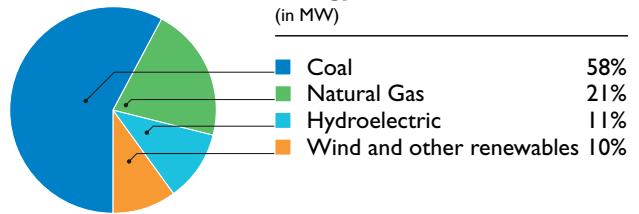
## Renewable energy

PacifiCorp is committed to using renewable resources as a viable, economical and environmentally prudent means of generating electricity.

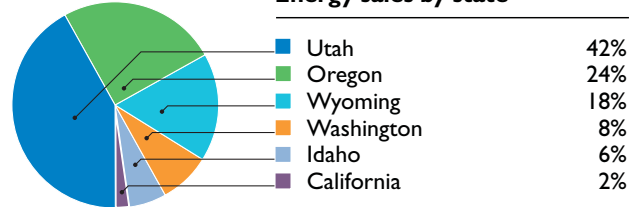
Wind, hydro, geothermal and other non-carbon emitting resources currently make up about 21 percent of the generating capability of all PacifiCorp-owned resources, accounting for about 9.4 percent of our total energy output.

As of the end of 2010, PacifiCorp has more than 1,000 megawatts of owned wind generation capability. We also have long-term purchase agreements for more than 600 megawatts from wind projects owned by others. Since 2006, our owned and contracted wind-powered generation capability has increased by a total of more than 1,400 megawatts.

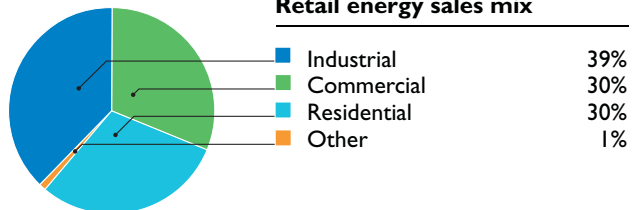
**Energy sources owned**  
(in MW)



**Energy sales by state**



**Retail energy sales mix**



**Service area**



For more information, contact:

PacifiCorp headquarters  
825 NE Multnomah St., Portland, OR 97232

**pacificorp.com**

**pacificpower.net • rockymountainpower.net**

Customer service: 1-888-221-7070

Outage reporting: 1-877-508-5088

Location service (call before you dig): 811 or 1-888-221-7070

Free electric safety materials and presentations: 1-800-375-7085

En español: 1-888-225-2611

Based in Portland, Oregon, Pacific Power is one of the lowest-cost electricity producers in the United States, providing customers in the Northwest with safe and dependable electric service. The company works to meet growing energy demand while protecting the environment and plans for the future by developing renewable energy resources and regional transmission projects. As part of PacifiCorp, the company has a generating capacity of 10,623 megawatts of power from thermal, hydro, wind and geothermal facilities, purchasing additional energy as needed. PacifiCorp is part of MidAmerican Energy Holdings Company, and serves more than 1.7 million customers as Pacific Power in Oregon, Washington and California and as Rocky Mountain Power in Utah, Wyoming and Idaho. The company and its employees are committed to the communities they serve, providing valuable contributions in economic and community development, as well as social needs.

## Commitment to customers

Pacific Power's comprehensive customer guarantee program includes seven guarantees that relate to issues customers have said are most important to them, and they are backed by a promise to pay. The guarantees apply to:

- restoring power after outages
- keeping appointments
- switching on power
- estimates for new power supply
- billing questions
- meter problems
- planned interruptions

Some guarantees require a claim to be filed, and there are certain circumstances in which the guarantees do not apply.

## Energy efficiency

Pacific Power offers programs that help residential and business customers be **wattsmart**. These programs help customers manage their energy use and help the company keep electric bills low.

- Home Energy Analysis – a free, do-it-yourself audit where customers complete an energy-related survey about their home. The survey is analyzed by energy efficiency experts who send back customized recommendations.
- Home Energy Savings – customers can get cash back on energy-efficient appliances, home improvement projects and heating and cooling equipment.
- See *ya later*, refrigerator® recycling program – provides incentives to remove and properly recycle inefficient refrigerators and freezers.
- Low-income weatherization – Pacific Power partners with local community-action agencies to provide energy efficiency services to low-income households.

In Oregon, nonprofit Energy Trust of Oregon, Inc. helps Pacific Power's customers manage their energy costs and benefit from renewable energy. A portion of a 3 percent "public purpose" charge funds Energy Trust programs.

## Environmental initiatives

The company is a national leader in developing renewable energy resources, and is the second largest utility owner of wind generation in the United States, second only to sister utility MidAmerican Energy Company. Pacific Power also promotes renewable energy to its customers through its voluntary Blue Sky<sup>SM</sup> program, which provides a simple and convenient way for customers to support additional renewable energy, and provides funding for smaller-scale community renewable energy projects. Almost 42,000 Pacific Power customers currently participate. In 2007, federal agencies named Blue Sky the national green power program of the year. Blue Sky has consistently ranked among the top five renewable energy programs by the U.S. Department of Energy's National Renewable Energy Laboratory, and is Green-e certified.

## Safety

In the past year, company representatives gave safety presentations reaching thousands of individuals including students, emergency responders, contractors, farmers and ranchers and community members throughout Pacific Power and Rocky Mountain Power service areas. The company provides information about the benefits and dangers of electricity, through television, radio and print advertising, news releases and distributing free safety materials to the public.

## Pacific Power Foundation

The Pacific Power Foundation is the philanthropic arm of Pacific Power. Its mission, through charitable investments, is to support growth and vitality of and improve the general welfare and quality of life in communities served by the utility. It is part of the PacifiCorp Foundation, one of the largest utility-endowed foundations in the U.S. Since 1988, grants totaling \$50 million have benefited communities served by Pacific Power and Rocky Mountain Power.

## Economic and community development

For the past century, Pacific Power has been building relationships with state and local governments and business leaders to bring new businesses and jobs to communities, assist with business retention and expansion, and help communities define strategic goals and objectives.

## Volunteerism

Pacific Power employees and retirees volunteer time and energy to educational, environmental, economic, safety and other charitable programs in the areas where they live and work.

## Around-the-clock service

The company's customer service center allows customers to contact specially trained representatives 24 hours a day, seven days a week. The customer service center can be reached toll free at 1-888-221-7070. Pacific Power also has a direct line for customers to call when the power goes out. To report an outage or get outage updates, customers can call toll free at 1-877-508-5088.

[www.pacificpower.net](http://www.pacificpower.net)