

Strong position in the West

PacifiCorp is one of the West's leading utilities, serving approximately 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 – 6,500

Electrical facilities

PacifiCorp's generating plants have a net capacity of 10,326 megawatts (mw). We operate 74 generating plants across the West, including thermal, hydroelectric, wind-powered and geothermal facilities.

PacifiCorp has more than 61,000 miles of distribution line and approximately 15,800 miles of transmission line – more than any other single entity in the West. The company's Energy Gateway initiative, which was announced in 2007, has been expanded to develop more than 2,000 miles of new high-voltage transmission line at a cost of more than \$6 billion. The plan includes projects that will address customer load growth, improve system reliability and deliver energy from new wind-powered and other renewable generating resources.

Renewable resources

PacifiCorp is committed to renewable power as a viable, economic and environmentally prudent means of generating electricity. A leader in renewable energy, the company added approximately 380 mw of new wind generation in 2008 and plans to acquire 2,000 mw of renewable resources by 2013. More than 2,800 mw – or approximately 22 percent of the company's owned and contracted generating capacity – are produced from renewable and noncarbon sources.

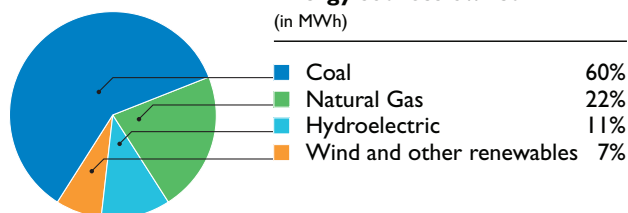
During 2008, PacifiCorp placed in service the following wind-powered generating facilities to help meet its retail load growth with renewable resources.

- 99 mw Seven Mile Hill (Medicine Bow, Wyoming)
- 99 mw Glenrock (Glenrock, Wyoming)
- 94 mw Goodnoe Hills (Goldendale, Washington)
- 70 mw Marengo II (Dayton, Washington)
- 20 mw Seven Mile Hill II (Dayton, Washington)

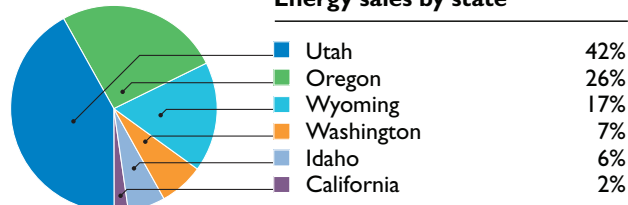
In 2009, PacifiCorp placed in service the 99-megawatt Rolling Hills and 39-megawatt Glenrock III wind-powered generating facilities, both in Glenrock, Wyoming.

Energy sources owned

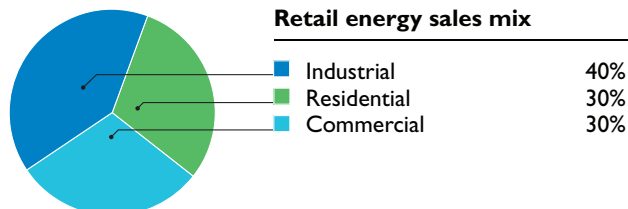
(in MWh)



Energy sales by state



Retail energy sales mix



For more information, contact:

PacifiCorp Headquarters

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pacificpower.net • rockymountainpower.net

Customer service: 1-888-221-7070

Outage reporting: 1-877-LITESOUT (1-877-548-3768)

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 and regional transmission projects. As part of PacifiCorp, the company has a generating capacity of 10,326 megawatts of power from thermal, hydro, renewable wind and geothermal facilities, purchasing additional energy as needed. PacifiCorp is part of MidAmerican Energy Holdings Company, and serves approximately 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
- 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 residential energy efficiency programs that help customers manage their energy use and help the company keep electric bills low. The company's most notable programs include:

- 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. Households system wide have benefited from these programs since 1985.

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

Pacific Power is a national leader in developing renewable energy, with a target of adding 2,000 megawatts from new renewable sources by 2013. Pacific Power also promotes renewable energy to its customers through its voluntary Blue SkySM 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. More than 37,000 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.

Safety

In the past year, company representatives gave safety presentations reaching more than 165,000 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, more than 7,585 grants totaling more than \$47 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-LITESOUT (1-877-548-3768).