



Voices

THE RIGHT ANSWER WINS

Through August 10, all customers with the right answer to this month's question will be entered into a drawing for a chance to win an electricity usage monitor.

Q: How many kilowatt-hours of Green-e Energy Certified renewable energy did our Blue Sky customers support in 2008?

Choose from two ways to enter: log on to pacificpower.net/voices or mail to:

Right Answer
Pacific Power
825 NE Multnomah, Suite 800
Portland, OR 97232

Winners will be notified by mail. Limit one entry per household.

THE LATEST WORD

Helping others

Looking for a gift idea? Or want to assist a neighbor or relative needing some help with their electric bill? Why not make a gift payment to their Pacific Power account? Your gift can be in any amount and be anonymous, if you prefer. There are three easy ways to make your gift payment. Visit our Web site at pacificpower.net/gift or call us toll free at 1-888-221-7070 for more information.

Electricity here delivers **more value**

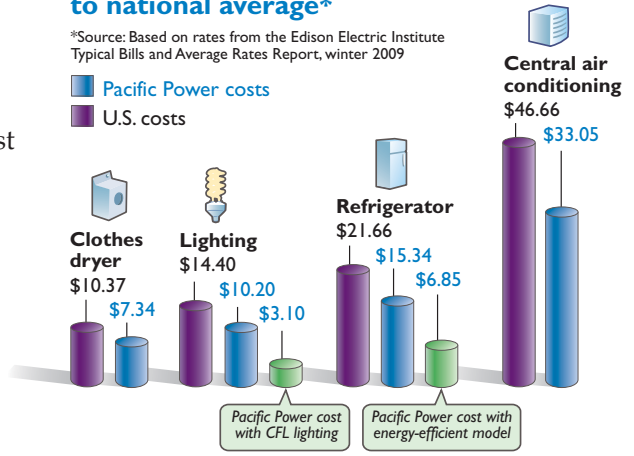
Managing our costs and delivering a good value is a high priority at Pacific Power.

Our electric rates are among the lowest in the nation, based on a survey of investor-owned utilities by the Edison Electric Institute. This chart compares the monthly cost to operate common appliances at Pacific Power's rates versus at the national average price of electricity. That means you pay less on your electric bill each month. Plus, you get even more value when you use energy-efficient appliances and compact fluorescent lights.

We've got the answers to make your home more energy efficient

Average monthly operating costs for Pacific Power customers compared to national average*

*Source: Based on rates from the Edison Electric Institute Typical Bills and Average Rates Report, winter 2009



too. Get cash incentives for qualified home improvements and energy-saving appliances and equipment with our Home Energy Savings program. Our Web site at pacificpower.net/save has details and other tips on saving energy. Or call us toll free at 1-888-221-7070.

Planning for **tomorrow, today**

As more people move to our region and customers increase their use of electricity, Pacific Power will be ready to supply the power they need.

Our integrated resource plan is our road map. It outlines the lowest risk, least-cost mix of generating resources we'll need. It considers changing laws and policies, as well as the best interests of our customers and the environment.

We also monitor the performance of our transmission and power delivery system daily to make sure we're delivering the quality, reliable electric service our customers need.

To meet future energy requirements we're adding about 2,000 miles of transmission line in the West with our Energy Gateway Transmission Expansion project. Other projects we're working on include:

- **Vintage Valley Substation**, Sunnyside, Washington – This new transmission substation in



the lower Yakima Valley will serve increased growth in the area.

- **Three Mile Canyon**, Boardman, Oregon – A new interconnection will transmit electricity generated by new wind turbines operating in the Columbia River Gorge.

Visit our Web site at pacificpower.net/transmission to learn more about our other system enhancement projects underway.

BRIGHT IDEAS

Stay cool, save money

If you are planning to purchase an air conditioning system, evaporative cooler, or heat pump to cool your home, you may qualify for a cash incentive through our Home Energy Savings program.

When you buy a qualified high efficiency system, you'll save money each month on your electric bill while staying cool and comfortable.

Already have a heat pump or central air conditioner? Be sure it's in good condition. Have it tuned up by a program-qualified contractor and receive a \$100 cash incentive.

For more information, please visit our Web site at pacificpower.net/hes or call toll free 1-800-942-0266.

Blue SkySM spurs local renewables

Pacific Power customers participating in our Blue Sky renewable energy program supported 16 community-based renewable energy projects in 2008. The Blue Sky program allows customers to support renewable energy development in the region above what Pacific Power buys or generates on behalf of all customers, as well as encourage the construction of community-based renewable energy projects.

Among the projects supported are:

- **Whitman College**, Walla Walla, Washington, received funding for a 23-kilowatt solar photovoltaic project.
- **Casa de Fuchsia Nursery Garden Gallery**, Crescent City, California, received funding to support installation of an 8.5-kilowatt solar array and a 4-kilowatt wind system.

We're currently reviewing community projects for 2009 funding and will announce those later this year.

Blue Sky is Green-e Energy Certified, meeting national environmental and consumer protection standards.



Whitman College, Walla Walla, Washington will install a rooftop solar array this year.

For more information on Blue Sky log on to pacificpower.net/bluesky or call us toll free at 1-800-769-3717.

Blue Sky third in nation

Thanks to our customers' support, in 2008 our Blue Sky renewable energy program ranked third in the nation in the number of customers buying renewable power and in total sales volume according to the U.S. Department of Energy's National Renewable Energy Laboratory. Blue Sky customers supported 490 million kilowatt-hours of Green-e Energy Certified renewable energy last year – equal to the output of 107 wind turbines.

SAFETY MATTERS



Look up

When playing or working outdoors this summer, look up and be aware of nearby overhead power lines.

Overhead power lines carry thousands of volts of electricity. Contacting a line can cause immediate death or serious burns. Keep long-handled tools and ladders at least 10 feet away and keep kites and sailboat masts clear of overhead lines.

Make it a safe summer. Learn more about electrical safety on our Web site at pacificpower.net/safety. Or call us toll free at 1-888-221-7070.

A+ service, guaranteed

At Pacific Power we scored straight A's on our customer service guarantees, meeting our seven guarantees more than 99 percent of the time in 2008.

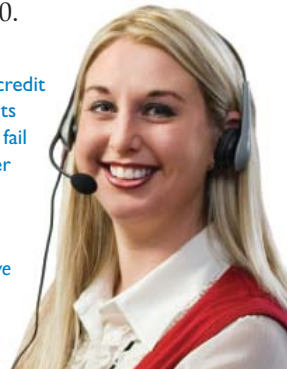
Customer service guarantees are our way of ensuring we deliver what we promise. They include restoring power promptly, keeping appointments and letting you know about any planned service interruptions. If we fail to meet a guarantee, we will credit your account \$50 or more.

Pacific Power also works to high standards of operation, such as making sure the electric system is reliable.

We appreciate your business and will continue to work to these high standards. Review our performance in 2008 and learn more about our customer service guarantees on our Web site at pacificpower.net/guarantees or by calling us toll free at 1-888-221-7070.

Pacific Power will credit customers' accounts \$50 or more if we fail to meet a customer service guarantee.

Pam, customer service representative



Customers who are facing financial difficulties, and may not be able to pay their energy bills, are encouraged to contact Pacific 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: 1-877-548-3768 (1-877-LITESOUT).

Para un representante que habla español: 1-888-225-2611. Su llamada será gratuita.

On the Web: pacificpower.net



Let's turn the answers on.

