



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

Supporting community

For the fifth consecutive year, 15 Pacific Power women executives donated their time to mentor the high school women serving in the 2009 Portland Rose Festival Court as part of the Rose Festival held each June. The executives met individually with the young women and shared their wisdom and career experiences, as well as teaching the students about the utility industry.

Pacific Power and the Pacific Power Foundation have made substantial donations to help support the festival. Pacific Power recently contributed to the installation of a neon rose atop the Portland Rose Festival's home in downtown Portland.

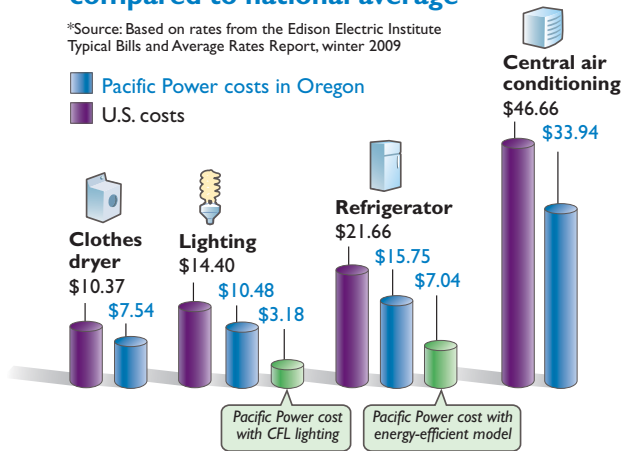
Electricity here delivers **more value**

Managing our costs and delivering value for your energy dollar 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 our 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.

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

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



We've got the answers to make your home more energy efficient too. Our Web site at pacificpower.net/save offers simple tips to make your home more comfortable and save energy year round. Or call us toll free at 1-888-221-7070.

Planning for **tomorrow, today**

As more people move to our area 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 in Oregon include:

- **Three Mile Canyon**, Boardman – A new interconnection will transmit electricity generated



by new wind turbines in the Columbia River Gorge.

- **Texum Substation**, Klamath Falls – Rebuilding the substation and increasing its capacity allows us to serve growth in southern Oregon.
- **Hunters Circle Substation**, Bend – The new substation will meet increased power needs in the north Bend area.

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

BRIGHT IDEAS

Cut cooling costs

With summer here, it's time to keep cool air inside and hot air outside by adding insulation to your ceiling or attic, walls and floors. Insulation keeps your home cooler in summer, warmer in winter and saves energy. In fact insulation, combined with air sealing, can reduce heating and cooling costs by as much as 30 percent. And cash incentives from Energy Trust of Oregon can help offset the cost of the project, making it an affordable investment.

Learn more at www.energytrust.org/CashIncentives or call Energy Trust toll free at 1-866-368-7878.

Power up with Oregon sunshine

If you've ever thought of going solar, now is a great time to act. Thanks to federal and Oregon tax credits, plus an Energy Trust of Oregon cash incentive, Pacific Power customers can cut the cost of a home solar electric or solar water heating system by as much as 75 percent.

For example, a 2-kilowatt solar electric system valued at \$17,000 would cost only \$3,100 after the incentive and tax credits. The system would deliver free, reliable electricity for up to 40 years, shrink



Solar electric and water heating systems produce half the electricity and heat all the hot water for this home near Bend, Oregon.

your monthly energy costs and reduce your environmental impact.

Learn more from the statewide Solar Now! campaign, register for a free solar workshop and find out about affordable financing. Go to www.SolarNowOregon.org or call Solar Now! toll free 1-877-546-8769.

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



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.

Blue SkySM ranks 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. Blue Sky has ranked among the top five in these categories for the past seven years.

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.

