



# VOICES

## THE RIGHT ANSWER WINS

Through October 10, all customers with the right answer to this month's question will be entered into a drawing for a chance to win a standby power saver for the TV and its accessories.

**Q:** To save energy, at what temperature should a home's water heater be set?

Choose from two ways to enter: log on to [pacificpower.net/voices](http://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 communities

The Pacific Power Foundation has contributed to the Wild Rivers Community Foundation's Summer Youth Program. The program helps local agencies expand and enrich their summer recreation opportunities for children in Del Norte County, California and Curry County, Oregon. Summer Youth Program grants are typically made for expenses such as sports and recreational equipment, arts and crafts supplies, field trips, and camp scholarships for low-income youth.

For more information on organizations supported by the Pacific Power Foundation, visit [pacificpower.net/ppfoundation](http://pacificpower.net/ppfoundation).

## Take charge of your energy use

Looking to cut your energy use to save money and help the environment? Here are some easy things to do.

### Lighting

With shorter days ahead, it'll pay to switch to compact fluorescent light bulbs. They use one-quarter the amount of electricity as incandescent bulbs. Also, remember to turn off lights in empty rooms.



### Water heating

Your water heater is the second largest energy user in your home. Water heaters typically last about 10 to 15 years, so consider replacing older, inefficient units. Set the water heater temperature to 120°F to save energy. Take



showers instead of baths. The average bath uses twice as much hot water as a five-minute shower.

### Appliances

Set your refrigerator between 37°F and 40°F and your freezer at 0°F. Wash only full loads in the dishwasher on the shortest wash cycle. Turn off computers, cell phone chargers, DVD players and other electronics when not in use.

Income-qualifying customers can get information on free weatherization services and the California Alternate Rates for Energy (CARE) program at [pacificpower.net/care](http://pacificpower.net/care). CARE provides a 20 percent discount on Pacific Power bills to income-qualifying households. If you qualify, return the application on the enclosed bill payment envelope or call us toll free at 1-888-221-7070 for details.

Our Web site also has more tips on saving energy and information on cash incentives to make your home more energy efficient.

## Donate to help neighbors **year round**

Life's circumstances can sometimes create financial hardships. That's why we partner with nonprofit energy assistance programs, such as Project HELP that helps those facing economic emergencies pay their electric bills. Our customers, shareholders and employees donate to Project HELP throughout the year.



However it's simple to help those less fortunate year round through the fixed donation program. Just tell us the amount you want to contribute monthly (any even dollar amount such as

\$1, \$5 or \$10) and it will be added to your bill. Your donation will be forwarded to The Salvation Army, the nonprofit agency that verifies eligibility and allocates funds to

those needing help. To enroll in the fixed donation program, call us toll free at 1-888-221-7070.

We also have information and programs to help you use less energy in your home, including free weatherization services for income-qualifying customers. Log on to [pacificpower.net/save](http://pacificpower.net/save) for information or call us toll free at 1-888-221-7070.

## BRIGHT IDEAS

### Cash back on fans, lighting

You may qualify for a \$20 cash incentive when you purchase an ENERGY STAR® qualified ceiling fan or lighting fixture. These fans have improved motors and blade designs and use less energy. They cool you in summer and can help distribute warm air in winter. Plus, on average, ENERGY STAR lighting fixtures save up to 90 kilowatt-hours of electricity compared to a conventional light fixture. Learn more about the incentives available through our Home Energy Saving program by visiting our Web site at [pacificpower.net/hes](http://pacificpower.net/hes) or call toll free at 1-800-942-0266.

## SAFETY MATTERS

### Safety education tools online

To help teach schoolchildren about electricity, teachers and parents can get a variety of tools through our electrical safety program. New teacher curricula and interactive games can be found on our Web site at [pacificpower.net/education](http://pacificpower.net/education). You'll also find other materials to teach youngsters about using electricity. We will soon e-mail teachers information about access to a secure teacher-only area of the Web site. Visit our Web site or call us toll free at 1-800-375-7085 for more information on electrical safety.

## Count to three for safety

As children return to school, it's time for everyone to remember the three primary lessons of electrical safety.

### 1. Look up

Always stay clear of overhead power lines, especially when working outdoors. Look up before hoisting the ladder to clean gutters or prune trees. Keep yourself and equipment at least 10 feet away from all power lines. Do not try to remove branches that are caught in or touching a power line. Call us at 1-888-221-7070 for help. Accidental contact with an overhead power line is usually deadly or life altering.

### 2. Call before you dig

Contacting underground power lines can be as dangerous as overhead lines. Call 811 at least

### Teaching safety year round

In 2008 Pacific Power's public safety presentations reached more than 108,000 individuals, including schoolchildren, community groups, emergency responders, farmers and ranchers, and construction contractors.



48 hours before digging to have utility lines marked for free. You also can visit our Web site at [pacificpower.net/safety](http://pacificpower.net/safety) or call us toll free at 1-888-221-7070 for the number of the locating service in your area.

### 3. Stay clear of downed lines

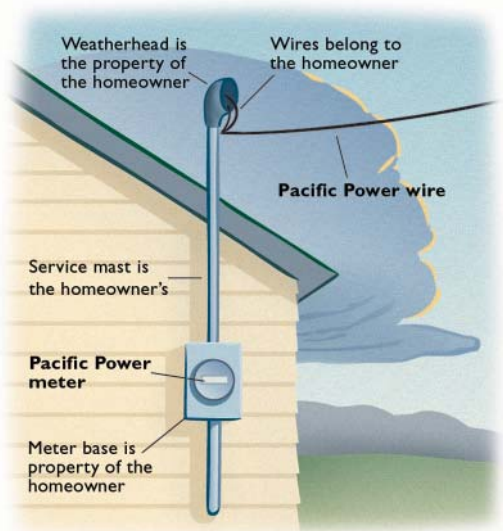
Remember any power line on the ground can be energized and carrying thousands of volts of electricity – enough electricity to kill – even if you cannot see or hear it arcing. Never touch or go near a downed line and warn others to stay away. Immediately report the downed line by calling 911 and Pacific Power toll free at 1-888-221-7070.

Our Web site at [pacificpower.net/safety](http://pacificpower.net/safety) has other information on indoor and outdoor electrical safety.

## Severe weather knows no season

Harsh weather can damage electrical lines and equipment any time of year – not to mention knock out the electricity. If damage occurs to your electric service, know that we can repair only Pacific Power equipment.

As shown here, if your home's weatherhead or service mast is damaged, please call a licensed electrician to repair it. If mishandled, the equipment can be dangerous and result in serious injury or even death.



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](http://pacificpower.net)



Let's turn the answers on.

