



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: What three-digit phone number should you call before you dig?

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

Klamath dam removal update

Gov. Ted Kulongoski signed legislation to establish a trust fund for Pacific Power customers to cap their costs for the potential removal of four hydroelectric dams on the Klamath River.

The legislation establishes a customer surcharge of less than \$1.50 per month for ten years, allowing the fund to build to a \$180 million cost cap for Oregon customers. If dam removal does not occur, the money will be returned to customers to cover their costs related to relicensing the four dams.

The California Public Utilities Commission will be asked to implement the surcharge for Pacific Power California customers.

The company, the U.S. Department of Interior and the states of Oregon and California are expected to reach a settlement this autumn that could result in dam removal as early as 2020.

Makeover winners ready for winter

Pacific Power customer Jodi Parker and her family look forward to a cozy winter in their Medford home. This summer their house was transformed with an energy-saving makeover that they won through Energy Trust's Home Energy Makeover Contest.

Before the makeover, a Home Performance with ENERGY STAR® assessment identified where the 1975 house was wasting energy. Contest sponsors donated products and services to make recommended upgrades that included insulation, air and duct sealing and high-efficiency windows, plus an energy-efficient heat pump and water heater. The makeover is expected to trim Parker's energy costs by as much as 50 percent.



Before their home energy makeover, the Parkers lived with leaky windows, no insulation and an old heating system that wasted energy and money.

"My kids were so excited that we won the energy makeover," Parker said. "It will make such a difference."

Learn more about Parker's home energy makeover and how to plan your own makeover at www.HomeEnergyMakeoverOregon.com.

Get a burger with Blue Sky energy

In partnership with Pacific Power, during September Burgerville restaurants are offering Pacific Power customers a \$10 Burgerville gift card when they enroll in our Green-e Energy Certified Blue SkySM renewable energy program. Burgerville has been a Blue Sky Visionary Business partner since 2005, putting them in the top tier of our renewable energy business customers.

The Blue Sky program is an easy way for customers to support the development of renewable energy in the region and minimize their environmental footprint.



Enrolling in the Blue Sky Usage or Habitat options provides the environmental benefits equal to not driving a car each year.*

Learn more about Blue Sky on our Web site at pacificpower.net/bluesky or call us toll free at 1-800-769-3717.

Get a \$10 Burgerville gift card when you sign up for the Blue Sky renewable energy program at these locations:
Portland
1135 N.E. MLK Boulevard
8218 N.E. Glisan Street
429 S.E. 122nd Avenue
4229 N.E. 122nd Avenue
Albany
2310 Santiam Highway S.E.

* U.S. Environmental Protection Agency average annual miles driven of 11,856; based on an average customer's electricity usage of 1,000 kilowatt-hours a month.

BRIGHT IDEAS

Cash for windows

Are you adding insulation or sealing air leaks in your home this fall? Consider replacing your old windows at the same time. You could earn cash incentives from Energy Trust of Oregon when you install high-efficiency ENERGY STAR® windows with another qualified energy-saving home improvement. You may also qualify for a federal tax credit of up to \$1,500. Besides saving energy and improving comfort, energy-efficient windows reduce condensation and make your home quieter.

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

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 at 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

Stay clear of overhead power lines, especially when working outdoors on ladders. Keep yourself and equipment at least 10 feet away from power lines. Do not try to remove branches 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 48 hours before digging to have



utility lines marked for free. You also can visit our Web site at 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

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 has other information on indoor and outdoor electrical safety.

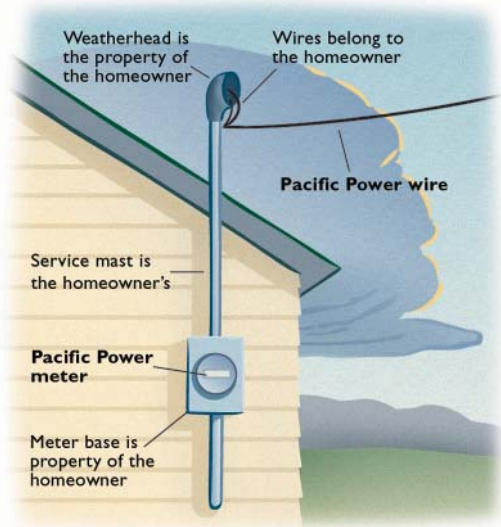
Teaching safety year round

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.

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



Let's turn the answers on.

