



# 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

With help from the Pacific Power Foundation, last year more than 5,000 schoolchildren received free admission to the Fort Walla Walla Museum, in Walla Walla, Washington. For the past four years the foundation has been a sponsor of the program that offers free tours to public, private and home-schooled students. In 2008, students from 100 schools in Washington and Oregon toured the museum. "Without this support, we would have to charge these school kids to come in," said museum spokesman Paul Franzmann.

For more information on other organizations supported through the 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 will pay to switch to compact fluorescent light bulbs. They use one-quarter the amount of electricity as incandescent bulbs. Turn off lights in empty rooms and use task lighting at a desk or workbench.



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 the temperature of your refrigerator between 37°F and 40°F and your freezer at 0°F for efficiency and food safety. Wash only full loads in the dishwasher on the shortest wash cycle. Use the microwave when possible rather than the oven. Wash clothes in warm or cold water and rinse them in cold water. Clean the dryer lint filter after each use. Turn off computers, printers, DVD players and other electronics when not in use.

Our Web site at [pacificpower.net/save](http://pacificpower.net/save) has more tips on saving energy and information on cash incentives to make your home more energy efficient. Or just call us toll free at 1-888-221-7070.

### Water heating

Your water heater is the second largest energy user in your home. Water heaters typically last about



## Kids give lessons on saving energy

Parents throughout our Washington service area are taking a lesson from their children on how to use less energy. Last school year 4,157 sixth grade students in the area completed Pacific Power's energy efficiency education program.

In partnership with local nonprofit agencies, we offer the program to sixth grade students in the communities we serve. Certified instructors teach students about electricity, including how it's generated and why it's important to use it wisely.

Pacific Power also provides the students with an energy action kit that includes efficiency measures



such as a faucet aerator and a compact fluorescent light bulb.

The students also report changing family behaviors to save energy, such as urging parents to take shorter showers.

## BRIGHT IDEAS

### Window savings

Installing energy-efficient windows can save you money on your electric bill. And now you may qualify for an additional cash incentive from our Home Energy Savings program when you install ENERGY STAR® windows. Energy-efficient windows reduce heat loss in winter and heat infiltration in summer. Your home will be more comfortable and you'll use less energy. Visit our Web site at [pacificpower.net/hes](http://pacificpower.net/hes) or call toll free at 1-800-942-0266 for more information.

## 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

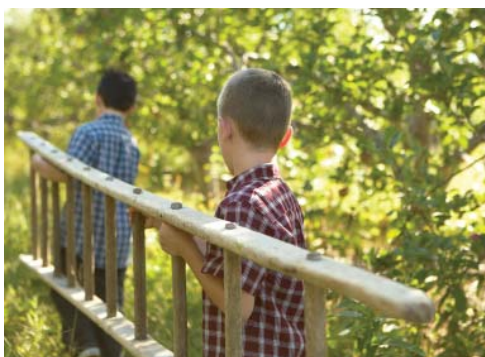
As children return to school, it's time for everyone to remember the three primary lessons of electrical safety.

### 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



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.

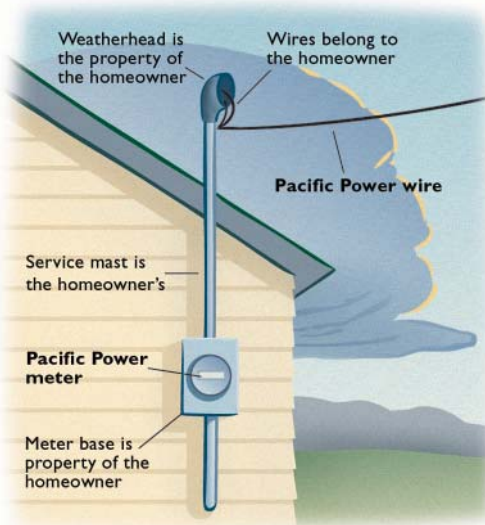
### Teaching safety year round

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](http://pacificpower.net)



Let's turn the answers on.

