



voices

THE RIGHT ANSWER WINS

Through December 10, all customers with the right answer to this month's question will be entered into a drawing for a chance to win a set of indoor LED holiday lights.

Q: What Pacific Power number do you call to report a power outage?

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 communities

Each autumn our employees and retirees generously donate to our Community Giving Campaign to deliver needed services in our communities. By choosing to donate to their local United Way, a nonprofit organization of their choice, or the Project HELP energy assistance program, they make a difference in the lives of neighbors in need. In 2008, their donations topped \$182,000, with the Pacific Power Foundation providing another \$143,900. "As a member of the community, this is our opportunity to step up and help fund programs that address hunger, homelessness, energy assistance, education, job training and other basic needs," said Pat Reiten, Pacific Power president.

Get ready for winter's punch

Winter weather's on the way. That can mean power outages. But rest assured, we'll be working to restore your electricity quickly. And while no one can stop the weather, here are a few tips that can help.

Make an outage kit

Assemble an outage kit that includes flashlights, batteries, a battery-powered or wind-up clock and radio, bottled water, a manual can opener and ready-to-eat foods. Add a blanket and store everything in a watertight box.

Call 1-877-LITESOUT

If your home loses power, first check the circuit breaker or fuse box to see if the problem is inside. Check to see if neighbors are without power. If so, report the outage by calling **1-877-LITESOUT** (1-877-548-3768). Our automated reporting system will give you the cause of the outage if it's known, and the approximate time we expect to have the power restored.



Stay safe

If you see a power line on the ground, stay away from it and immediately call us toll free at 1-888-221-7070. You cannot tell by looking at a downed line if it's energized. Keep others away too. Never touch a person who is touching a power line. Call 911 immediately.

Getting the power on

Our Web site at pacificpower.net/outage shows how we go about restoring the power following an outage. Click on "power restoration" to see the interactive demonstration. You also can order our free outage preparation booklet online or call us toll free at 1-888-221-7070.

Make holidays bright for others

Many households in California are struggling financially this season. Here are a few ways you can help.

Project HELP

Send a donation in the enclosed envelope to Project HELP that helps those facing financial emergencies pay their electric bills.

Fixed donation

Donate year round to Project HELP by adding any amount to your electric bill each month. We'll forward your donation. To enroll, call us toll free at 1-888-221-7070.

Gift payment

Make a gift payment to a friend's Pacific Power account. Choose the amount you'd like to give and if you want the gift to be anonymous. Go to pacificpower.net/gift or call us toll free at 1-888-221-7070.



Income-qualifying customers may receive free weatherization services and be eligible for the California Alternate Rates for Energy (CARE) program. Our Web site at pacificpower.net/care has details or call us toll free at 1-888-221-7070.

Visit pacificpower.net/save for tips and programs to help you cut energy use in your home. Or call us toll free at 1-888-221-7070.

BRIGHT IDEAS

Holiday lighting

Save energy while making your holidays brighter with LED (light emitting diode) decorative lighting. These lights use about one-tenth the amount of electricity as mini lights. They last up to 100,000 hours or more indoors and about half that long outdoors – much longer than other types of lighting. Plus the bulbs are cool to the touch, making them a smart choice for fire safety in your home. Save even more electricity by plugging your holiday lights into a timer that automatically turns them off during the day or when you're sleeping.

SAFETY MATTERS

Holiday safety

We wish you a happy holiday season, and offer these simple tips to stay safe:

- Locate and avoid contact with any overhead power lines when hanging outdoor lights.
- Check packaging on lights to determine if they are rated for indoor or outdoor use and the maximum number of strings that can be plugged together.
- Do not use lights with cracked wiring or loose connections.
- Turn off indoor and outdoor lighting when leaving home. For convenience, use an automatic timer.
- Avoid overloading circuits or extension cords.

For other indoor electrical safety tips, visit pacificpower.net/safety or call us toll free at 1-888-221-7070.

Energy-saving gifts **keep giving**

This season why not give gifts that use less energy? Here are some ideas to get started.

Charge up

Portable solar chargers can recharge batteries, cell phones or a laptop. Solar chargers are even showing up on backpacks so students can recharge electronics on the go. Also look for solar powered flashlights, radios and yard lights.

Flat screen TVs and electronics

Buying a TV for the family? Consider buying a liquid crystal display (LCD) rather than a plasma model. On average, LCD TVs use significantly less energy than plasma models of equal size. Also, buy an ENERGY STAR® labeled model. They use about 30 percent



less energy than standard units. Look for the ENERGY STAR logo on other popular electronics such as computers, DVD players and home audio products.

Powerful savers

Give a smart power strip that stops electronics,

such as DVD players or computer printers, from using electricity when turned off. Or help friends and family learn where to save with a plug-in monitor that tells how much electricity appliances are using.

We wish you a happy energy-saving holiday. Our Web site, pacificpower.net/save, has more tips on saving energy in your home. Or call us toll free at 1-888-221-7070.

Equal Pay makes **budgeting easier**

Our Equal Payment program lets you pay the same amount each month, based on your household's average electric bill. To help you stay on budget, we periodically review your account and may adjust your monthly payment. Use Equal Pay with one of these convenient payment options.

Online payment

Our most popular online payment option provides flexibility to securely pay your bill on our Web site. You can schedule an online payment, choose to go paperless to help the environment and have the ability to store your bank account information online.



Automatic monthly payment

Under the program, you authorize Pacific Power to deduct funds directly from your checking account each month to pay your electric bill on the due date.

To learn more about these free services, visit pacificpower.net/pay or call us toll free at 1-888-221-7070.

Medical allowance

If you or a resident of your household require regular use of a medical life-support device or have certain severe medical conditions, you may be eligible for a medical allowance that may lower your monthly electric bill. For more information and to see if you or someone in your household qualify, visit our Web site at pacificpower.net/camedical or call us toll free at 1-888-221-7070. The application form also may be downloaded from our Web site.

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.

