



# VOICES

## THE RIGHT ANSWER WINS

Through February 10, all customers with the right answer to this month's question will be entered into a drawing for a chance to win a stainless Thermos.®

**Q:** At what temperature should you set your water heater to save energy?

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

During 2009, the Pacific Power Foundation granted more than \$584,000 to nonprofit organizations in Oregon, California and Washington. Since 1988, the foundation has awarded more than 7,980 grants totaling more than \$48.2 million.

Some organizations in Oregon that received grants in the fourth quarter were:

- daVinci Days – Corvallis
- High Desert Museum – Bend
- Oregon Children's Theatre Company – Portland
- Rogue Valley Symphony Association – Ashland

For more information on the organizations supported through the foundation, visit [pacificpower.net/foundation](http://pacificpower.net/foundation).

## How fit is your home for 2010?

Start the new year with a home energy fitness plan. Energy-saving improvements can give your budget a break and make your home more comfortable year round.

### Start with simple steps

1. Set the thermostat between 65°F and 68°F during the day, and 58°F to 60°F at night.
2. Clean or replace filters before and after the heating season to help your heating system work at peak efficiency.
3. Install weatherstripping and caulk around window and door frames.
4. Caulk small holes and cracks around plumbing pipes, exhaust fans, dryer vents, sink and bathtub drains, fireplaces, and under countertops.
5. Set your water heater at 120°F. If your dishwasher doesn't pre-heat water, set the water heater at 140°F.
6. Install water-saving showerheads and faucet aerators.



Sign up for a Home Energy Review with Energy Trust of Oregon.

**Learn more ways to save**  
Schedule a Home Energy Review through Energy Trust of Oregon. An energy advisor will walk through your home and give you a prioritized list of even more improvements that can save you additional money. You'll also learn about cash incentives that make energy-saving upgrades affordable. Sign up online at [www.energytrust.org/her](http://www.energytrust.org/her) or call Energy Trust toll free 1-866-368-7878.

## Our new Web site

### Putting more power at your fingertips

After listening to our customers, we've launched a redesigned Web site that makes it easier to do business with us and manage your energy use. The new site, still located at [pacificpower.net](http://pacificpower.net), incorporates a new look, improved navigation, and more information.

It's now simple to access your account with our secure login, where you can view your home's electricity usage, current balance and payment history. You can still quickly and securely pay your bill online.

"More and more customers are turning to the Web to conduct business and find information –

we've made it easier for them," said Karen Gilmore, vice president of customer services.

Customers also can find resources to help them manage energy use, purchase energy-efficient products or participate in Pacific Power's energy services and incentives. To see the site for yourself, visit [pacificpower.net](http://pacificpower.net).



## BRIGHT IDEAS

### Programmable thermostats

A programmable thermostat can help you save on your heating costs this winter. It can be programmed to control the thermostat based upon your lifestyle. It will lower the temperature when you're asleep or away and raise it when you're home. Thermostats are available in several models, with various settings each day. They typically have a lighted LED screen with touch pad programming. For other energy-saving solutions, visit [www.energytrust.org](http://www.energytrust.org) or call toll free 1-866-368-7878.

## SAFETY MATTERS

### Generator safety

If you temporarily lose power this winter and plan to use a portable generator, please follow these safety guidelines:

- Never plug a generator into an outlet or your home's electrical system without having a transfer switch installed. Otherwise, electricity could feed back into Pacific Power's electrical system, creating hazards for you and our crews.
- Only use portable generators to run individual appliances. Use outdoor UL-approved extension cords.
- Operate generators outdoors in ventilated areas, on dry surfaces where water will not collect. They exhaust deadly carbon monoxide, so keep them away from air intakes, windows and doors.

For more safety information, visit [pacificpower.net/safety](http://pacificpower.net/safety) or call us toll free at 1-888-221-7070.

## Thanks for 100 years of success

*The year was 1910. A gallon of gas cost 7 cents and electricity was 15 to 20 cents a kilowatt-hour. The electric light bulb was 30 years old and 92 million people called the United States home.*

It also was the year that four small electric companies in Astoria and Pendleton, Oregon, and Yakima and Walla Walla, Washington, became Pacific Power.

The new company served 7,000 customers.

Thanks to thousands of customers and employees, Pacific Power today delivers reliable electricity at a fraction of those 1910 prices to more than 724,000 homes and businesses. Along with our sister company Rocky Mountain Power, we have 74 generating plants, including thermal, hydroelectric, wind and geothermal units, more than 61,500 miles of electric distribution line and 15,800 miles of transmission line.



A view of Astoria, Oregon in the early 1900s.



We've seen a lot of changes in 100 years, but through it all there's been one constant – you, the customer. We value your business and the partnerships we have with the communities we serve.

We're as committed today to delivering safe and reliable electricity as we were in 1910. We'll continue to invest in new and improved ways of doing business to manage costs and improve our service to you. Thanks to you we plan on being around for many years to come.

## Help is available in tough times

We know financial hardships can happen to anyone. So please call us toll free at 1-888-221-7070 at the first sign of having difficulty paying your bill. We can help with payment plans, the Equal Pay program and changing your bill due date to better fit your situation.

Our Equal Pay program allows you to pay the same amount each month, based on your household's average electric bill. We periodically review your account and may adjust the payment.

We also work with the local nonprofit energy assistance agency Oregon HEAT. To learn more call Oregon HEAT at 503-612-3790. (First dial "1," if you are calling from outside the 503 area code.)

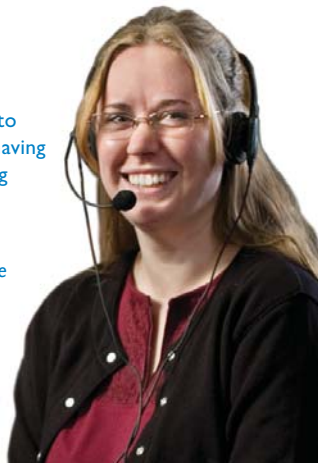
Call Oregon Housing and Community Services toll free 1-800-453-5511, to see if you

qualify for the federally funded Low Income Home Energy Assistance Program (LIHEAP), the Oregon Energy Assistance Program (OEAP), and no-cost weatherization services.

For more information, call us toll free at 1-888-221-7070 or visit our Web site at [pacificpower.net/assistance](http://pacificpower.net/assistance).

We are ready to help if you're having difficulty paying your bill.

Jennifer, customer service representative



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.

