



# VOICES

## THE RIGHT ANSWER WINS

Through November 10, all customers with the right answer to this month's question will be entered into a drawing for a chance to win a smart battery charger.

**Q:** By the end of 2009 our wind resource portfolio will be able to meet the electricity needs of how many average customers for one year?

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 \$416,800 to nonprofit organizations in Oregon, California, and Washington. Some Oregon organizations that received grants in the third quarter include:

- Rotary Foundation of Klamath County, Klamath Falls
- Central Oregon Environmental Center, Bend
- Oregon Tradeswomen, Portland

Since 1988, the foundation has awarded more than 7,870 grants totaling more than \$47.8 million.

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

## Stay cozy and save money

Was your home drafty and cold last winter? Poor insulation, air leaks, unsealed ductwork or an inefficient heating system could be the culprit. Besides robbing you of comfort, these problems can drive up your energy costs and waste up to 60 percent of the energy used to heat and cool your home.

Say goodbye to winter chills with a three-step plan to improve comfort and reduce heating costs. First, seal air leaks to keep cold air outside and warm air inside. Then, add wall, attic and floor insulation. Both improvements can pay for themselves quickly with lower energy costs.



Finally, if your heating system is more than 20 years old, consider replacing it with an energy-saving heat pump. A high-efficiency model uses up to 50 percent less energy than a standard electric furnace, and sealing your ductwork can save even more energy. See the enclosed insert for details.

These improvements qualify for Energy Trust of Oregon cash incentives and low-interest rate financing through GreenStreet Lending with Umpqua Bank (an Equal Housing Lender). Learn more online at [www.energytrust.org](http://www.energytrust.org) or call Energy Trust toll free at 1-866-368-7878.

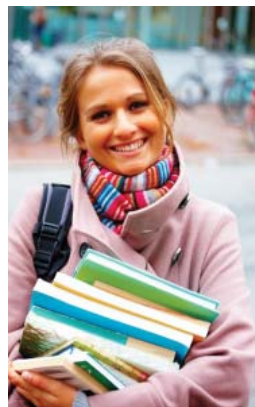


## It's easy to give a powerful gift

Looking to help a financially strapped student away at college this fall? Or maybe an elderly neighbor who could use a helping hand? Why not make a payment to their Pacific Power account?

You choose the amount you'd like to give and whether you want the gift to be anonymous. For security reasons, we will not reveal the recipient's account balance, but we will apply your gift directly to his or her Pacific Power account.

Make your gift payment by mailing a check with "gift payment"



in the memo line and an accompanying note with your contact information, the name and address of the recipient and whether the gift is anonymous. Or make the gift payment over the phone with a check, credit card or debit card. There is a small fee charged by

a third party if you make a payment over the phone.

Just call us toll free at 1-888-221-7070 or visit our Web site at [pacificpower.net/gift](http://pacificpower.net/gift) for more details.

## BRIGHT IDEAS

### Choose CFLs and save

Switching from incandescent bulbs to ENERGY STAR® compact fluorescent light bulbs (CFLs) is an easy way to cut your energy use and save money. CFLs come in many shapes and sizes to work with almost every fixture in your home. Now through December 31, 2009, switch and take advantage of reduced prices on a wide variety of specialty CFLs, including globes, candelabras and three-way twists at participating retailers. Visit [www.energytrust.org](http://www.energytrust.org) for the complete list.

## SAFETY MATTERS

### Stay safe, look up

When working outdoors this fall, stay away from overhead power lines. Be especially careful when hoisting ladders, cleaning gutters or using long-handled tools to trim trees. Follow the 10-foot rule – keep yourself and tools at least 10 feet away from overhead power lines. Never try to remove a branch or limb that is touching a power line. Call us toll free at 1-888-221-7070 and we'll help remove it.

Overhead power lines carry thousands of volts of electricity. Contacting a line can cause death or life-altering injuries. For other electrical safety tips when working around the house, call us or visit our Web site at [pacificpower.net/safety](http://pacificpower.net/safety).

## Wind generators add juice to grid

As a Pacific Power customer, more than likely some of the electricity powering your home was generated by a wind turbine. Wind-powered energy has become a high-growth resource in our electric generation mix.

By the end of 2009, we anticipate owning 892 megawatts of wind generation. Added to the 450 megawatts of wind power we purchase from other companies, our resource portfolio will contain more than 1,340 megawatts of wind generation capability – enough to meet the annual electricity needs of about 375,000 average residential customers.

We're building an increasingly sustainable energy supply and delivery business, which includes renewable energy generation. Our 2008 Integrated Resource Plan calls for acquiring an additional 1,400 megawatts of renewable resources by 2018.



Goodnoe Hills wind facility near Goldendale, Washington

In addition, through our Green-e Energy Certified Blue Sky<sup>SM</sup> renewable energy program, we offer customers the opportunity to support new renewable resources in the region above the amount the company has in its generating mix to serve customers.

Learn more about our renewable energy resources by logging on to [pacificpower.net/environment](http://pacificpower.net/environment). To enroll in the Blue Sky program, visit [pacificpower.net/bluesky](http://pacificpower.net/bluesky). Or call us toll free at 1-800-769-3717 for more information.

## We protect **your privacy** and data

Your privacy is a serious matter to us. When we ask for information you can be assured that we only use it to service your account. We maintain physical, electronic, and procedural safeguards of your information and restrict access to only those employees who need it in order to provide you service.

Also be aware that Pacific Power employees wear identification badges when working in your area. Our vehicles are clearly marked with the company's name



and logo. If you're approached by someone claiming to be from Pacific Power, make sure his or her vehicle is marked or ask to see company identification.

If you have doubts about someone claiming to be an employee, call us toll free at 1-888-221-7070.

You can review our privacy policy on our Web site at [pacificpower.net/privacy](http://pacificpower.net/privacy). Or call us toll free at 1-888-221-7070 for a copy.

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.

