



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

Sharing the bounty

Employees at Pacific Power's customer contact center in Portland put a new spin on their annual food drive. In addition to donating non-perishable items to the Oregon Food Bank, employees held a farmers market featuring produce from their gardens. Fellow employees were able to purchase homegrown blueberries, basil, squash, lettuce, tomatoes, peppers and other produce. Proceeds from the sale and additional produce were donated to the food bank. In total, employees donated 5,600 pounds of food to the Oregon Food Bank that serves those in need throughout Oregon and in Clark County, Washington.

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 Oregon are struggling financially this season. Here are a few ways you can help.

Oregon HEAT

Please join Pacific Power and our employees and send a donation in the enclosed envelope to Oregon HEAT. Now in its 20th year, the nonprofit organization helps those in emergency financial situations pay their electric bills.

Fixed donation

Donate year round to Oregon HEAT by adding any amount to



your bill each month. We'll forward your donation to Oregon HEAT. To enroll, call us toll free at 1-888-221-7070.

Gift payment

Help a friend or neighbor by

making a gift payment to his or her Pacific Power account. You choose the amount you'd like to give and whether you want the gift to be anonymous. To make a gift payment, go to pacificpower.net/gift 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 come in a range of sizes and prices. Use them to 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 learn where to save with a plug-in monitor that tells how much electricity appliances are using. Also, ENERGY STAR compact fluorescent lighting makes a great gift because CFLs use one-fourth the amount of electricity as incandescent light bulbs.

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.

Track down energy losses **and save**

With the heating season under way, it's a great time to get your home in shape for comfort and savings. Start by learning where your home loses energy with one of the following options from Energy Trust of Oregon.

Home Performance with ENERGY STAR®

Get a comprehensive, customized energy-saving action plan based on a three- to four-hour assessment using state-of-the-art equipment to test and evaluate your home.

Home Energy Review

Spend an hour with an Energy Trust energy advisor, who will walk through your home and give you a prioritized list of energy-saving recommendations.



Home Performance with ENERGY STAR

Online Home Energy Analyzer

In less than 10 minutes, this free online calculator gives you energy-saving tips and an estimate of your home's carbon footprint.

When you're ready to make improvements, Energy Trust cash incentives and state and federal tax credits can help make it affordable. To learn more, visit www.energytrust.org or call Energy Trust toll free at 1-866-368-7878.

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.

