



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 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 California, Oregon and Washington. Since 1988, the foundation has awarded more than 7,980 grants totaling more than \$48.2 million.

Some organizations that received grants in the fourth quarter were:

- Liberty Painting Corporation – Yreka, California
- Dayton Depot Historical Society – Dayton, Washington
- Fort Walla Walla Museum – Walla Walla, Washington
- The Capitol Theatre – Yakima, Washington

For more information on the organizations supported through the foundation, visit pacificpower.net/foundation.

Small steps mean **energy savings**

Take a step in the right direction by making changes that will save energy and money. You'll improve the family budget while helping the environment.

Heating

For every degree you lower your thermostat for an eight-hour period, you'll save between 1 and 2 percent on your heating bill. Or install a programmable thermostat that will automatically adjust the temperature.

Lighting

Turn off lights when leaving a room. Replace incandescent light bulbs with compact fluorescent bulbs (CFLs), which use 75 percent less energy.



Water heating

Set the water heater thermostat to 120°F. Install energy-efficient showerheads and faucet aerators, and fix leaky faucets. Take five-minute showers instead of baths.

Visit our Web site at pacificpower.net/wattsmart for more tips and information on saving energy. We have several programs and incentives to help. Or call us toll free at 1-888-221-7070.

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, 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 for yourself, visit pacificpower.net.



BRIGHT IDEAS

Furnace maintenance

Don't waste heating dollars this winter. Keep furnace air filters free of dust and debris. A dirty filter forces the furnace to work harder and use more energy. How frequently you clean or replace the filter will depend on your lifestyle, number of people in your home and whether you have pets. Have the furnace cleaned and tuned up by a qualified technician to make sure it's operating efficiently. For more tips on saving energy, visit pacificpower.net/wattsmart.

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 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 Yakima, Washington in 1910.



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 bill. We periodically review your account and may adjust the payment if your usage changes.

We also work with the local nonprofit energy assistance program Project HELP, which helps customers in need pay their electric bills. Please contact the agency in your area.

Washington

Yakima (The Salvation Army)
509-453-3139

Walla Walla (The Salvation Army)
509-529-9470

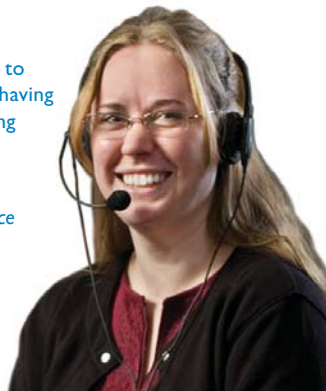
Sunnyside/Toppenish (Northwest Community Action Center)
509-865-7630

California

The Salvation Army, 916-563-3787

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



Let's turn the answers on.

