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Pacific Power

Washington & California customers

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# 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 Stanley® thermos.

**Q:** How far from overhead power lines should you keep long-handled tools and ladders when working outdoors?

Choose from two ways to enter: log on to [www.pacificpower.net/rightanswer](http://www.pacificpower.net/rightanswer) 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

### Community grants

In 2008, the Pacific Power Foundation granted more than \$925,000 to nonprofit organizations in California, Oregon and Washington. Since 1988 the foundation has awarded more than 7,460 grants totaling more than \$46.3 million. Some organizations that received grants in 2008 are:

- Yakima Valley Community College, Yakima, Wash.
- Garfield County Food Bank, Pomeroy, Wash.
- Fire Safe Council of Siskiyou County, Mount Shasta, Calif.
- Yreka Community Resource Center, Yreka, Calif.

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

## Resolve to **save energy** in 2009

Ring in the New Year with a resolution to save energy. You'll be helping the family budget and helping the planet by reducing your environmental footprint.

### Lighting

Turn off lights when leaving a room. Switch from incandescent light bulbs to energy-efficient compact fluorescent bulbs that use 75 percent less energy.

### Heating

Turn down the heat. For every degree you lower the thermostat for an eight-hour period, you'll save between 1 and 2 percent on your heating bill. Clean or replace furnace filters often.

### Electronics

Turn off electronics, such as your TV, when not in use. Even when off, some electronics will use energy to power internal features. Unplug the device to cut all power use. Remember to unplug cell phone, camera and laptop computer chargers when done charging.

### Water heating

Showers and baths account for about half the hot water used in a



typical home. Take five-minute showers, rather than baths, to save. Install a low-flow showerhead too.

Visit our Web site at [www.pacificpower.net/save](http://www.pacificpower.net/save) for more tips and to get information on Pacific Power programs and incentives to help you save. Or call us toll free at 1-888-221-7070.

## Generating **answers** for you

You expect safe and reliable power from your electric company. At Pacific Power that's always been our commitment too. But we're also committed to much more. We've got the answers you need to use energy safely and more efficiently. We offer the choices you want, such as our Blue Sky<sup>SM</sup> renewable energy program and several ways to pay your bill to match your busy lifestyle. We're here to help you save energy and money, while reducing your environmental impact. And, you can feel secure you've got the power when you need it.

As your partner, we plan to do our part to give you the tools you need to use energy



wisely. Together we know we can make things better. So let's turn the answers on.

[www.pacificpower.net](http://www.pacificpower.net)



## BRIGHT IDEAS

### Save on heating

Install a programmable thermostat to automatically turn the heat up or down and save on home heating costs. Set your thermostat at 68°F in winter. Program it to a lower setting when you're away or sleeping. Depending on your family's schedule you can see significant savings.

For other tips on saving energy, visit our Web site at [www.pacificpower.net/save](http://www.pacificpower.net/save) or call us toll free at 1-888-221-7070.

## Delivering service **year-round**

At Pacific Power, we wish you a prosperous and safe New Year. In 2009 we'll continue to look for ways to improve our operations and deliver the most value for your energy dollar. Here are some of our activities from last year:

- Purchased the Chehalis, Washington 500-megawatt combined-cycle gas-fired generating plant, which can produce enough electricity to serve 200,000 average residential customers.
- Began permitting and preliminary design work on the Energy Gateway project to add 1,900 miles of transmission line throughout the West to improve system reliability. The project is valued at more than \$6 billion.



- Offered an automated call back program for customers who report a power outage to let them know the estimated restoration time.
- Brought more renewable wind projects into our power supply mix.
- Increased to more than 67,000 the number of customers who participate in our Blue Sky<sup>SM</sup> renewable energy program and support the development of more renewable energy in the region.

## SAFETY MATTERS

### Tree safety

Please be careful this winter when pruning trees. Avoid pruning limbs that have power lines nearby. Accidental contact with lines can cause serious injury or even death. Keep ladders and long-handled tools at least 10 feet away from lines. Never try to remove a branch tangled in a power line. Please call us at 1-888-221-7070 for help.

Also visit our Web site at [www.pacificpower.net/trees](http://www.pacificpower.net/trees) to learn more about tree safety and how to select the best types of trees to plant near power lines.



Our outage call back program keeps customers better informed.

## Budgeting is easier with **Equal Pay**

Sticking to a budget can be challenging, especially these days. However, budgeting is made easier with our free Equal Payment program. When you enroll, you'll pay the same monthly amount, based on the average electric bill for your household during a 12-month period. To help you stay on budget,

the monthly amount due may be adjusted if there is a significant change in your electric use.

Take the surprise out of your energy bill. Enroll in our Equal Payment plan by calling us toll free at 1-888-221-7070 or by visiting our Web site at [www.pacificpower.net/equalpay](http://www.pacificpower.net/equalpay).

## Warm someone's winter

Watch for a donation envelope in your February bill and consider making a tax-deductible contribution to Project HELP. Your donation will help income-eligible households in your community pay their electricity bills. Visit [www.pacificpower.net/assistance](http://www.pacificpower.net/assistance) or call us toll free at 1-888-221-7070 for more information.



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.

Internet address: [www.pacificpower.net](http://www.pacificpower.net)

