



Voices



THE RIGHT ANSWER WINS

Through June 10, all customers with the right answer to this month's question will be entered into a drawing for a chance to win a remote controlled floor fan.

Q: How many pounds of paper are used to produce paper bills and check payments in the United States each year?

Choose from two ways to enter: log on to 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.

Recycle your old fridge, **get \$30 cash**

Do you have a back-up refrigerator or freezer running in your basement or garage? Or is your main fridge on its last leg? If so, it's probably wasting energy and costing more to operate than you think. Now you can recycle it for free and get \$30 cash from Energy Trust of Oregon.

Your old fridge could be using up to \$150 in electricity every year, compared to as little as \$40 for a new, more efficient ENERGY STAR® model. Besides saving you money, recycling your old fridge will ensure it stays out of the landfill.



Energy Trust, in cooperation with Pacific Power, makes it easy to recycle and save. Schedule a free pickup by calling Energy Trust toll free at 1-866-444-8907 or sign up online at www.energytrust.org/FridgeRecycling.

THE LATEST WORD

Supporting communities

During the first quarter of 2009, the Pacific Power Foundation granted more than \$145,400 to nonprofit organizations in Oregon, California and Washington. Some organizations in Oregon that received grants are:

- Community Sharing Program, Cottage Grove
- Benton County Committee for the Prevention of Child Abuse, Corvallis
- Boys & Girls Clubs of the Rogue Valley, Grants Pass

Since 1988, the foundation has awarded more than 7,585 grants totaling more than \$47 million.

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

Payment options **help environment**

The United States uses 755 million pounds of paper a year for paper bills and check payments, according to PayItGreen Alliance. Help the environment by paying your Pacific Power bill electronically with either of our two secure payment programs.

Online payment

Receive e-mail alerts when your bill is ready to be paid rather than paper bills. Pay your bill online and eliminate mailing paper checks.

Automatic monthly payment

Pay your bill by having your financial institution draw funds from your checking account each month on the bill due date. You'll



still receive a monthly paper statement to review, but there's no need to write and mail a check.

To enroll in either program or for more information log in at pacificpower.net or call us at 1-800-538-4228.

It's easy to give a powerful gift



Know a neighbor or family member who could use a little help paying his or her electric bill? Or maybe you're looking for a unique gift for mom, dad or grad? Give them the gift of electricity by making a gift payment in any amount to their Pacific Power account. Your gift can be anonymous if you prefer. There are three easy ways to make your gift payment. Visit our Web site at pacificpower.net/gift or call us toll free at 1-888-221-7070 to learn more.

BRIGHT IDEAS

Heat busters

Save energy this summer with these simple tips:

- Set your air conditioner at 78°F or as warm as is comfortable. Have cooling equipment tuned up and make sure filters are clean.
- Use a microwave, crock pot or outdoor barbecue instead of the oven.
- Close blinds, drapes and windows when it's hot; open them later when it cools off.
- Run only full loads in the dishwasher during the coolest part of the day.
- Set your refrigerator between 37°F and 40°F.
- Turn off unnecessary lights and electronics and switch to compact fluorescent light bulbs.

Count to three for safety

May is National Electrical Safety month, but we ask that you practice electrical safety year 'round. Remember these three rules:

1. Look up

Contacting a power line is dangerous and can be fatal. Be aware of overhead power lines when working outdoors.

2. Call before you dig

Contacting an underground power line is also dangerous. At least 48 hours before digging to plant trees, call 811 for a free service to locate underground utilities. Or call the Oregon Utility Notification Center at 1-800-332-2344.

3. Stay away from downed lines

Stay away from any power line on the ground and immediately call 911 or Pacific Power toll free at



1-888-221-7070. Never assume a line is "dead."

Safety presentations

Each year Pacific Power delivers safety presentations to hundreds of schoolchildren and community organizations. To schedule a presentation, call our public safety department at 1-800-375-7085. For more electrical safety tips, visit our Web site at pacificpower.net/safety or call us toll free at 1-888-221-7070.

SAFETY MATTERS

Children's safety

With summer coming, please remind children of these electrical safety tips:

- Never climb trees that have power lines nearby.
- Stay out of substations. The equipment is extremely dangerous. If a ball enters a substation, do not retrieve it. Call toll free at 1-888-221-7070.
- Stay away from anything marked "Danger: High Voltage." Do not climb power poles, transmission towers and substation fences, and do not sit or play on green utility boxes (transformers).
- Avoid any power line on the ground and tell an adult immediately. Report the downed line by calling 911 or Pacific Power toll free at 1-888-221-7070.

We hope your family has a happy and safe summer. Visit pacificpower.net/safety for more tips.

Work is underway on our Energy Gateway transmission expansion project. The project will add approximately 2,000 miles of transmission line across the West to meet customers' future energy needs.

In the Northwest, permitting is nearly complete on a 56-mile, 230-kilovolt transmission line between Walla Walla, Washington and Umatilla, Oregon.

The transmission lines we're building throughout the West will allow us to draw on the most affordable sources of electricity to serve customers and will provide access to more energy options,



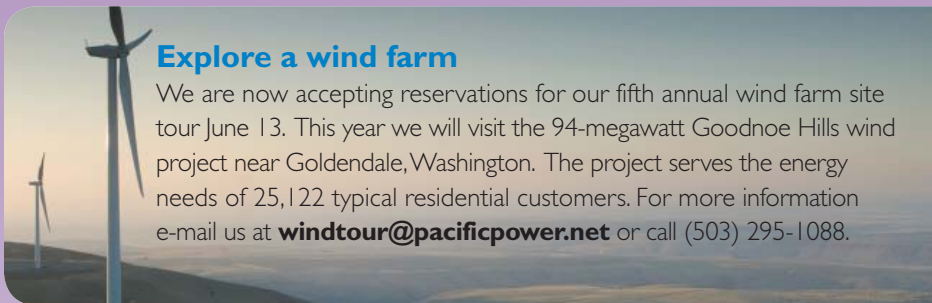
The Energy Gateway transmission project will add about 2,000 miles of line to meet future energy needs.

including new renewable energy sources such as wind.

To learn more, visit our Web site at pacificpower.net/energygateway, or call us toll free at 1-877-620-7678.

Explore a wind farm

We are now accepting reservations for our fifth annual wind farm site tour June 13. This year we will visit the 94-megawatt Goodnoe Hills wind project near Goldendale, Washington. The project serves the energy needs of 25,122 typical residential customers. For more information e-mail us at windtour@pacificpower.net or call (503) 295-1088.



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.

