



# voices

## THE RIGHT ANSWER WINS

Through May 10, all customers with the right answer to this month's question will be entered into a drawing for a chance to win an LED crank flashlight.

**Q:** What is Green-e Energy Certification?

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

### A powerful gift

Know someone who could use a little help paying their electric bill? Or just looking for a gift idea for Mom, Dad or grad? You can help them pay their electric bill by making a gift payment to their Pacific Power account. Choose whatever amount you'd like to give. 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](http://pacificpower.net/gift) or call us at 1-888-221-7070 for more information.

## Tread lightly all **year round**

On Earth Day, April 22, make a commitment to lighten your environmental footprint all year long with some simple actions.

### Reduce energy use

Buy ENERGY STAR® qualified appliances to save energy and money. Also, make energy efficiency improvements to your home. It will be more comfortable and your energy bills will be lower. You may even qualify for cash incentives through our Home Energy Savings program. Our Web site at [pacificpower.net/hes](http://pacificpower.net/hes) has details or call toll free at 1-800-942-0266.

### Support renewable energy

Make a difference by supporting more renewable energy in the region through Pacific Power's Green-e Energy Certified Blue Sky<sup>SM</sup> program. Your participation supports renewable energy development above what Pacific Power buys or generates



on behalf of all customers. Visit [pacificpower.net/bluesky](http://pacificpower.net/bluesky) or call us at 1-800-769-3717 for information.

### Cut paper and postage

Eliminate paper and postage costs by paying your bills online, including your Pacific Power bill. Sign up for our free online payment program at [pacificpower.net](http://pacificpower.net).

## Prepare now for **cooler** summer bills

We all want to save money, so here are 10 simple and affordable ways to reduce your energy use this summer.

1. Set your air conditioner thermostat as high as is comfortable – we recommend 78°F or higher. The higher the setting, the more energy you'll save.
2. Switch to compact fluorescent light bulbs in fixtures that are used the most. They use 75 percent less energy than incandescent bulbs and last 10 times longer.
3. Have your central air



conditioner tuned up and you could qualify for \$100 cash back through our Home Energy Savings program.

4. Run only full loads in the dishwasher and run it at night on hot days.

5. After turning off your power, set your water heater to 120°F.

6. Wash clothes in cold water. Clean the lint filter in the clothes dryer after every use.

7. Set the temperature of your refrigerator between 37°F and 40°F. If you have an older, second fridge, unplug it and recycle it through our *See ya later, refrigerator* program and get cash back.

8. Use a microwave, toaster oven or outdoor grill instead of the oven.

9. Unplug small appliances like coffee makers, microwaves and TVs when not in use.

10. Visit our Web site at [pacificpower.net/save](http://pacificpower.net/save) for more tips and information on cash incentives to trim your energy bills and make your home more energy efficient. Or call us toll free at 1-888-221-7070.



## BRIGHT IDEAS



### Disposing of CFLs

Compact fluorescent light bulbs (CFLs) are safe, last for years and use less energy. However, they contain on average about 4 milligrams of mercury – an amount about the size of the period at the end of this sentence – and should be disposed of properly.

Several national retailers now recycle used CFLs. Or check the U.S. Environmental Protection Agency Web site at [www.epa.gov/bulbrecycling](http://www.epa.gov/bulbrecycling) for a waste handler in your area.

If you cannot find an accommodating recycler, place the CFL in two sealed plastic bags before putting it in the outside trash. CFLs should not be incinerated.

Our Web site, [pacificpower.net/cfldisposal](http://pacificpower.net/cfldisposal), has more information on CFLs.

## Make a **difference** with Blue Sky<sup>SM</sup>

Customers who support our voluntary Blue Sky renewable energy program continue to make a difference. In 2008, the more than 67,000 customers enrolled in the program supported more than 490 million kilowatt hours of renewable energy – an amount equal to the output of 107 wind turbines. In addition, Blue Sky customers provide funding to help advance community-based renewable energy projects.

Pacific Power's Blue Sky green power option is Green-e Energy Certified, meeting environmental and consumer protection standards established by the Center for Resource Solutions. Blue Sky and other Green-e Energy Certified products are audited annually to

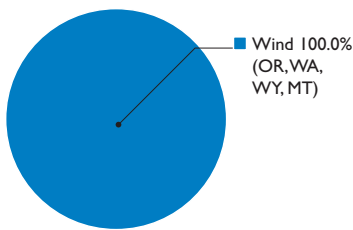


Judith Gap wind project, Harlowton, Montana

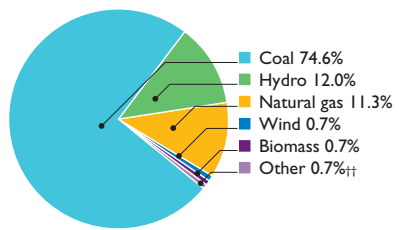
ensure customers are helping to expand the production of renewable energy, beyond what is required by state and federal laws.

To learn more about Green-e Energy Certification, log on to [www.green-e.org](http://www.green-e.org). To find out more about Blue Sky, please visit [pacificpower.net/bluesky](http://pacificpower.net/bluesky) or call 1-800-769-3717.

Blue Sky resource mix\*



Pacific Power basic service resource mix for California†



Blue Sky focuses on supporting regionally supplied, newly developed renewable energy to match customer purchases. The first chart shows the renewable resources that the Blue Sky program supports and where they are generated. The second chart shows the average mix of energy sources supplying Pacific Power customers.

\*These figures reflect the actual renewable energy we have contracted to purchase as of February 2008 and plan to purchase in 2009 as well. Generation location sources can vary according to resource availability.

†Figures current as of 2006.  
††Other includes geothermal.

## Online **services** expanded

It's easier than ever to manage your Pacific Power account online. First register your account and then securely log in to access a variety of enhanced services.

Pay your bill with our online payment program, access your bills, view your account balance, review your payment, billing and usage history, and enroll in our Blue Sky<sup>SM</sup> renewable energy program – all from your computer.



You can even stop, start or transfer electric service to a new location. By using a secure password, your information is protected.

In the months ahead, look for more exciting improvements to our Web site as we change its design and make it even easier for you to access your account information.

To get started, visit our Web site at [pacificpower.net](http://pacificpower.net) and register. If you have questions, give us a call at 1-800-538-4228.

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



## SAFETY MATTERS

### Before you dig

Before digging to plant a tree or put in a fence, please call 811 to locate all underground utilities for free. Contacting energized underground power lines is as dangerous as contacting an overhead line. It could cause serious injury or even death.

Call 811 before digging or visit [pacificpower.net/safety](http://pacificpower.net/safety) for the number of your local utility locating service. Or call us toll free at 1-888-221-7070.

