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Pacific Power

Oregon 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 in Oregon that received grants in 2008 are:

- Portland Rose Festival Charitable Foundation, Portland
- Gearhart Volunteer Fire Department, Gearhart
- City of Klamath Falls – Kiger Stadium Association, Klamath Falls

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

## Get cash for energy improvements

Do you want to take control of your energy costs in the New Year? Making your home more energy efficient is the best place to start and could cut your energy costs by up to 30 percent.

As a Pacific Power customer, you can make energy-saving improvements with Energy Trust of Oregon cash-back incentives and low-interest financing through GreenStreet Lending.

In collaboration with Energy Trust of Oregon and Umpqua Bank, GreenStreet Lending offers affordable financing options for home improvements like high-efficiency heat pumps or water heaters, insulation, house and



duct sealing, windows, and solar energy systems. You also can save money upfront with Energy Trust incentives, and you may be able to trim your taxes with state and federal tax credits.

Learn more at [www.GreenStreetLoan.com](http://www.GreenStreetLoan.com) or call toll free at 1-866-790-2121.

Umpqua Bank is an Equal Housing Lender.

## 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 the number of Oregon customers participating in our Blue Sky<sup>SM</sup> renewable energy program to more than 35,000.

Our outage call back program keeps customers better informed.



## Warm an Oregon winter

Watch for a donation envelope in your February bill and consider making a tax-deductible contribution to Oregon HEAT. Your donation will help people in your community with limited income 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.





## BRIGHT IDEAS

### Home Energy Review

Schedule a free one-hour Home Energy Review through Energy Trust of Oregon to learn the best ways to save energy in your home. You'll get customized recommendations and learn about cash incentives and tax credits. Schedule one online at [www.energytrust.org/solutions](http://www.energytrust.org/solutions) or call toll free at 1-866-368-7878.

If you already know what your home needs, work with an Energy Trust trade ally contractor. A trade ally will tell you what improvements qualify for incentives and do the work when you're ready. See a list of trade allies at [www.energytrust.org/findacontractor](http://www.energytrust.org/findacontractor).

## 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.

## 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 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 footprint. 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)

## Oregonians embrace **Blue Sky**<sup>SM</sup>

Oregonians supporting our Blue Sky renewable energy program in the first 10 months of 2008 prevented the release of more than 160,000 tons of carbon dioxide. Some 35,000, or 7 percent of Pacific Power's residential customers in Oregon are enrolled in the renewable energy program. That's more than double the national average participation levels in voluntary green power programs.

By signing up for a Blue Sky option, you can support development of wind, solar and biomass power generation in



In 2008 Oregonians are expected to support enough Blue Sky energy equal to the annual electric needs of more than 26,500 typical Oregon households.

addition to what Pacific Power includes in its basic service generating mix. For more information on Blue Sky options or to enroll, visit [www.pacificpower.com/bluesky](http://www.pacificpower.com/bluesky) or call us toll free at 1-800-769-3717.

## 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).

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)

