



# 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 a home electric energy-savings kit.

**Q:** How many kilowatt-hours of renewable energy did Blue Sky customers support in 2009?

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

Pacific Power is proud to support organizations in the communities we serve in Oregon. These organizations strengthen the fabric of our communities. One such organization is the Portland-based Skanner Foundation, which annually awards scholarships to deserving students at its annual Rev. Martin Luther King Jr. breakfast each January.

At this year's breakfast, Patrick Reiten, Pacific Power president, said, "Our legacies in the communities we serve reflect our values and commitment to support these communities and make a difference."

The Skanner Foundation began building its legacy in 1993 and has awarded nearly \$340,000 in grants, gifts, donations and scholarships.

## Take five easy steps for **Earth Day**

This Earth Day, April 22, take five – five simple steps and cut your home's energy use. You'll be helping the environment and reducing your environmental footprint.



**1.** Have your heat pump or central air conditioner tuned up. The technician will check connections and hoses, and change or clean filters so the

system operates at its best.

**2.** Set your cooling thermostat to 78°F or higher. The higher the setting, the more energy you'll save. Or install a programmable thermostat to automatically adjust the temperature.

**3.** Save water and the energy to heat it by fixing leaky faucets.



Then install energy-efficient faucets and showerheads.

**4.** Switch to compact fluorescent light bulbs. They use less energy, last longer and come in a wide range of styles.

**5.** Replace dried out caulking and weatherstripping around doors and windows to help keep cool air inside this summer – and hot air out.

Go to [pacificpower.net/save](http://pacificpower.net/save) for more tips on helping the environment by reducing your energy use. Or call us toll free at 1-888-221-7070.

## Get \$50 to recycle your old fridge

Have you been meaning to pull the plug on an old fridge or freezer? Here's an incentive to do it today. Now through June 30, 2010, Energy Trust of Oregon will pick up your old refrigerator or freezer, recycle it and send you a \$50 special incentive.\* (The incentive drops to \$30 July 1, 2010.)

Old fridges and freezers can use up to \$200 in electricity every year, while new, more efficient ENERGY STAR® models use as little as \$40 a year. Besides saving you money, recycling your old fridge keeps it out of the landfill.

Pacific Power has teamed up with Energy Trust to offer this



limited-time bonus to Pacific Power customers. Schedule your free pickup by calling Energy Trust toll free at 1-866-444-8907 or sign up online at [www.energytrust.org/FridgeRecycling](http://www.energytrust.org/FridgeRecycling). To receive the special incentive, please provide promotion code PAC410.

\* To qualify, refrigerators and freezers must be between 10 and 30 cubic-feet in size and be in working condition (units need to run, but not necessarily cool).

## BRIGHT IDEAS

### Proper CFL disposal

Compact fluorescent light bulbs use about 75 percent less electricity than incandescent bulbs. And they last 7 to 10 times longer. But because they contain tiny amounts of mercury, they should be disposed of properly so they don't end up in landfills.

Find a local retailer that recycles used CFLs or check the U.S. Environmental Protection Agency's Web site, [www.epa.gov/bulbrecycling](http://www.epa.gov/bulbrecycling), or [www.lamprecycle.org](http://www.lamprecycle.org), on where to recycle CFLs.

If there's no accommodating recycler in your area, seal the CFL in two plastic bags before placing it in your normal trash. CFLs should not be incinerated.

Visit [pacificpower.net/cfl disposal](http://pacificpower.net/cfl disposal) for more information.

## Blue Sky clearly makes a difference

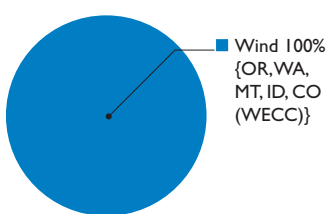
More than 71,000 customers are making a difference in the environment by participating in our Green-e Energy® Certified Blue Sky<sup>sm</sup> renewable energy program. Last year their purchases had the environmental benefit equal to not driving more than 714 million miles or removing 60,962 cars from the road.

Customer purchases supported 576 million kilowatt-hours of renewable energy.

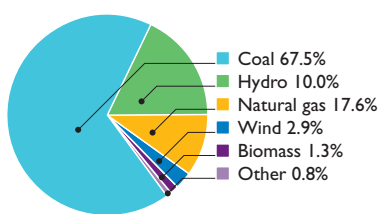
Also in 2009, program participants supported the development of eight community-based renewable energy projects in Oregon, Washington and California.

Making a difference is easy with Blue Sky. For as little as an additional \$1.95 a month on your bill, you'll support the development of renewable energy in the region above and beyond what we acquire to serve all customers. Learn more at [pacificpower.net/bluesky](http://pacificpower.net/bluesky) or call us toll free at 1-800-769-3717.

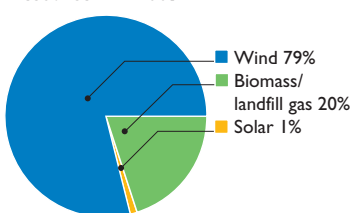
Blue Sky Block resource mix\*



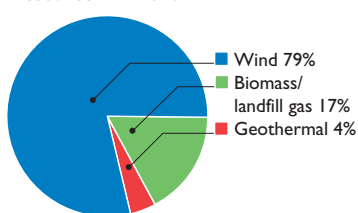
Pacific Power basic service resource mix\*\*\*



Blue Sky Usage/Habitat resource mix 2009\*



Blue Sky Usage/Habitat resource mix 2010\*\*



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

\* These figures reflect the actual renewable energy customers supported through their participation in the Blue Sky Block, Usage, or Habitat program in 2009. All facilities supported in 2009 were in the Western Region.

\*\* 2010 generation mixes are prospective and may vary depending on resource availability. Facilities supported by the Blue Sky Block program will be in the Western Region. Facilities supported by the Usage and Habitat program will be primarily in the Western Region, but may include some facilities outside the Western Region of the U.S.

\*\*\* Figures current as of 2008. May not equal 100 percent due to rounding.

## SAFETY MATTERS

### Before you dig

Before digging to build a fence or when landscaping this spring, please call 811 to locate all nearby underground utilities for free.

Making contact with an energized underground electrical line can cause serious injury or death. You also could disrupt utility services to neighboring homes or businesses.

Call 811 at least 48 hours before digging or visit [pacificpower.net/dig](http://pacificpower.net/dig) for the number of your local utility locating service.

Customers who are facing financial difficulties and may not be able to pay their energy bills, are encouraged to call Pacific Power. We have a variety of options to help. Call us toll free at 1-888-221-7070.

## 100 years of powering communities

Since 1910, Pacific Power has held that its success is tied to the vitality of the communities it serves. That was certainly true during the Great Depression of the 1930s, when the company began economic development activities. During the decade, the company also continued extending power lines, adding its 10,000th farm customer in 1937, as part of a rural electrification program begun long before federal efforts began. Years later, Pacific Power continues to be an integral part of the communities it



Getting electricity to rural customers was part of Pacific Power's early rural electrification program.

serves and to meet the region's growing need for energy. Visit [pacificpower.net/centennial](http://pacificpower.net/centennial) for historical photos and 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.

On the Web: [pacificpower.net](http://pacificpower.net)



Let's turn the answers on.

