



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 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

During the first quarter of the year the Pacific Power Foundation granted more than \$134,000 to nonprofit organizations in communities served by Pacific Power. Since 1988, the foundation has donated more than \$48.8 million to nonprofit groups.

Some organizations that received grants during the first quarter were:

- Siskiyou Family YMCA, Yreka, California
- CASA of Jackson County, Medford, Oregon
- Oregon Coast Community Action, Coos Bay, Oregon

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

Celebrate Earth Day – **save energy**

Earth Day is April 22 – a perfect time to get ready for saving energy in summer while reducing your environmental footprint. Get cash incentives from our Home Energy Savings program on a number of energy-saving products and services.

Be cool with cash back

Get up to \$250 back when you install an ENERGY STAR® high-efficiency central air conditioner, which is about 14 percent more efficient than a standard model. We're also offering incentives on qualified evaporative coolers and for tuning up an existing central air conditioner or heat pump.

New appliances save twice

Buy a qualifying ENERGY STAR



refrigerator, clothes washer or dishwasher and get cash back. These high-efficiency appliances are designed to save energy and water, while delivering superior performance.

Visit pacificpower.net/hes for information on other ways to stay cool and cut your energy use this summer. Or call toll free 1-800-942-0266.

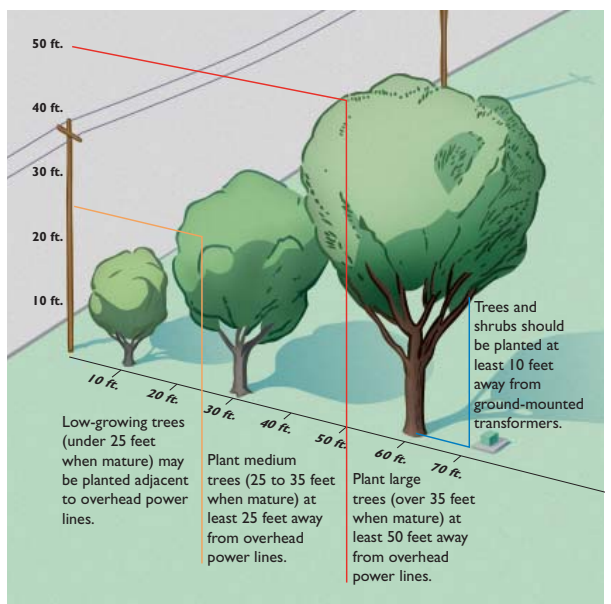


Help keep trees clear of **power lines**

Trees growing too close to power lines can cause power outages, start fires or create other hazards. Each year we invest millions of dollars in pruning and removing problem trees – even receiving the Tree Line USA award from the National Arbor Day Foundation in 2009. But you can help too.

Please consider nearby power lines when choosing a tree to plant. Trees under or adjacent to overhead lines should grow no taller than 25 feet.

For help, download our free booklet, *Small Trees for Small Places*,



from pacificpower.net/trees. Or call us toll free at 1-888-221-7070. Also, stay clear of power lines when pruning or planting trees. (See Safety Matters on back.)

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, or 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/cfldisposal 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 Skysm renewable energy program. In 2009, 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 California, Washington and Oregon.

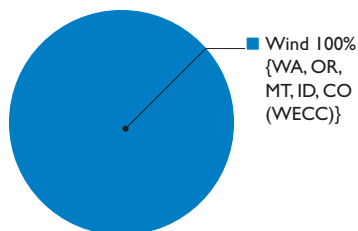
Making a difference is easy with Blue Sky. For as little as an



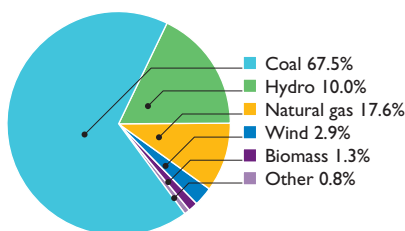
Blue Sky participants support renewable energy projects such as Hopkins Ridge, east of Dayton, Washington.

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 or call us toll free at 1-800-769-3717.

Blue Sky Block resource mix*



Pacific Power basic service resource mix**



Blue Sky focuses on supporting western regionally supplied, newly developed renewable energy to match customer purchases. The first chart shows the renewable resources the Blue Sky program supports and where they are generated. The second 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 program in 2009. Generation supported in 2010 will support Western Region resources.

**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 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 serves and to



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

meet the region's growing need for energy. Visit 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



Let's turn the answers on.

