



Voices

THE RIGHT ANSWER WINS

Through April 10, all customers with the right answer to this month's question will be entered into a drawing for a chance to win a Bye Bye Standby® Energy Saving Kit.

Q: What is the name of the Pacific Power program that allows you to pay the same amount each month?

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

Kids save energy

More than 4,000 Washington sixth-graders participated in the Pacific Power-sponsored energy efficiency education program last school year. Delivered by local community action agencies in Walla Walla, Toppenish and Yakima, the class taught students about energy production and consumption, and how they can reduce energy use. Students also received an energy-saving kit of low-cost efficiency measures. Based on a follow-up study, the measures and the students' new energy-saving habits saved more than 11 million kilowatt-hours of electricity – enough to power 705 average Washington homes for a year – and an average of more than \$185 per family.

Spring into energy savings

Your home and your family will stay warmer in winter and cooler in summer if you make a few changes to your home this spring. Plus you could qualify for cash incentives.



Efficient lighting

Switch your incandescent light bulbs to compact fluorescent bulbs. ENERGY STAR® qualified CFLs use up to 75 percent less electricity than incandescents. Get special pricing on CFLs from participating retailers listed on our Web site at pacificpower.net/hes. Also learn about the proper recycling of CFLs.

Windows

Let the sun shine in and save. Get a cash incentive to install energy-efficient windows that save energy

and money. Qualified ENERGY STAR windows reduce heat gain and loss and help reduce outside noise, as well as cut energy use.

Our Web site also has information on other incentives or call toll free 1-800-942-0266.

On a limited income?

Free weatherization services are available to income-qualifying households through local social service agencies. Many agencies are helping more households because of additional funding from the 2009 American Recovery and Reinvestment Act. "Energy saved is money in your pocket," said Ted Koehler, housing services director, Blue Mountain Action Council, Walla Walla, Washington. Contact the agency in your area listed on our Web site at pacificpower.net/assistance or call us toll free at 1-888-221-7070.

In addition, you may qualify for the federal earned income tax credit if you had low to moderate earned income in 2009. The refundable credit can generate a refund even if you have no tax liability. For information, contact the Internal Revenue Service (www.irs.gov) or a tax adviser.

Blue Sky boosts local green energy

Customers participating in our Green-e® Energy Certified Blue Skysm renewable energy program gave local renewable energy projects a "thumbs up" in 2009. With their support we again awarded funds to local projects in the communities we serve.

Locally, Walla Walla Community College received funding for a 40-kilowatt rooftop solar array that also will be an educational tool for teachers, students and the community.

Blue Sky participants support wind energy in 100 kilowatt-hour increments, called blocks, for \$1.95 each, in addition to their monthly bills. You can buy one or several



Blue Sky supported installing a 40-kilowatt solar array at Walla Walla's Whitman College in 2009.

blocks. In turn, we buy renewable energy certificates on your behalf equal to your purchase and also grant funds to support new local projects.

For more information on Blue Sky and to enroll, visit pacificpower.net/bluesky or call us toll free at 1-800-769-3717.

BRIGHT IDEAS

Plant smart

Planting a tree to beautify your yard this spring? Please use care and plan ahead. Although trees help the environment and shade us from summer sun, they're also the leading cause of power outages when their branches fall onto power lines during storms or high winds. Trees planted next to power lines should grow no taller than 25 feet. Taller trees should be planted at least 25 feet to 50 feet away from lines. For a list of appropriate trees, visit our Web site at pacificpower.net/trees.

SAFETY MATTERS

GFCI outlets

Please make sure Ground Fault Circuit Interrupter (GFCI) electrical outlets are used near water sources. These special outlets sense any loss of electrical current and immediately interrupt the power to prevent shocks or electrocution. They should be used in kitchens, bathrooms and laundry rooms near sinks, bathtubs and showers, and in garages and outdoor outlets. If the outlet has a test and reset button, it is a GFCI. It's also smart to test the GFCI monthly. A qualified electrician can install GFCIs. For other electrical safety tips, visit our Web site at pacificpower.net/safety or call us toll free at 1-888-221-7070.

Delivering convenience to your door

As Pacific Power celebrates its 100th anniversary, it's hard to imagine life without electric appliances. Yet, it wasn't until the 1920s that homes began to get electric refrigerators and stoves. Sold door-to-door from the back of a truck by Pacific Power salesmen, the first Electro-Kold electric refrigerating machines converted domestic iceboxes to electric operation. They were followed by the General Electric "monitor top" fridge.

In 1927 the company sold 122 refrigerators, but by 1929 that number jumped to 902. Pacific Power salesmen touted that the electric refrigerator saved customers at least \$3.54 a month in ice alone, not to mention the added convenience. The company later sold electric appliances in its retail stores.



Pacific Power salesmen sold appliances door-to-door in the 1920s.



Earn cash for your old fridge

Your refrigerator may not be a relic from the 1920s, but refrigerators built before 1990 can use up to three times more electricity than today's efficient models. Let us pick up and recycle your old refrigerator or freezer and get \$30 from our "See ya later, refrigerator" program. See pacificpower.net/recycle or call toll free 1-866-899-5539 to schedule a pick up.

No more surprises with Equal Pay

Budgeting's a breeze when you enroll in Pacific Power's Equal Pay program. Once enrolled, you'll pay the same amount on your electric bill each month – no more surprises when your electricity use changes.

We determine your payment amount by averaging your bills over the previous 12 months. To help you stay on budget, we periodically review your account and adjust the amount if your use dramatically changes.

Take the surprise out of your electric bill. Enroll in the Equal Pay program by calling us toll free at 1-888-221-7070.



BE COUNTED

Please complete the 2010 census form that was recently mailed to every household in the nation. The confidential census count is mandated by the U.S. Constitution. Census data is used to distribute congressional seats to states and to allocate federal funds for local and state projects each year.

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.

