



Voices

THE RIGHT ANSWER WINS

Through June 10, all customers with the right answer to this month's question will be entered into a drawing for a chance to win a floor fan with a remote control.

Q: Name an aquatic invasive species threatening our waterways.

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

Energy assistance

Many Oregon families face financial difficulties and find it tough to cover basic living expenses. Our customers, employees and Pacific Power support Oregon HEAT, a nonprofit organization that offers energy assistance with donated funds to Oregon residents. Please donate in the Oregon HEAT envelope enclosed with next month's bill. Or give a fixed amount each month through your monthly bill. Call us toll free at 1-888-221-7070 to enroll. Learn more about Oregon HEAT at 503-612-3790 or www.oregonheat.org. (Dial "1" if calling from outside the 503 area code.)

Electrical safety **by the numbers**

May is electrical safety month – a time to remember to practice these safety rules year round.

1. Look up

Watch for power lines when lifting ladders, tree pruners, irrigation pipes or long-handled equipment. Always look up to avoid getting near or contacting overhead power lines.



2. Call 811 before you dig

Contacting underground utilities is dangerous. For a free service to locate underground lines, at least 48 hours before digging call 811 or the Oregon Utility Notification Center at 1-800-332-2344.



3. Stay away from downed lines

Never assume a line on the ground is not energized. Stay away and immediately call 911 or Pacific Power toll free at 1-888-221-7070.

Safety presentations

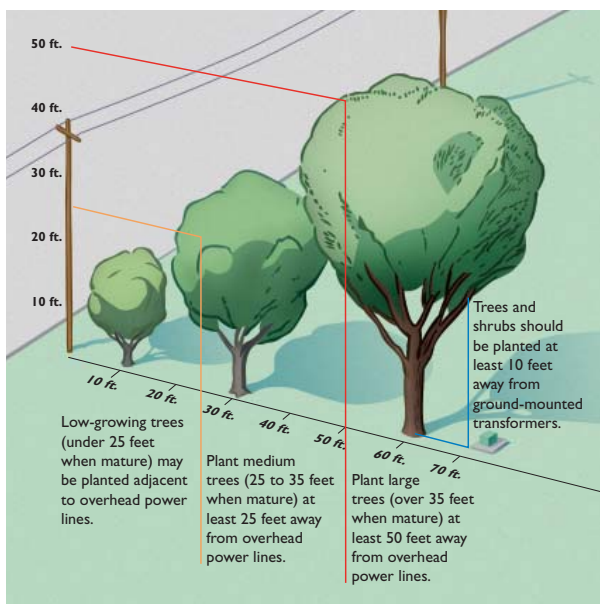
Pacific Power delivers safety presentations to hundreds of schoolchildren and community groups each year. To schedule a presentation, call us toll free at 1-800-375-7085.

For more electrical safety tips, visit our Web site at pacificpower.net/safety or call us toll free at 1-888-221-7070.

Help keep trees clear of **power lines**

Trees growing too close to power lines can cause power outages. Each year we invest millions of dollars pruning and removing problem trees and even received 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. As shown here, trees under or adjacent to overhead lines should get no taller than 25 feet. Learn more by downloading our booklet, *Small Trees for Small Places*, from



pacificpower.net/trees. Or call us toll free at 1-888-221-7070.

Also, stay clear of overhead lines when pruning trees. Call us first for help.

BRIGHT IDEAS

Know the score of new homes

You consider miles per gallon when choosing a new car. Now use that strategy when buying or building a new home in Oregon. The Energy Performance Score (EPS) rates newly built homes on their energy efficiency, carbon emissions and energy costs. The lower the score, the better the choice – for your budget and the environment.

Developed by Energy Trust of Oregon, the EPS gives homebuyers an easy way to compare homes and make energy-efficient choices.

Many builders offer new homes with low EPS scores, and real estate professionals are being trained to help you find an energy-efficient home that's right for you. To learn more, call toll free 1-877-283-0698 or visit www.energytrust.org/eps.

SAFETY MATTERS

Play safe

Summer's on the way so please take a moment to remind children how dangerous electricity can be.

- Stay out of trees with power lines nearby and do not fly kites near lines.
- Never climb power poles, transmission towers or substation fences and stay away from green utility boxes (transformers).
- Stay out of fenced substations. The equipment is extremely dangerous.
- Stay away from any power line on the ground. Tell an adult immediately or call 911 or Pacific Power toll free at 1-888-221-7070.

Have a happy and safe summer. Visit pacificpower.net/safety for more tips on using electricity safely.

Pay online and win an iPod

We're giving away an apple a day in the month of May – an Apple® iPod nano®. Customers who enroll in our online payment program during May, will be entered into our drawing to win one of 31 iPods.

Paying bills is a snap with our online payment program – no more stamps or paper. Instead of receiving a bill in the mail, you'll



receive an e-mail notification when your bill is ready. You can view your bill online, print it from our Web site and then pay it securely online.

To participate, visit pacificpower.net/epay. If you enroll by May 31, 2010, you'll automatically be entered into our iPod giveaway. View contest rules at pacificpower.net/appleaday or call us toll free at 1-800-538-4228.

Find outdoor fun at recreation sites

Each year young and old alike flock to Pacific Power's recreation sites. These sites, associated with our electric generating facilities, offer a range of activities – hiking, camping, picnicking, fishing and boating. Our Web site at pacificpower.net/recreation lists the sites and their amenities. Or call us toll free at 1-888-221-7070.

Help us protect these natural areas, by keeping the invasive Quagga and Zebra mussels and the New Zealand mudsnail from spreading. These mollusks have decimated waterways in the Midwest and Southwest, choking out nutrients needed to sustain fish and causing costly damage to hydroelectric facilities.

In many states it's illegal to transport these invasive species. When boating or fishing, make sure you're not inadvertently



Thousands enjoy Pacific Power recreation sites each year.



Quagga mussel (actual size)



Photo courtesy U.S. Geological Survey

carrying the hitchhikers. Visit www.protectyourwaters.net for tips on how to decontaminate your boat or fishing equipment after each outing.



Providing fun for 79 years



Pacific Power has been offering recreational opportunities at its generating facilities since 1931, when Merwin Dam in Southwest Washington began operations. Throughout our 100 years of business, we've added sites as we added generating facilities. Today we host more than 750,000 people annually at our many recreation sites. Visit pacificpower.net/recreation for more 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.

