



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



Fun for 79 years



Pacific Power has been offering recreational opportunities near 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. See page 2 to learn more and visit pacificpower.net/recreation for a list of sites and their amenities. Or call us toll free at 1-888-221-7070.

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 Underground Service Alert at 1-800-227-2600.



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.

Energy assistance needed **year round**

Many California households face financial difficulties and find it tough to cover basic expenses. The economy and unemployment has hit many who have never before struggled financially.

You can help. Our customers, along with our employees and Pacific Power, support Project HELP, a nonprofit program administered by The Salvation Army, to help at-risk households keep their electricity on.

Please donate in the Project HELP envelope enclosed with next



month's bill. Or sign up to give a fixed amount each month through your monthly bill. To learn more and to enroll, call us toll free at 1-888-221-7070.

BRIGHT IDEAS

Appliance incentives

Pacific Power customers may receive cash incentives on new appliances through our Home Energy Savings program and get cash back by recycling old refrigerators. Visit pacificpower.net/hes or call toll free 1-800-942-0266.

Customers may also receive cash back from the California Cash for Appliances program when replacing refrigerators, clothes washers and certified room air conditioners with new ENERGY STAR® models. Funded by the 2009 American Recovery and Reinvestment Act, rebates will be given on a first come, first served basis, until allocated funds are depleted. For more information, go to www.cash4appliances.org.

Find **outdoor fun** at recreation sites

Each year young and old alike flock to Pacific Power's recreation sites for summer fun. These sites, associated with our electric generating facilities, offer a range of outdoor 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.

Please 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 carrying



Thousands enjoy Pacific Power recreation sites each year.



Quagga mussel (actual size)



Photo courtesy U.S. Geological Survey

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

SAFETY MATTERS

Play safe

Summer's on the way so please 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.

Give a powerful gift

Help friends or family pay their electric bills by making a gift payment to their Pacific Power account. You choose the amount and whether you want the gift to be anonymous. Mail your check with "gift payment" in the memo line and a note with your contact information and the name and address of the recipient. Call us toll free at 1-888-221-7070 or visit pacificpower.net/gift for more details.

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.

