



VOICES

THE RIGHT ANSWER WINS

Through October 10, all customers with the right answer to this month's question will be entered into a drawing for a chance to win an energy-saving smart power strip.

Q: What should you do if you see a power line on the ground?

Choose from one of two ways to enter: log on to pacificpower.net/rightanswer 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

Get help to weatherize

Pacific Power works with Oregon Housing and Community Services to offer free weatherization services to income-qualifying homeowners and renters living in single-family homes, mobile homes or apartments. Qualifying households can receive free energy-saving home improvements such as insulation.

Go to pacificpower.net/assistance or call us toll free at 1-888-221-7070 for the agency serving your area.

Seal, insulate and **get cash back**

Sealing air leaks and improving insulation are two of the most affordable ways to make your home more comfortable. They typically pay for themselves



within a few years with the money you'll save on heating and cooling.

As a Pacific Power customer, you can earn a \$300 *Insulate Now* bonus from Energy Trust of Oregon when you seal air leaks and install insulation by October 31, 2010. You'll also get Energy Trust cash incentives, and may qualify for a state tax credit and a federal tax credit of up to \$1,500.

To learn more about Energy Trust incentives and bonuses, visit www.energytrust.org or call Energy Trust toll free 1-866-368-7878.

Safety education **goes to school**

Pacific Power's school safety education program kicks off this month. Through the years, we've helped thousands of children learn about the potential dangers of electricity.

We offer teachers free educational materials, videos and interactive games on electrical safety at pacificpower.net/safety. Parents too will find helpful educational information on the website.



Throughout the year, our employees and retirees deliver free safety presentations to school groups, contractors, emergency responders, farmers, and ranchers. Using an energized demonstration board, attendees safely learn how accidents can happen when working or playing around electricity. So far this year we've reached nearly 7,000 people. If your group would like to schedule a presentation, please call us toll free at 1-800-375-7085.

Remember 1, 2, 3

- 1. Look up** – Avoid overhead power lines when working or playing outdoors.
- 2. Call before you dig** – Call 811 two days before digging in the yard for a free service to locate all underground utilities.
- 3. Stay clear** – Stay away from any power line on the ground, even if it appears to be "dead." Call 911 and then Pacific Power toll free at 1-888-221-7070.

What's your home's **energy IQ?**

Most every home can be made more energy efficient. But first you have to know where and how your home uses – and wastes – energy.

Along with Energy Trust of Oregon, Pacific Power is sponsoring Home Energy IQ workshops to help owners of electrically heated homes learn where they can save energy and make their homes more comfortable.

If your home is heated with electricity, more information on the workshop is with this month's bill. Or visit pacificpower.net/energyIQ.

For information on cash incentives available for home upgrades regardless of your heat source, visit pacificpower.net/saveenergy.

BRIGHT IDEAS

Save with CFLs

Shorter days are on the way, so it's time to make the switch to compact fluorescent light bulbs. CFLs use up to 75 percent less electricity than incandescent bulbs and last for several years. We've worked with Energy Trust of Oregon and participating retailers to bring you special pricing on qualified CFLs in a range of styles. For details visit www.energytrust.org/cfl or call toll free 1-866-368-7878 for more information.

SAFETY MATTERS

Children's safety

Before sending the kids back to school, please remind them of these electrical safety tips:

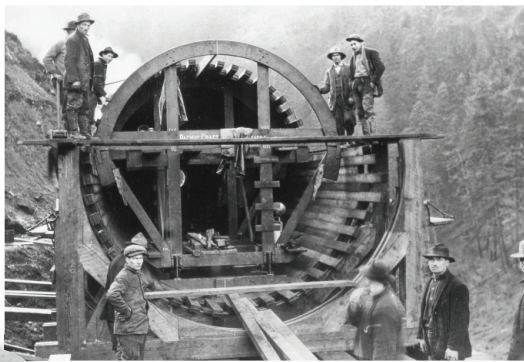
- Never climb substation fences or enter a substation to get a toy. The electrical equipment inside is dangerous. Call us toll free at 1-888-221-7070 for help.
- Stay off of transformer boxes and do not climb transmission towers.
- Do not climb trees with power lines running nearby. Touching a power line can cause extreme injury or even death.
- Stay far away from any power line on the ground. Tell an adult or call 911 and then call Pacific Power toll free at 1-888-221-7070.

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.

A century of hydroelectric power

Since the early days of Pacific Power, hydroelectric generation has provided electricity for customers. Today 47 hydroelectric facilities are part of our diverse generating portfolio that also includes wind, solar, thermal, geothermal and natural gas generation.

Pacific Power balances the need for electric generation with the needs of wildlife, fish and the environment at these facilities. Many projects also offer public recreational opportunities such as boating and camping. Hydroelectric generation will continue to supply customers with electricity for years to come.



Building hydroelectric projects such as Condit in the early 1900s (above) and Yale (left) during the 1950s required countless hours of manual labor.

Help us help our neighbors

Since 1989, Pacific Power has teamed up with customers and our employees to donate to Oregon HEAT, a nonprofit organization that raises funds to help low-income Oregonians keep their electricity on during financially hard times. Donations raised in a community return to that community.

Last year our shareholders donated more than \$250,000, which helped Oregon HEAT assist 2,610 Pacific Power customers in Oregon.

"Requests for energy assistance come into Oregon HEAT and I am in awe at the frailty of families in need," said Roger Rees, Oregon HEAT executive director. "Families must literally choose among paying to heat their homes, putting food on the table,



purchasing medicine and paying for their family's shelter. I am thankful that Oregon HEAT's donors are here to help families in their time of desperation."

Customers can donate to Oregon HEAT by giving a tax-deductible fixed amount each month on their monthly electric bills. Or make a one-time donation at any time. For information on giving, visit pacificpower.net/assistance or call us toll free at 1-888-221-7070.

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: 1-877-508-5088.

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.

