



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

Blue Sky powers the fair

Pacific Power helped the Walla Walla Fair & Frontier Days go "green" by providing Blue SkySM renewable energy equal to the amount of energy used to power the event – a one-time environmental benefit equal to not driving 92,906 miles.

The Green-e Energy Certified Blue Sky program is an easy way to support the development of renewable energy in the region, above what Pacific Power has in its generation portfolio. Blue Sky funds also support development of small local renewable energy projects. Learn more at pacificpower.net/bluesky or call us toll free at 1-800-769-3717.

Get **cash back** on efficient appliances

Now's the time to replace old, energy-wasting appliances. Your purchase could qualify for cash incentives from our Home Energy Savings program and the state of Washington's Cash for Appliances program.

Efficient clothes washers

Receive up to \$100 back from our Home Energy Savings program when you purchase a qualified ENERGY STAR[®] washer. In addition, you could qualify for another \$150 rebate offered by the state's Cash for Appliances program.

ENERGY STAR refrigerators

Our Home Energy Savings program will give you \$20 back when you buy a qualified ENERGY STAR refrigerator from a participating retailer. Plus an additional \$75 rebate is available from the Cash for Appliances program.



Our website, pacificpower.net/hes, has details on incentives available through our Home Energy Savings program. Or call toll free 1-800-942-0266. For information on the Cash for Appliances rebates, visit www.cashforapplianceswa.com.

See ya later, refrigerator[®]

Let us pick up and recycle your old, but still working, refrigerator and get \$30 back. Call toll free 1-866-899-5539 to arrange a pick up.

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.

BRIGHT IDEAS

Save with new windows

Now's a good time to upgrade leaky windows to ENERGY STAR® qualified windows. Old leaky windows cause heat loss in winter and heat gain in summer. Today's ENERGY STAR windows feature Low-E glass and frames of vinyl, fiberglass, wood or metal cladding. If your home has an electric heating system, heat pump or central air conditioning, your purchase may qualify for an additional cash incentive from our Home Energy Savings program. Your purchase also may qualify for a federal tax credit of up to \$1,500. Visit pacificpower.net/hes for details or call toll free 1-800-942-0266.

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.

Help us help our neighbors

For many years Pacific Power has teamed up with customers and our employees to donate to Project HELP, a nonprofit organization that helps at-risk households keep their electricity on during financially hard times. Last year our shareholders contributed more than \$56,000 to the program that is administered by The Salvation Army in Walla Walla and Yakima, and the Northwest Community Action Center in Toppenish. The program helped 563 Washington households last year.

Customers can donate to Project HELP by giving a tax-deductible



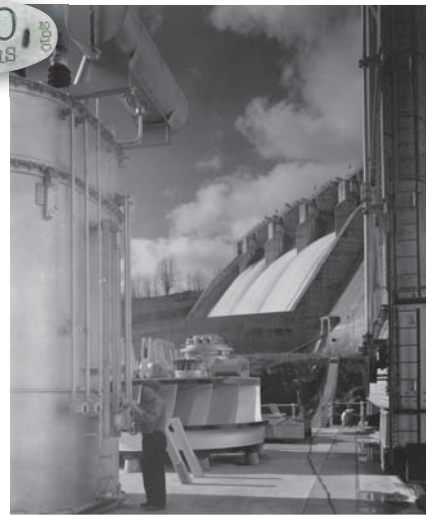
fixed amount each month on their monthly electric bills. Or you can make a one-time donation at any time. For information on giving, visit pacificpower.net/assistance or call us toll free at 1-888-221-7070.

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. 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.



Merwin Dam on the Lewis River in southwest Washington has produced electricity since the 1930s.

Agencies help weatherize homes

Pacific Power works with local agencies to offer free weatherization services to homeowners and renters with very low incomes. Contact the agency serving your area:

Columbia, Walla Walla and Garfield Counties

Blue Mountain Action Council, 509-529-4980

Yakima County, south of Union Gap

Northwest Community Action Center, 509-865-7630

Yakima County, north of Union Gap

Opportunities Industrialization Center of Washington, 509-452-7145

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

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.



Let's turn the answers on.

