



VOICES

THE RIGHT ANSWER WINS

Through December 10, all customers with the right answer to this month's question will be entered into a drawing for a chance to win a string of energy-efficient LED holiday lights.

Q: What telephone number should you call if your home loses electricity?

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

Powerful gifts

Looking for a unique holiday gift for grandma or a college student living away from home? Consider giving them the gift of electricity by making a gift payment in any amount to their Pacific Power account. Your gift can be anonymous if you prefer. Visit pacificpower.net/gift or call us toll free at 1-888-221-7070 for more information.

Get ready for winter weather

Winter snow, wind and ice can cause power outages, leaving you and your family in the dark. Now's the time to prepare by following these tips.



1. Make an outage kit

Store in a watertight box the items you'll need if the lights go out. Include a flashlight with fresh batteries or crank-powered flashlight, battery-powered or wind-up clock and radio, bottled water, a manual can opener, ready-to-eat foods and a blanket.



2. Call 1-877-508-5088

If you've lost power, first check your home's circuit breaker or fuse box to see if the problem is in your home. Check to see if your neighbors have power and then call us toll free at 1-877-508-5088 to report the outage. Our automated reporting system will give you the outage cause, if known, and approximately



when we expect to have the power on. If you like, we'll call you back with outage updates. If you have Internet access, get outage updates at pacificpower.net/outage.



3. Be safe and stay clear

Immediately report any power line on the ground by calling 911 and then Pacific Power toll free at 1-888-221-7070. Stay away. Never assume a line is "dead." Do not touch a person who is touching a power line. Call 911 immediately.



Restoring electricity

We appreciate your patience as crews work safely to restore power as quickly as possible. Learn how we do that by visiting pacificpower.net/outage and clicking on "what we do in an outage."

Brighten the holidays of others

For many Washington families facing financial hardships, the holidays will not be so bright. But you can help. Give a tax-deductible donation to Project HELP, a nonprofit program that provides financial assistance to help qualifying Washington households pay their electric bills. It is administered by The Salvation Army and the Northwest Community Action Center.

Sign up to give a fixed amount each month on your electric bill. Call us toll free at 1-888-221-7070 to enroll. Or use the enclosed donation envelope.

For more information on Project HELP, call the agency in your area:



Yakima – The Salvation Army, 509-453-3139

Walla Walla – The Salvation Army, 509-529-9470

Sunnyside and Toppenish – Northwest Community Action Center, 509-865-4151.

BRIGHT IDEAS

Green your holidays

Save some green this holiday season while greening the environment. Switch to ENERGY STAR® qualified LED (light emitting diode) lights for indoor and outdoor decorating.

LED lights use as much as 80 percent less electricity than conventional incandescent mini lights and last up to 10 times longer. ENERGY STAR qualified lights carry a three-year warranty and are independently tested to meet electrical requirements.

Look for LED lights at home improvement or hardware stores. Some retailers also will recycle your older, less efficient lights.

Log on to pacificpower.net/tips for more ideas on saving energy. Or call us toll free at 1-888-221-7070.

Take the bite out of **energy bills**

Colder winter temperatures typically mean higher energy use. But our Home Energy Savings program can help. We offer cash incentives to help you save energy. Learn more at pacificpower.net/hes or call toll free 1-800-942-0266.

Start saving today with these simple tips:



Heating

Lower the thermostat a few degrees – especially when leaving the house or when sleeping. Or install a programmable thermostat to automatically set the temperature.

Lighting

Replace incandescent light bulbs with compact fluorescent bulbs that use less electricity and last longer.



Water heating

Following your water heater owner's manual, set the water heater to 120°F. If your dishwasher does not have a booster heater, you may have to set it between 130°F and 140°F. Install energy-efficient showerheads and faucet aerators.

Get more quick tips on saving energy at pacificpower.net/tips or call us toll free at 1-888-221-7070.

Customer service is our **top priority**

Our employees are committed to providing you with superior service. We back that up with seven customer service guarantees and a promise to credit your account \$50 or more if we fail to meet them.

The guarantees measure our performance in a number of areas, including how quickly we restore power after an outage, whether we keep appointments on time and how quickly we respond to billing inquiries.

From January through June 2010, overall we met these guarantees 99 percent of the time.

Learn more at pacificpower.net/guarantees or call us toll free at 1-888-221-7070.

Jennifer,
customer service
representative



Powering homes for **100 years**

It's tough to imagine having to learn how to use electricity. Yet during the mid-twentieth century, a team of Pacific Power home economists taught customers how to cook with newfangled electric stoves. Named Polly Pacific, these women held cooking demonstrations throughout Pacific Power's service area. "Live Better Electrically" was the theme of the day – a slogan that still rings true today.



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.

