



Voices

THE RIGHT ANSWER WINS

Through November 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 type of safety switch should you look for when choosing an electric space heater?

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

Supporting communities

The Pacific Power Foundation granted more than \$120,800 to nonprofit organizations in Washington, Oregon and California during the third quarter of the year. Since 1988, the foundation has awarded more than \$49.4 million to nonprofit groups in our communities.

Some organizations in Washington that received grants were:

- Blue Mountain Heritage Society, Dayton
- Central Washington Fair Association, Yakima
- Foundation for the Community of Sunnyside

For more information on the organizations supported through the foundation, visit pacificpower.net/foundation.

Act now to cut **winter energy bills**

Upcoming frosty weather doesn't have to mean higher energy bills. Get your home ready for winter with these home improvements.

Insulation and duct sealing

Adding insulation to attics and crawl spaces is one of the most cost-effective home improvements to make. Insulation helps stop heat from escaping through the ceiling or floor. Seal your heating system's ductwork too and you'll save even more energy. Leaking ductwork can reduce your system's efficiency by up to 20 percent. Duct sealing may qualify for a \$250 cash incentive if done by a program-qualified contractor through our Home Energy Savings program.

Air sealing

Blocking air leaks into and out of your home also will reduce heating costs. Caulk, seal or weatherstrip around doors and windows, where utilities enter the home, and around ceiling fixtures such as recessed lights and exhaust fans.



Heating systems

Get the most from your heating system by having it professionally serviced. Clean or replace filters. Set the thermostat a few degrees lower in winter or install a programmable thermostat. Install or upgrade to an energy-efficient heat pump and get up to \$300 back from our Home Energy Savings program. Or earn \$100 cash when you have your heat pump tuned-up by a program-qualified contractor.

Find out about other cash incentives available through our Home Energy Savings program and more tips on saving energy at pacificpower.net/hes. Or call toll free 1-800-942-0266.

Save time and pay bills online

We know time is valuable, so we offer customers our convenient, free online payment program to help simplify life. Paying your electric bill has never been faster, simpler or more secure. No more stamps to buy or checks to write. You'll also be helping the environment by using less paper.

Once enrolled in the program, instead of receiving a paper bill in the mail you'll receive an e-mail notifying you that your bill is ready. You can view it online, print it from our website, if needed for



your records, and then securely pay it online.

Sign up today at pacificpower.net/payonline and click "Enroll" or call us toll free at 1-800-538-4228.

BRIGHT IDEAS

Electric space heaters

Portable electric space heaters are a simple way to warm a cold spot. When shopping for space heaters, keep these tips in mind:

- Look for an Underwriter's Laboratory (UL) label and an automatic "tip off" safety switch.
- Buy a heater with a thermostat to save energy.
- Be a smart shopper – all equal-sized heaters produce the same amount of heat, regardless of their price tag.

For other energy-saving tips log on to pacificpower.net/tips or call us toll free at 1-888-221-7070.

SAFETY MATTERS

Portable generators

Back-up portable generators come in handy if you lose electricity.

Only use a portable generator to power individual appliances. Do not plug it into an outlet or your home's electrical system without having a transfer switch installed. Without a switch, electricity could accidentally feed back into Pacific Power's electrical system, creating a safety hazard for you and our crews.

Use outdoor UL-approved extension cords in good condition and rated for the load. Keep generators away from windows, doors or air intakes as they emit deadly carbon monoxide.

See pacificpower.net/safety or call us toll free at 1-888-221-7070 for more electrical safety tips.

Expose your home's energy thieves

If your home is using too much energy, it's most likely an inside job. Instead of calling on Sam Spade or Nancy Drew to find these energy thieves, check out our online video series, *High Bill Caper*. It will turn you into a super sleuth to uncover these energy wasters.

These short videos, available on our website or as a free DVD, walk you through the areas where energy thieves can hide, such as in your home's structure, heating and cooling system, appliances, water



heater, lighting, and pools, spas and ponds.

Watch the *High Bill Caper* series at pacificpower.net/caper. To get a free copy of the DVD, e-mail us at dvdrequest@pacificcorp.com or call us toll free at 1-888-221-7070.

New electric meters add efficiency

Customers in Washington can expect to receive new automated electric meters at their homes and businesses soon. Meter readers will no longer have to enter your property to determine how much electricity your home has used.

This proven technology is already being used in several other areas of the country. It helps keep costs low for you, is accurate and improves the safety of our employees. Furthermore, by having fewer meter reading vehicles on the road, we'll reduce carbon dioxide emissions by about 480,000 pounds a year.



If your meter will be changed, you'll receive a letter with more information. To learn more, see pacificpower.net/amr or call us toll free at 1-888-225-2511.

Delivering progress for 100 years

New electricity lines brought progress to Northwest communities in the early 20th century.

In 1910, Pacific Power had only 388 miles of distribution lines. But through the years we grew by adding customers and merging with other electric companies. Today we have 30,000 miles of distribution lines that deliver electricity to more than 700,000 customers. For more visit pacificpower.net/centennial.



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.

