



VOICES

THE RIGHT ANSWER WINS

Through February 10, all customers with the right answer to this month's question will be entered into a drawing for a chance to win a smart battery charger with four AA rechargeable batteries.

Q: What should you do when 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:

Pacific Power
Right Answer
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 donated more than \$229,300 to nonprofit organizations in Washington, Oregon and California during the fourth quarter of 2010, bringing the annual total amount of grants made during the year to \$667,000.

Since 1988, the foundation has awarded more than \$49.9 million to nonprofit organizations in our communities.

Some Washington organizations receiving grants in the fourth quarter were:

- Blue Mountain Action Council, Walla Walla
- Walla Walla Symphony Society, Walla Walla
- Pomeroy Community Center, Pomeroy

For more information on the foundation, go to pacificpower.net/foundation.

Save energy in 2011 and beyond

Start the New Year right by making your home more energy efficient with incentives and tips from our Home Energy Savings program.

Insulate now

Improve your comfort and save on heating and cooling bills when you insulate your home. Insulation helps keep heat from escaping during winter. Now get cash back when you install or upgrade your home's insulation. Get another cash incentive by sealing your home's ductwork. Leaky ductwork can be costing you up to 30 percent in lost energy.



Lighting

Lighting in the average home accounts for up to 20 percent of residential electric bills. Get cash back on qualifying ENERGY STAR® rated lighting fixtures and start saving year after year. These fixtures come in several decorative styles including recessed and pendants. Plus, get special prices on compact fluorescent light bulbs at participating retail stores.

Learn about other ways to save with our Home Energy Savings program at pacificpower.net/hes or call toll free 1-800-942-0266.

Make someone's winter brighter

Help Washington families facing financial difficulties by giving a tax-deductible donation to Project HELP – a nonprofit program that helps qualifying Washington households pay their electric bills.

An easy way to donate is by giving a fixed amount each month when paying your electric bill. Call us toll free at 1-888-221-7070 to enroll. Or look for a donation envelope with your February bill.

Learn more about Project HELP by calling the agency in your area:



Grandview – The Salvation Army, 509-882-2584

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

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

Yakima – The Salvation Army, 509-453-3139

Powerful giving

You can help a family member or friend by making a gift payment to his or her Pacific Power account. Choose any amount. Your gift can be anonymous if you prefer. Just call us toll free at 1-888-221-7070 and tell us the amount you'd like to give. For more information visit pacificpower.net/gift.

BRIGHT IDEAS

TVs save energy

Look for the bright orange Energy Forward sticker when shopping for a new TV. These TVs are at least 30 percent more energy efficient than those meeting basic ENERGY STAR® specifications. Televisions alone use nearly 3.7 billion kilowatt-hours of electricity per year in the Northwest. If all Pacific Northwest consumers bought Energy Forward-labeled TVs instead of other models, they'd save an estimated \$60 million in annual energy costs and avoid an amount of greenhouse gas emissions equal to removing 60,000 cars from the road.

Find these TVs at major stores and regional and independent retailers. Visit www.energyefficientelectronics.org for a list of qualifying models and where to find them.

SAFETY MATTERS

Stay clear of downed lines

Winter snow and ice can topple utility poles and lines. If you see a power line on the ground, assume it is energized. Keep yourself and others far away. Call 911 immediately and then Pacific Power toll free at 1-888-221-7070.

Do not touch a person touching a downed line. Call 911.

If a line falls across your vehicle, stay in it and wait until help arrives. If you attempt to leave the vehicle you could be electrocuted. If you must get out, jump clear of the vehicle, being careful not to touch the ground and the vehicle at the same time.

For other electrical safety information, see pacificpower.net/safety or call us toll free at 1-888-221-7070.

More customers **generate** own juice

More than 1,300 Pacific Power customers are generating their own electricity and reducing their impact on the environment. By investing in small generating projects, such as wind, solar photovoltaic panels or hydro, customers meet all or some of their electricity needs and participate in our net metering program.

With the net metering program, a special bi-directional electric meter measures the difference between the amount of electricity consumed and any excess electricity generated that is returned to Pacific Power's electric system. Customers receive a



Pacific Power customers are plugging into the power of the sun to generate their own electricity.

kilowatt-hour credit on their monthly bill for what is returned.

You can learn more about net metering at pacificpower.net/netmetering or by calling us toll free at 1-888-221-7070.

Blue Sky: another choice for green power

Many customers enroll in Pacific Power's Blue SkySM program as an easy way to support the development of renewable energy. For as little as \$1.95 a month, customers can help bring even more green power on-line. Last year Blue Sky customer green power purchases had an environmental benefit equal to avoiding more than 469 million pounds of carbon dioxide

from entering the air, which is like taking 40,724 cars off the road for a year.* They also supported the development of 11 new community-based renewable energy projects in Washington, Oregon and California.

Enroll in Blue Sky at pacificpower.net/bluesky or call us toll free at 1-800-769-3717.

*Figures based on early December 2010 data. Environmental benefits are associated with renewable energy supported by Washington, Oregon and California customers only. Benefits are based on U.S. EPA best practices for Western region green power programs.

Choose how to **pay your bill**

We've made it more convenient to pay your monthly electric bill.

Pay online – Paying your electric bill has never been easier or more secure. No more stamps to buy or checks to write. Once enrolled, instead of receiving a paper bill in the mail, you'll receive an e-mail notification 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.

Equal Payment – Eliminate the seasonal changes in your electric bill and pay the same amount each month, based on an average of your charges during the previous



12 months. Annually we compare your actual use to your Equal Pay amount and settle the difference through the rollover or settle up option. Visit pacificpower.net/pay for details on all our payment options. 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

 **PACIFIC POWER**

Let's turn the answers on.

