



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.

Q: In winter, at what temperature should you set your furnace thermostat when you are home?

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.

Online pay just got easier

You've told us you have better things to do with your time than pay bills. So in response, we've made it easier to pay your Pacific Power bill online. No more paper, no more stamps. Just log on to pacificpower.net and with a few clicks of the mouse, you're done.



Here's how it works:

- You receive an email when your bill is ready to pay.
- Log on to our website every month to pay your bill or set up to have your bill paid automatically from your checking or savings account on the due date.
- Choose to securely store your checking or savings account information to save time when making future payments.

- Receive an email confirming your payment.
- Print a copy of your bill for your records if you like.

Online bill payment provides you with paperless billing, which is convenient, keeps electricity prices low and benefits the environment.

Go to pacificpower.net and see how easy it is. Or call us toll free at 1-800-538-4228 and we'll help you get started. Online payments are safe, secure and free. And you'll have more time to do the things you like.

THE LATEST WORD

Supporting communities

The Pacific Power Foundation granted more than \$226,400 to nonprofit organizations in Washington, Oregon and California during the fourth quarter of 2011, which brought total donations for the year to over \$785,700. Since 1988, the foundation has awarded more than \$51.7 million to local nonprofit groups in the communities we serve.

Some organizations in Washington that recently received grants were:

- Touchet Valley Arts Council, Dayton
- Fort Walla Walla Museum, Walla Walla
- Capitol Theatre Committee, Yakima

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

Start the year right — save energy



Lighting

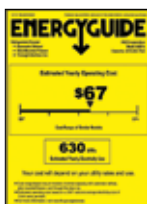
First turn off lights in empty rooms. Then be sure you've installed ENERGY STAR® compact fluorescent light bulbs (CFLs) instead of incandescent bulbs. CFLs use only about one-quarter the amount of electricity of an incandescent bulb. Use timers on lamps to limit their use to when they're needed and motion sensors on outdoor security lights.

Appliances

When replacing appliances, buy ENERGY STAR qualified models. They can save you energy year after year. Also, compare energy use between appliances with the yellow EnergyGuide label, which estimates energy use and costs based on national averages. Use our lower electric rates to calculate operating costs in your area.

For more wattsmart tips on saving energy, go to pacificpower.net/wattsmart or call us toll free at 1-888-221-7070.

There's no need to spend a lot of money to save energy in your home. Many small steps can trim your energy use year-round.



Heating

In winter set your thermostat to 68°F and lower the temperature a few degrees when you leave or go to bed. A programmable thermostat can automatically adjust the temperature to suit your schedule and lifestyle. Also clean or change furnace filters regularly.

BE WATTSMART

Smart power strips

In the average home 75 percent of the electricity used to power home electronics is consumed while the products are turned off. To save energy, start using smart power strips that allow you to conveniently plug several electronic devices into one strip. In addition, they sense when a device is off and stop electricity flowing to it. For other energy-saving tips go to pacificpower.net/wattsmart or call us toll free at 1-888-221-7070.

SAFETY MATTERS

Watch for downed lines

Winter snow and ice can bring down overhead power lines. Do not touch a line on the ground and keep others away. Call 911 and then Pacific Power toll free at 1-877-508-5088.

Always assume the line is energized and can kill or cause serious injury if touched.

Do not touch someone contacting a downed line. Call 911. If a line falls across your vehicle, stay inside until help arrives. If you must get out, jump clear of the vehicle with both feet, being careful to avoid touching the vehicle and the ground at the same time. Keeping your feet close together, shuffle or hop until you are at least 30 feet away.

For other safety tips, visit pacificpower.net/safety.

Major step taken to remove dam

Within seconds on October 26, 2011, explosives punched through the final section of a tunnel in the base of the 125-foot high Condit Dam on the White Salmon River in south central Washington. The tunnel allowed the dam's reservoir, Northwestern Lake, to drain and flow to the Columbia River, leading the way for complete removal of the dam this year. Pacific Power's dam removal and restoration work will create new spawning and rearing grounds for steelhead and salmon in the White Salmon River basin. To learn more



Stored water gushes through the tunnel created in the Condit Dam in Washington.

about Condit Dam and view a video of the dam breach, see pacificcorp.com/conditdam.

Your gifts do make a difference



Last year our Washington customers and employees gave more than \$17,000 to Project HELP, the nonprofit energy assistance program that helps income-qualifying households pay their electric bills. Pacific Power shareholders donated about \$63,000. Together these donations helped more than 530 Washington households.

Unfortunately, many of our friends and neighbors still are struggling financially. Please use the donation envelope enclosed with your February bill to make a one-time tax-deductible donation to Project HELP, administered

by The Salvation Army in Walla Walla (509-529-9470), Yakima (509-453-3139) and Grandview (509-882-2584) and by the Northwest Community Action Center (509-865-4151) in Sunnyside and Toppenish.

Or donate year-round by simply adding an amount to your electric bill each month. Call us toll free at 1-888-221-7070 to enroll. Every dollar you give helps.

Note: To see if your household qualifies for assistance, please call the agency serving your community.

We're here to help

As the economy continues to recover, Pacific Power knows many families still face tough times. So please call us toll free at 1-888-221-7070 when you first experience difficulty in paying your electric bill. By alerting us early, we can help establish a payment plan or perhaps change your billing due date to better fit your situation.



Outage info on the go

Should your power go out, get current information on power outages that affect more than 500 customers at pacificpower.net/mobile. Our new mobile page can keep you up to date while you're on the go.

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.

