



VOICES

THE RIGHT ANSWER WINS

Through August 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 STAR® qualified cordless rechargeable hand vac.

Q: When working outdoors, how far from power lines should you keep ladders and long-handled tools?

Choose from one of two ways to enter: log on to pacificpower.net/voices 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.

Buying a **manufactured home?**

Choose an Earth Advantage® or eco-rated certified manufactured home for maximum energy efficiency, unrivaled comfort, water savings and healthier indoor air. As an Oregon Pacific Power customer, you'll also earn a \$700 cash-back incentive from Energy Trust of Oregon when your home is sited in Energy Trust's service territory.

These contemporary, high-efficiency homes are built with advanced construction techniques that give you comfortable living at affordable prices. Features such as ENERGY STAR® appliances and lighting, high efficiency windows and sealed ductwork deliver year round energy and water savings, which can save you hundreds of dollars a year compared to a conventional manufactured home.



Additional features include low-VOC paints that are virtually odor-free and release few or no pollutants, plus air filtration and ventilation systems to maintain indoor air quality.

To find a participating retailer and learn more about Energy Trust manufactured home incentives, visit www.energytrust.org/manufactured or call Energy Trust toll free 1-866-368-7878.

THE LATEST WORD

Supporting communities

The Pacific Power Foundation granted more than \$185,550 to nonprofit organizations in Oregon, Washington and California during the second quarter of the year. Since 1988, the foundation has awarded more than \$49.1 million to nonprofit groups in our communities.

Some organizations in Oregon that received grants were:

- Mosier Community School Foundation, Mosier
- Lincoln County School District Taft 7-12, Lincoln City
- Oregon Burn Center, Portland

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

Beat the heat with these easy tips

With these simple changes, your home will be more comfortable without raising your energy bill:

- Set your air conditioner's thermostat at 78°F, or as warm as is comfortable. Be sure filters are clean.
- Keep window air conditioners clear of obstructions.
- Use fans to make indoor temperatures feel cooler. They use much less electricity than air conditioners.



- Shut windows and doors during the hottest part of the day and open them during cooler evening hours. Use window coverings to block the sun.
- Avoid using heat-producing appliances, such as the oven.

For other low-cost, no-cost tips on staying cool, visit pacificpower.net/cooling, or call us toll free at 1-888-221-7070.

Support Sleep in **for the Cure**

Once again Pacific Power is sponsoring Sleep in for the Cure®



to coincide with the Susan G. Komen Portland Race for the Cure® for breast cancer. The Sleep in for the Cure is a

way for those who cannot participate in the Portland race on September 19, 2010, to support the Komen Foundation.

For more information and to register go to www.komenoregon.org/sleep-in.asp.

BRIGHT IDEAS

Tap the sun

Want an easy way to go solar? Start with a solar water heating system. Cash incentives from Energy Trust of Oregon, plus state and federal energy tax credits can offset up to 65 percent of the cost. And you can trim your annual water heating costs by up to 50 percent – savings you'll see year after year. To sign up for a free solar workshop or find a local solar contractor, visit www.energytrust.org/solar or call Energy Trust toll free 1-866-368-7878.

Learn about Oregon's new solar incentive program at pacificpower.net/solaroregon.

SAFETY MATTERS

Look up

When working or playing outdoors, remember to look up to avoid contacting overhead power lines.

These lines carry thousands of volts of electricity. Accidentally contacting a line can cause death or serious burns. Keep ladders and long-handled tools at least 10 feet away. If working in agriculture, be careful when lifting irrigation pipes.

Do not locate trampolines or play equipment under or near power lines. Finally, parasail, hang glide and keep sail boats far away from overhead power lines.

Please have a safe summer. Learn more about electrical safety at pacificpower.net/safety. Or call us toll free at 1-888-221-7070.

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.

Putting **safety first** for 100 years

From our beginning in 1910, Pacific Power has promoted electrical safety both on and off the job. Employees regularly attend training on safe work practices. Annually we reach thousands of schoolchildren, community groups and customers through public safety education efforts.

For more information on electrical safety, go to pacificpower.net/safety or call us toll free at 1-888-221-7070.



In 1928 – the first year women's teams competed against men's – this team from Yakima, Wash., won Pacific Power's annual first aid contest. The women also tailored their matching uniforms.

Wind manager's **dream comes true**

Not many of us get to do our dream job, but James Bradshaw, wind operations manager, is one of the lucky few.

It was in California in the 1980s, when a young Bradshaw became fascinated with towering wind machines. "I dreamt I wanted to work on wind turbines and was standing outside a wind project, trying to get in," he said. "Now many years later, here I am."

After gaining experience as a wind technician, where he climbed as high as 260 feet to work on the turbines, he joined the company in 2008. Today Bradshaw oversees the operations of three company wind projects in the Northwest.



James Bradshaw began his wind power career at the top – 200 feet high atop a wind turbine.

"Wind is renewable," Bradshaw said. "But wind machines are sophisticated, with sensors for speed, direction, temperature and humidity. Everything has to work perfectly to get the most energy from them."

Customer service **scores an A**

In 2009, we at Pacific Power met our customer service guarantees more than 99 percent of the time.

The seven guarantees include promptly restoring electricity following an outage, keeping appointments, quickly responding

to your questions and letting you know if we have to disrupt your electric service. If we fail to meet a guarantee, we'll credit your account \$50 or more.

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



Pacific Power will credit your account \$50 or more if we fail to meet our customer service guarantees.

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: 1-877-548-3768.

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.

