



# 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](http://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.

## THE LATEST WORD

### Supporting communities

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

Some organizations in California that received grants were:

- Modoc Forum, Cedarville
- Yreka High School, Yreka
- Fort Dick Fire Protection District, Fort Dick

For more information on the organizations supported through the foundation, visit [pacificpower.net/foundation](http://pacificpower.net/foundation).

## Get cash to **stay cool** this summer

Stay cool this summer while saving on your energy bill with cash incentives from our Home Energy Savings program.

### Cooling systems

Get up to \$450 back when you convert or upgrade to a qualified ENERGY STAR® heat pump or up to \$100 on a qualified ENERGY STAR central air conditioner. ENERGY STAR heat pumps are about 8 percent more efficient than new standard models, while ENERGY STAR air conditioners are about 14 percent more efficient. Your purchase may qualify for a federal energy tax credit too – saving you even more.

### Tune up to save

We'll give you up to \$75 when you have your home's existing heat pump or central air conditioner tuned up by a program qualified contractor. If not properly



maintained, your cooling system may be wasting energy and money.

### Seal the leaks

Poorly sealed ductwork can reduce your system's efficiency by as much as 20 percent. That means you're losing cooled air into the attic or crawl space. Get \$150 when you have a program qualified contractor properly seal your home's duct work.

Visit [pacificpower.net/hes](http://pacificpower.net/hes) for more information on these and other energy-saving incentives. Or call toll free 1-800-942-0266.

## 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](http://pacificpower.net/cooling), or call us toll free at 1-888-221-7070.



## BRIGHT IDEAS

### Cooling breezes

Ceiling fans are a low-cost alternative to air conditioning or can help you minimize the use of your air conditioner. Then in winter, reverse the rotation of the blades to help move warm air throughout the room. Install an ENERGY STAR® qualified ceiling fan and we'll give you \$20 back. ENERGY STAR fan/light combinations are 50 percent more efficient than standard models and will save you money in lower electric bills. See [pacificpower.net/hes](http://pacificpower.net/hes) or call toll free 1-800-942-0266 for details.

## 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](http://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](http://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](http://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](http://pacificpower.net)



Let's turn the answers on.

