



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 electricity usage monitor.

Q: Which three energy options will the company increasingly rely on to meet future electricity needs?

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 \$27,260 to nonprofit organizations in Washington during the second quarter of this year. Our foundation has given \$420,200 to nonprofit groups in Washington, Oregon and California to date in 2011.

Since 1988 it has awarded more than \$51 million to local nonprofit organizations in the communities served by Pacific Power.

Some grant recipients in the second quarter were:

- Perry Technical Institute, Yakima
- Ready by Five, Yakima
- Walla Walla Community College Foundation

See pacificpower.net/foundation for more information.

It pays to **be cool** this summer

Our **wattsmart** Home Energy Savings program offers money-saving ways to cool your home this summer.

Central air conditioner

Get up to \$250 cash back when you install an ENERGY STAR® qualified central air conditioner. These units are about 14 percent more efficient than standard models. If your existing air conditioner is at least 12 years old, you could cut your cooling costs by up to 30 percent when upgrading.

Air conditioner or heat pump tune up

We'll pay you up to \$100 to have your existing central air conditioner or heat pump tuned up by a program-qualified contractor. You'll save on energy costs when your system is properly maintained and operating at peak performance.



Evaporative cooler

An evaporative cooler can use up to 75 percent less electricity than a central air conditioner to cool a home of equal size. Now get \$100 back from our Home Energy Savings program on a qualified evaporative cooler.

See bewattsmart.com or call us toll free at 1-800-942-0266 for more information on these incentives and other **wattsmart** energy-saving tips.

You can bank on **our service**

The report card is in on Pacific Power's customer service and our employees scored a solid A. From January 2010 through December 2010, we met our seven guarantees of service more than 99 percent of the time.

We established our customer service guarantees to make sure we deliver what we promise to customers. The guarantees include keeping appointments, restoring power in a timely manner, notifying you of planned service interruptions and responding to billing inquiries. If we fail to meet a guarantee, we'll even credit your account \$50.

Although we scored high in 2010, we're not resting on our laurels. Our



employees remain committed to delivering the high level of service you expect. Learn more about the guarantees at pacificpower.net/guarantees or call us toll free at 1-888-221-7070.



BRIGHT IDEAS

Cool it with a ceiling fan

A ceiling fan can keep your home comfortable year round and use less electricity than an air conditioner. In summer they offer a cooling breeze while in winter they move warm air near the ceiling down to your living space. We'll even give you \$20 cash back when you purchase an ENERGY STAR® rated ceiling fan from a participating retailer. These units have more efficient motors and blade designs, which use less energy and save you money. Learn more about purchasing a ceiling fan and other **wattsmart** energy-saving tips at bewattsmart.com or call us toll free at 1-800-942-0266.

SAFETY MATTERS

Look up

When working or playing outside this summer, please be aware of nearby overhead power lines. Be especially watchful when lifting ladders or using long-handled tools. Contacting a power line can cause death or serious injury, so please stay at least 10 feet away. Never try to remove a branch or limb that is touching a power line. Call us for help. Also if you're sailing, keep boat masts away from shoreline power lines.

For other electrical safety tips see 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.

Plan calls for energy efficiency

Pacific Power will increasingly rely on energy efficiency measures, natural gas-fueled generation and renewable energy such as wind to meet our customers' growing electricity needs for the next 20 years.

These options are identified in the company's 2011 Integrated Resource Plan, recently submitted to regulatory commissions in Washington, Oregon and California. The plan was developed after analyzing projected growth, resource costs and public policy preferences, and after gathering public comments. The result is a mix of electricity generation options the company will rely on to provide dependable electric service to customers. The plan is updated every two years.

To learn more about the Integrated Resource planning



Renewable energy such as wind, along with natural gas and energy efficiency, will play a prominent role in Pacific Power's future energy supply.

process and review the plan, go to pacificpower.net/irp.

Get one less surprise with Equal Pay

The monthly family budget always seems to have a few surprises, such as an unexpected car repair or dental bill. But you'll have one less surprise when you enroll in our convenient Equal Pay program.

When you enroll in Equal Pay, we average your electric bills for the previous 12 months to determine a set monthly payment amount. You'll pay this amount each month for a year, at which time your account will be reviewed and your monthly payment adjusted to match your actual electricity use. However, to ensure your new monthly amount doesn't

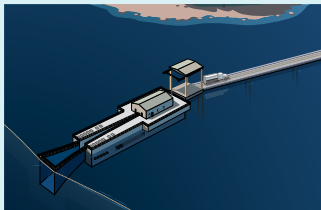


change too dramatically, we'll look at your account periodically throughout the year and adjust your payment amount if needed.

Enroll in Equal Pay at pacificpower.net/equalpay or by calling us toll free at 1-888-221-7070.

Construction begins on fish collector at Swift

Pacific Power's parent company, PacifiCorp, has begun construction of a fish facility at the Swift Reservoir on the Lewis River in southwestern Washington. The \$50 million floating structure will create flow conditions to attract out-migrating fish, such as juvenile salmon and steelhead and adult steelhead. Once the fish are collected, they will be



sorted at the facility and transported to the lower Lewis River, downstream of Merwin Dam. Visitors to the project are asked to look for warning signs during construction, which will continue

throughout this year. For information on any closures because of the construction, please call 503-813-6666 or visit pacificcorp.com/lewisriver.

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.

