



# VOICES

## THE RIGHT ANSWER WINS

Through June 10, all customers with the right answer to this month's question will be entered into a drawing for a chance to win a 16-inch remote control standing fan.

**Q:** What should you do if you see a power line on the ground?

Choose from one of two ways to enter: log on to [pacificpower.net/rightanswer](http://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

### Pay online

Help the environment and save paper and stamps by paying your bill online. Either pay online after receiving a monthly email that your bill is ready, or make it even easier and sign up for an automatic online payment to have your bill paid from your bank account on the due date. Get more information at [pacificpower.net/pay](http://pacificpower.net/pay) or call us toll free at 1-888-221-7070.

## Be **wattsmart** – have a cool summer

Staying cool this summer is easy with help from Pacific Power and Energy Trust of Oregon.

Weatherize your home and your cooling system will use less energy and your home will be comfortable year round. Oregon customers can get cash incentives for weatherization measures such as sealing air leaks, adding insulation and installing ENERGY STAR® qualified high efficiency windows. See [www.energytrust.org/weatherize](http://www.energytrust.org/weatherize) or call toll free 1-866-368-7878.

You'll also be cool and use less electricity with a high efficiency electric heat pump. It will cool your home this summer and use up to 40 percent less energy for heating next winter. Cash-back incentives also are available when you install



a qualified ducted or ductless heat pump. Many models also qualify for state and federal tax credits. Go to [www.energytrust.org/heatpump](http://www.energytrust.org/heatpump) for details.

For other **wattsmart** tips on staying cool this summer, without heating up your energy bill, visit [pacificpower.net/wattsmart](http://pacificpower.net/wattsmart). Or call us toll free at 1-888-221-7070.

## Manufactured home buyers choose efficiency

Is there a manufactured home in your future? More than 45 Oregon dealers offer high efficiency manufactured homes in many styles and prices. Built with advanced construction techniques and features, Earth Advantage® and eco-rated homes use at least 30 percent less energy than a conventional manufactured home.

To sweeten the deal, Energy Trust of Oregon is offering a \$700 cash-back incentive to Pacific Power customers who locate a qualified manufactured home in Energy Trust's service territory.

To find a participating retailer and learn more about Energy Trust manufactured home incentives, go to [www.energytrust.org/manufactured](http://www.energytrust.org/manufactured) or call Energy Trust toll free 1-866-368-7878.

## Help our neighbors **year round**

Spring may bring warmer temperatures and lower heating bills, but the necessity to help our neighbors facing financial hardships continues year round. That's why Pacific Power partners with nonprofit energy assistance agencies such as Oregon HEAT.

Our customers, shareholders and employees donate to Oregon HEAT. It determines eligibility and allocates funds to help those facing economic emergencies pay their electric bills.

Please use the donation envelope enclosed with your June electric bill to make a one-time donation. Or call us toll free at 1-888-221-7070 to provide year-round assistance



by enrolling in the fixed donation program to donate through your monthly bills. Just tell us the amount you'd like to give and we'll add it to your bill.

For information about Oregon HEAT go to [www.oregonheat.org](http://www.oregonheat.org) or call 503-612-3790. If calling from outside the 503 area code, first dial "1".

## BRIGHT IDEAS

### Save water, energy

A typical home in the United States uses about 32 gallons of water showering each day. By installing WaterSense-labeled efficient showerheads, the typical home could save about 2,300 gallons of water a year – plus the energy used to heat it. WaterSense is a program of the U.S. Environmental Protection Agency.

A typical showerhead uses 2.5 gallons of water per minute. Energy-saving showerheads with the WaterSense label use no more than 2 gallons per minute, without sacrificing quality. They're easy to install and will save you water and money for years to come. Order a free Niagra WaterSense showerhead from Energy Trust of Oregon at [www.energytrust.org/showerheads](http://www.energytrust.org/showerheads). Or call Energy Trust toll free 1-866-368-7878.

## SAFETY MATTERS

### Summer safety

As they spend more time outdoors, please remind children to play it safe by following these reminders:

- Never climb trees with power lines nearby and do not fly kites where they can get tangled in power lines.
- Stay out of substations and off electrical structures such as transmission towers, substation fences and green utility boxes (transformers). If a ball or toy accidentally enters a substation, call us to retrieve it.
- Stay away from any power line on the ground. Tell an adult or call 911 and Pacific Power toll free at 1-888-221-7070.

Have an enjoyable summer. For more tips on electrical safety, go to [pacificpower.net/safety](http://pacificpower.net/safety).

## Electricity offers a powerful value

A quick trip to the store is all it takes to know that the price of everything is going up – from a loaf of bread to a gallon of gas.

Yet, at about \$1 a day per person, electricity remains a good value. And rest assured, we are committed to keeping our electric prices among the lowest in the country.

Today Americans use 13 times more electricity than in 1950, according to the U.S. Energy Information Administration. To meet this increasing demand for power, Pacific Power makes sure we have the facilities to deliver reliable, safe electricity every day. That's why we're making wise investments in our electric system, such as adding new transmission lines and new



Pacific Power makes wise investments in the electric system in order to deliver safe and reliable electricity today and into the future.

generation sources such as wind generators.

We also are here to help you manage your energy use with many energy-saving programs and tips. Just visit [pacificpower.net/wattsmart](http://pacificpower.net/wattsmart) to learn more. Or call us toll free at 1-888-221-7070.

## Plug into fun at recreation sites

Pacific Power invites you and your family to visit our many recreation sites this summer. Located near our electric generating facilities, the sites offer a range of recreational activities, such as hiking, picnicking, fishing, camping, swimming and boating.

Go to [pacificpower.net/recreation](http://pacificpower.net/recreation) for a list of the sites and the activities that can be found at each. Or call us toll free at 1-888-221-7070.

Also when boating or fishing this summer, please protect natural areas by keeping the invasive Quagga and Zebra mussels and the New Zealand mudsnail from spreading. These mollusks have devastated waterways in the Midwest and Southwest and have been found on watercraft in our area.



Quagga mussel



Make sure you're not inadvertently carrying the aquatic hitchhikers on your boat or fishing gear. Visit [www.protectyourwaters.net](http://www.protectyourwaters.net) for tips on how to protect against these invaders.

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.

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](http://pacificpower.net)



Let's turn the answers on.

