



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 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 or call us toll free at 1-888-221-7070.

Be **wattsmart** – have a cool summer

Staying cool this summer is easy with our **wattsmart** energy-saving programs and tips. Here are four things to do:

1 Make sure your heat pump or central air conditioner is operating efficiently by having it tuned up. When you use a program-qualified contractor you can receive up to \$100 back through our Home Energy Savings program. Visit pacificpower.net/hes or call toll free 1-800-942-0266 for details.

2 Install or add insulation to your home to keep summer heat out and get cash back too.



You'll be more comfortable and your cooling system will use less energy. Go to pacificpower.net/hes for more information. Or call toll free 1-800-942-0266.

3 Use less electricity with an ENERGY STAR® qualified ceiling fan. These fans are 50 percent more efficient than other models and offer cooling breezes. Plus get \$20 back on qualifying models. See pacificpower.net/hes or call toll free 1-800-942-0266 for more information.

4 Run only full loads in the dishwasher in the late evening on hot days. Reduce your use of the oven – cook outdoors or use the microwave.

For more **wattsmart** tips on staying cool this summer, see pacificpower.net/wattsmart 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 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.

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



Quagga mussel

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. Look for water-saving showerheads carrying the WaterSense label at most hardware stores. They're easy to install and will save you water and money for years to come.

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.

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

Help our neighbors year round

Spring may bring warmer temperatures and lower heating bills, but the need to help our neighbors facing financial hardships continues year round. That's why Pacific Power partners with nonprofit energy assistance agencies through the Project HELP program.

Our customers, shareholders and employees donate to Project HELP, which is administered by The Salvation Army in Walla Walla and Yakima, and by the Northwest Community Action Center in Toppenish. The agencies determine eligibility and allocate funds to help those facing economic emergencies.

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 on energy assistance, go to pacificpower.net/assistance 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.

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.

