



Voices



THE RIGHT ANSWER WINS

Through December 10, all customers with the right answer to this month's question will be entered into a drawing for a chance to win a strand of energy-efficient LED decorative lights.

Q: What telephone number should you call if your home experiences a power outage?

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

Powerful giving

Stumped on what to give grandma or your college student this holiday? They're sure to appreciate a gift of electricity. We make it easy to make a gift payment to another's Pacific Power account. Choose whatever amount you'd like to give and we'll apply it to the account. Your gift can be anonymous if you prefer. See pacificpower.net/gift or call us toll free at 1-888-221-7070 for more information.

Plan now for **stormy weather** ahead

Ice, wind and snow can cause unexpected power outages. Even a car colliding with a power pole can leave you and your family in the dark. So while we can't control Mother Nature, there are steps to take to be prepared for a power outage.



Make an outage kit

Gather supplies you'll need, such as a flashlight with fresh batteries or a crank-powered flashlight, a wind-up or battery-operated clock and radio, bottled water, blankets, ready-to-eat food and a manual can opener.



Call 1-877-508-5088

You'll need this phone number to report a power outage. Having your account number available can help us process your report more quickly.

If your home loses electricity, first check the circuit breaker panel or fuse box to make sure the problem is not inside the home.

When you call, our automated outage reporting system will give you the cause of the outage if it's known, and an estimated time when power will be restored. Be sure to let us know if you'd like a call back with updates on the outage restoration work.



Stay away from power lines

If you see a power line on the ground, call 911 immediately and then us toll free at 1-888-221-7070. Do not touch it and keep everyone, including pets, clear of the line. Assume the line is energized and would cause serious injury or death if touched. Do not touch a person in contact with a line. Call 911 immediately.



Outage info online

For frequently asked outage questions, go to pacificpower.net/outage. Our website also regularly posts information on outages that affect 500 households or more.

During an outage, Pacific Power crews will work around the clock to restore electricity as soon as possible. We appreciate your patience during this time.

Warm someone's **heart and home**



The holidays are a joyous time of year. Yet for many Washington families facing financial difficulties, the season will not be so bright. But you can help.

Return the enclosed envelope with your tax-deductible donation

to Project HELP, a nonprofit program that provides financial assistance to qualifying households to help them pay their electric bills.

Project HELP is administered by The Salvation Army in Walla Walla at 509-529-9470, in Yakima at 509-453-3139 and in Grandview at 509-882-2584. In Sunnyside and Toppenish, Project HELP is administered by the Northwest Community Action Center at 509-865-4151.

Or you can give something year round by adding an amount each month to your electric bill. Call us toll free at 1-888-221-7070 to enroll.

BE WATTSMART

Green gifts

This holiday season give a gift that saves energy. You'll find green gifts for everyone on your list – from mom and dad to children and friends. For the outdoor type, give a solar powered backpack or bicycle trunk bag. He or she will be able to recharge electronics anywhere. Give dad a smart power strip that automatically turns off appliances and electronics when they're not in use. Even mom would appreciate a rechargeable LED flashlight for emergencies. Green gifts continue to give throughout the year by saving energy and helping the environment. Look for them online or at local retailers.

For tips on saving energy in your home, go to pacificpower.net/wattsmart or call us toll free at 1-888-221-7070.

Turn down **the heat** on energy costs

Our **wattsmart** Home Energy Savings program offers several ways to help you reduce home heating costs, while staying warm this winter.

Heat pumps

Heat pumps are an efficient way to heat your home in winter and offer air conditioning in summer. However, older models are not as efficient as today's new ENERGY STAR® qualified heat pumps. Now get up to \$300 cash back when you convert to or upgrade an older heat pump to a qualified unit. The new unit will use up to 20 percent less energy than your older, less efficient model.

Heat pump tune-up

Already have a newer heat pump? Get up to \$100 cash back to make sure it's running efficiently by



having it tuned up by a Home Energy Savings program qualified contractor. Keeping your heat pump in good condition helps reduce the amount of electricity it uses to warm your home.

Duct sealing

Your forced-air heating system could be losing as much as 20 percent of heated air due to air leaks and poorly sealed connections in the ductwork. Seal the leaks for big savings on your energy bill. And now get up to \$250 cash back when you have ducts sealed by a program qualified contractor.

For information on these and more ways to reduce your energy bills, see pacificpower.net/hes or call toll free 1-800-942-0266.

SAFETY MATTERS

Holiday safety

We at Pacific Power wish you and your loved ones a happy and safe holiday season. Please remember these safety tips:

- When installing outdoor lights, keep ladders at least 10 feet away from overhead power lines.
- Turn off light displays before leaving home or going to bed.
- Inspect and make sure decorative lights have no frayed wires or cracked sockets and connections that may cause a fire or electrical injury.
- Do not overload electrical outlets with holiday lights.

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

Powerful **solutions** at your fingertips

You're in charge when you click pacificpower.net/wattsmart. Our website has what you need to manage your home's energy use and much more.

Get cash back to save

Learn how you can get cash back when you purchase energy-efficient appliances or make your home more energy efficient. Our **wattsmart** programs offer cash incentives on qualifying clothes washers, dishwashers, refrigerators and more.



Find the energy thieves

Our online High Bill Caper video shows you where your home could be wasting energy. Starting with the building envelope, the video walks you through the home to help you target these energy thieves and cut energy waste.

Stay connected

Get even more up-to-date energy-saving tips on our **wattsmart** Facebook page. You'll find the link at pacificpower.net/wattsmart.

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.

