



Voices

THE RIGHT ANSWER WINS

Through November 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-saving LED nightlight.

Q: Approximately how much can you save on heating and cooling costs by sealing and insulating your home?

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 granted more than \$138,100 to nonprofit organizations in Washington, Oregon and California during the third quarter of the year. Since 1988, the foundation has awarded more than \$51.2 million to nonprofit groups in the communities we serve. Some organizations in Washington that received grants last quarter were:

- City of Dayton
- Downtown Walla Walla Foundation
- Yakima Fire Department

For more information on the organizations supported through the foundation, see pacificpower.net/foundation.

Get a jump on upcoming winter bills

Now's the time to make improvements to reduce your home's energy use this winter. Your home will be more comfortable, less drafty and you'll be **wattsmart** and save money.

Air sealing

Stopping air leaks in your home will reduce your heating costs. Caulk, spray foam or weatherstrip around doors and windows, where utilities enter the house, and around ceiling fixtures and overhead exhaust fans. ENERGY STAR® estimates that sealing and insulating a home can save as much as 20 percent on heating and cooling costs.

Heating

Make sure your heating system is operating at peak efficiency by having it tuned up by a heating specialist. Clean or replace air filters. A dirty filter reduces



airflow and makes the furnace work harder. Save energy by turning down the thermostat a few degrees at night and when you're away, or install a programmable thermostat to do it for you.

Insulate and seal ductwork

Insulation in attics and crawl spaces helps stop heat from escaping from inside the home. Adding insulation is one of the most cost-effective improvements you can make. Seal your home's ductwork to save more. Leaking ductwork can reduce your heating system's efficiency by as much as 20 percent.

Some of your improvements may qualify for a cash incentive from our Home Energy Savings program. Go to bewattsmart.com or call toll free 1-800-942-0266 for details.



Get cold cash for the old fridge

Get a cool \$30 when you have us haul off and recycle that old refrigerator or freezer humming away in your garage or basement. Our *See ya later, refrigerator®* program lets you make and save money at the same time.

You will save as much as \$150 a year on your electricity bill by not using a second refrigerator.



By having your old unit recycled, you'll help the environment too, because we'll make sure 95 percent of the old fridge is reused.

Go to pacificpower.net/recycle or call toll free 1-866-899-5539 to schedule a pick up.

Note: Refrigerators must be in working condition and a minimum of 10 cubic feet.

Smart lighting

According to ENERGY STAR®, lighting accounts for as much as 20 percent of your electricity bills. A simple way to reduce this energy use is by installing energy-efficient compact fluorescent light bulbs (CFLs). These bulbs provide high quality light, smart technology and good designs for today's homes. They have a light quality close to daylight and come in many shapes and sizes. CFLs are a good choice for lights that are left on for long periods or are in hard-to-reach locations because they last longer than incandescent bulbs. Now Pacific Power and local retailers are offering reduced pricing on CFLs. See pacificpower.net/wacfls for a list of retailers or call toll free 1-800-942-0266.

SAFETY MATTERS

GFCI outlets

Ground Fault Circuit Interrupters (GFCIs) are electrical outlets that sense any loss of electrical current and immediately interrupt the flow of electricity to prevent shocks or electrocution. Please make sure they are installed in kitchens and bath outlets near sinks and in laundry rooms, garages and outdoor outlets. If the outlet has set and reset buttons, it is a GFCI and should be tested monthly. A qualified electrician can install GFCIs. For other electrical safety information, go to pacificpower.net/safety or call us toll free at 1-888-221-7070.

Solar power goes to college

Walla Walla Community College's William A. Grant Water and Environmental Center now sports a 312-panel solar array on its roof. The 75-kilowatt project was funded in part by Pacific Power's Green-e Energy® Certified Blue SkySM renewable energy program participants. It offsets much of the electricity used by the building.

"Walla Walla Community College is committed to sustainability and the use of clean, renewable power," said Jim Peterson, vice president of administrative services.

Today more than 42,000 Pacific Power customers participate in Blue Sky. They supported more than 277.5 million kilowatt-hours of renewable energy between January 2011 and August 2011, providing an environmental benefit equal to not driving more than 338 million miles.



Solar panels are installed at Walla Walla Community College

In addition to supporting the development of more renewable energy in the western region beyond what Pacific Power acquires to serve all customers, Blue Sky customers also help fund local, small-scale renewable energy projects, such as this one.

Customers can participate for as little as an additional \$1.95 per month on their electric bills. Learn more about Blue Sky at pacificpower.net/bluesky or call us toll free at 1-800-769-3717.

Students learn about saving energy



Washington sixth-graders are learning the importance of saving energy in an energy education program sponsored by Pacific Power. The Blue Mountain Action Council in Walla Walla, the Northwest Community Action

Center in Toppenish and the Opportunities Industrialization Center of Washington in Yakima administer the program. Each organization employs certified teachers who provide the curriculum.

More than 4,100 sixth graders completed the program during the 2010-2011 school year. Participation is anticipated to be equally high during the 2011-2012 school year. Students learn about the importance of saving energy and put their lessons to work reducing electricity use in their homes.

We can help when you need it

Pacific Power has a variety of options to help those who are having financial difficulties and struggling to pay their energy bills.

Please call us toll free at 1-888-221-7070 when you first experience difficulties. Our customer representatives will work with you to find a solution.

Financial assistance may be available from Project HELP, a nonprofit program that helps at-risk households keep their electricity on. It is funded by donations from Pacific Power, our customers and employees. Project HELP is administered by The Salvation Army in Walla Walla at 509-529-9470, and in Yakima at 509-453-3139. In Sunnyside and Toppenish, it is administered by the Northwest Community Action Center at 509-865-4151.

Go to pacificpower.net/assistance for more information or call us toll free at 1-888-221-7070. Our website also offers several low- and no-cost ways to cut your electricity use to save money.

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.

