



VOICES

THE RIGHT ANSWER WINS

Through October 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 advanced power strip.

Q: What program is Pacific Power kicking off this month?

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.

Electricity delivers a **good value** here

Pacific Power households in Washington spend, on average, only \$3.28 a day for their electricity.

Think of it – for a few dollars a day you operate your air conditioner, refrigerator, computer, clothes washer, TV and other appliances. Some households also use electricity for space and water heating. Whatever the use, Pacific Power is committed to making sure electricity is there when you need it.

We'll also keep working to help you use electricity more efficiently – whether purchasing a new appliance or improving your home's insulation. So although a day's



worth of electricity costs less today than a gallon of gas, making simple changes in how you use it can save you money. Visit our website bewattsmart.com for energy-saving ideas or call us toll free at 1-888-221-7070.

THE LATEST WORD

Power giving

Give the gift of electricity to friends, relatives or neighbors. We've made it easy to help a loved one pay his or her electric bill. Do you know an elderly neighbor or a college student trying to make ends meet? Just make a gift payment in any amount to his or her Pacific Power account. Your gift can be in any amount and anonymous, if you prefer. We'll apply your gift directly to the account. Go to pacificpower.net/gift or call us toll free at 1-888-221-7070 with questions or to participate.



There's no need to be a math whiz to add up these savings: sealing your home's air leaks plus insulating equals money saved on your energy bill. Caulk or weatherstrip around doors and windows to stop air leaks. Then take advantage of our Home Energy Savings program and get cash back when you install or upgrade insulation. Go to bewattsmart.com or call toll free 1-800-942-0266 for more information.

Weatherization help for those on limited incomes

Pacific Power works with local agencies to provide free weatherization services to homeowners and renters with limited incomes. Please contact the agency serving your area for information:

Columbia, Garfield and Walla Walla Counties:

Blue Mountain Action Council – 509-529-4980

Yakima County, south of Union Gap:

Northwest Community Action Center – 509-865-7630

Yakima County, north of Union Gap:

Opportunities Industrialization Center of Washington – 509-452-7145

Be alert to possible scams

Pacific Power employees carry identification badges when working in your area. Our vehicles clearly display the company's name, as well. If you have any doubt that a visitor to your home is a Pacific Power employee, ask to see his or her badge. If we phone you, the representative will always have your account number and refer to it during the conversation. He or she also will ask you to verify your identity. Protecting your privacy is important to us. Please call us toll free at 1-888-221-7070 to report an attempted scam or if you have a question about any company representative.



BRIGHT IDEAS

Programmable thermostats

Why pay to heat your home when no one's home? An easy way to save on energy costs is to install a programmable thermostat to control your home's heating system. These thermostats maintain your home's comfort while saving energy by automatically adjusting the temperature up or down when you go to bed or leave for the day or evening. No longer will you have to remember to "turn down" the thermostat when you leave. Programmable thermostats also are more accurate than manual thermostats. For other **wattsmart** ideas on saving energy, go to **bewattsmart.com** or call us toll free at 1-888-221-7070.

SAFETY MATTERS

Space heaters

Keep safety in mind when operating electric space heaters this winter. Unsafe use accounts for hundreds of home fires each year in the U.S. Use only heaters carrying the UL-approved label with an automatic "tip over" shut off. Make sure it has a thermostat to control temperatures. Keep heaters three feet from drapes and flammable materials and do not leave an operating heater unattended. Only plug it into a wall outlet. If you have young children, use only heaters with "stay cool" exteriors. For other electrical safety tips, go to **pacificpower.net/safety** or call us toll free at 1-888-221-7070.

Get cash back to **save energy**

Our **wattsmart** Home Energy Savings program offers cash back on many products and services in addition to insulation (see story page 1) to help you use less energy in your home. Here are just a few:

Water heaters

Energy-efficient water heaters have more insulation, which reduces the amount of heat lost when water is stored. Receive \$50 cash back when you install an energy-efficient electric storage water heater.

Clothes washers

An ENERGY STAR® clothes washer uses 40 percent less electricity and 40 percent less water than a conventional washer, saving 6,630 gallons of water a year. They also extract more water from clothes during the spin cycle, which means less time in the clothes dryer and more savings. Get up to \$100 cash



back from Pacific Power when you purchase a qualified model.

Refrigerators

With improved insulation and compressors, ENERGY STAR refrigerators use as much as 20 percent less energy than conventional models. Purchase one now and get \$20 cash back.

See ya later, refrigerator

Let us pick up and recycle your old fridge or freezer and we will pay you \$30. Sign up for our *See ya later, refrigerator*® program at **pacificpower.net/wattsmart** or call toll free 1-866-899-5539 to arrange a pick up.

For details on other energy-saving products, visit **pacificpower.net/wattsmart** or call toll free 1-800-942-0266.

Electrical safety goes **back to school**

Pacific Power once again is kicking off its safety education program in schools this month to help thousands of children learn how to avoid the potential dangers of electricity.

Teachers can download free educational materials and interactive games about electrical safety at **pacificpower.net/safety**. Parents, too, will find helpful educational information about electrical safety on the website. Our employees and retirees also deliver free safety presentations in schools and to community organizations. Using an energized



demonstration board, attendees safely learn what can happen when working or playing around electricity. So far this year we've reached more than 10,000 people. If your group would like to schedule a presentation, please call us toll free at 1-800-375-7085.

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.

