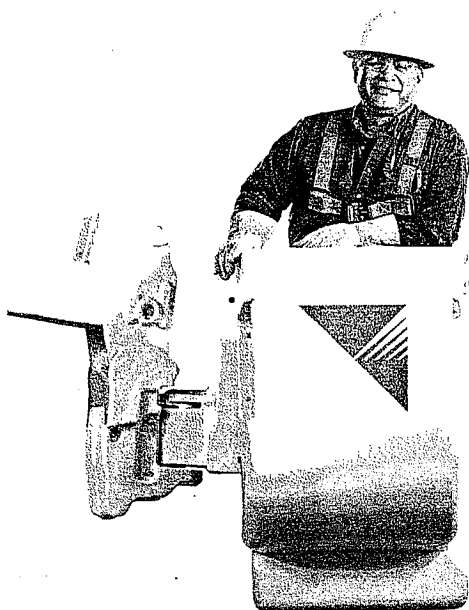


turning the snows on



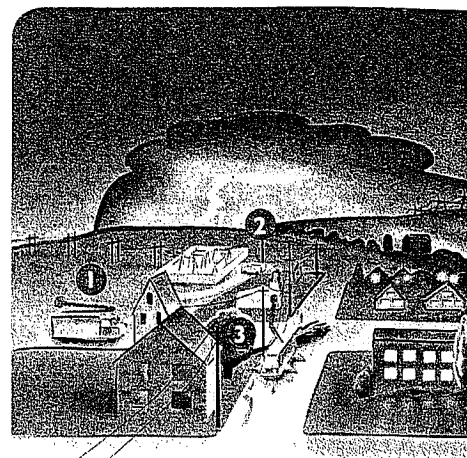
PACIFIC POWER



Generating answers

At Pacific Power we believe in our promise of public service: an obligation to deliver safe, reliable electric power at an affordable price in the cleanest, most environmentally sustainable way we can. Through our commitment to developing more renewable resources, providing the best possible service, managing our available resources and encouraging energy-saving practices – we believe we can meet this promise.

To generate power for the future we are generating answers today.



The drawing above depicts our priorities during a

- 1 Dispatch crews.
- 2 Patrol lines and check substations.
- 3 Clear downed power lines.
- 4 Restore power to the greatest number of people as quickly as possible through first clearing transmission lines that can serve multiple substations.
- 5 Restore power to substations that convert high-voltage power to levels people can safely use at home.

Look up

Always be aware of the location of any nearby overhead power lines. Be careful not to lift or move any long or tall items such as gutters, TV antennas or ladders that can conduct electricity to you. And never fly kites or model airplanes near lines.

Occupational Health and Safety Administration (OSHA) regulations require professionals to keep themselves and any tools they use 10 feet or farther away from overhead power lines. The general public should stay much farther away. Why? Electricity is unforgiving. It will take the easiest path to the ground, even through you. If you or an object you are holding accidentally becomes part of the pathway, you could be electrocuted.

Call before you dig

Digging into underground power lines can be just as dangerous as contacting an overhead line. What's more, it can sever a line, causing damage costs and the inconvenience of interrupting power. At least 48 hours before you plant a tree, dig holes for fence posts,



install underground sprinklers or embark on any digging project, call 811 to have underground utility lines marked for free by the utility locating service in your area. Call us toll free at 1-888-221-7070 if you need an alternate phone number.

Downed power lines

- Never touch or go near a fallen power line and do not touch anything on which the wire is resting.
- Always assume a downed line is energized. If you see one down, call us toll free at 1-888-221-7070.
- Do not touch or go near a person in contact with a downed power line. Call 911.
- If a power line falls across your car while you are inside, stay put until help arrives and the line has been de-energized. If you attempt to leave the vehicle, you may be electrocuted. If the car is on fire and you must exit, jump as far away as possible, with both feet together, being careful to avoid any contact with the car and the ground at the same time. Continue hopping with both feet together away from the area.

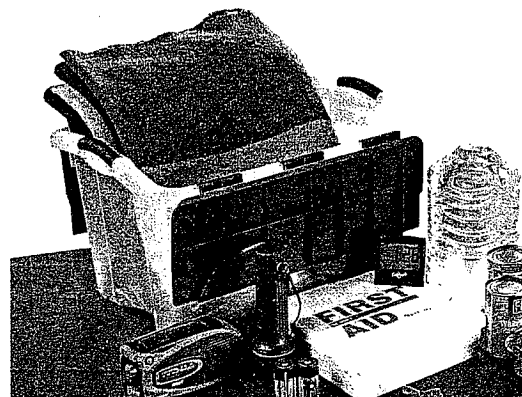
If the lights go out

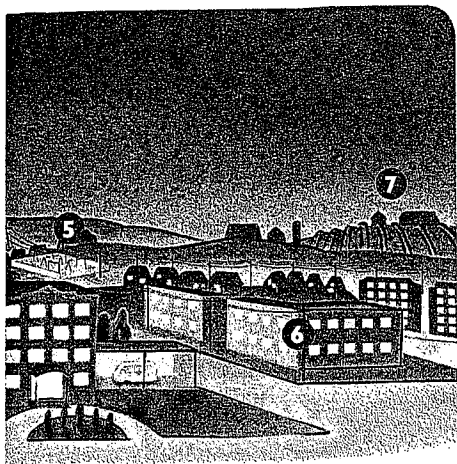
Keeping the lights on

Ensuring dependable service is our priority. We make every attempt to keep the power on. But there are some things we just can't control – like severe weather, accidents and other unpredictable situations. If the lights go out, crews respond immediately and do everything possible – including working around the clock – to get them back on quickly and safely.

Prepare

Put together an outage kit, including: flashlight with extra batteries, battery-operated alarm clock, manual can opener, battery-powered radio, blankets, bottled water and nonperishable food items.





The electricity we use every day is generated in power plants by converting resources such as water, coal, natural gas and wind into electrical power. Power is generated by a large magnet that spins inside coils of wire. High-pressure steam, water, or wind is used to turn a turbine – a large fan – attached to the generator to get the magnet spinning. As the magnet rotates inside the loops of wire, electric current is produced.

This electric current is sent through a vast power grid of high-voltage transmission

lines to a substation in your area. At the substation, the voltage is lowered, then overhead or underground distribution lines carry the electricity to your home or work.

Power lines leading to residential areas generally carry 4,200 to 34,500 volts. Within neighborhoods, the voltage is decreased further with step-down transformers located on the top of poles (or in a vault on the ground) to the typical 120 to 240 volts for safe home use.

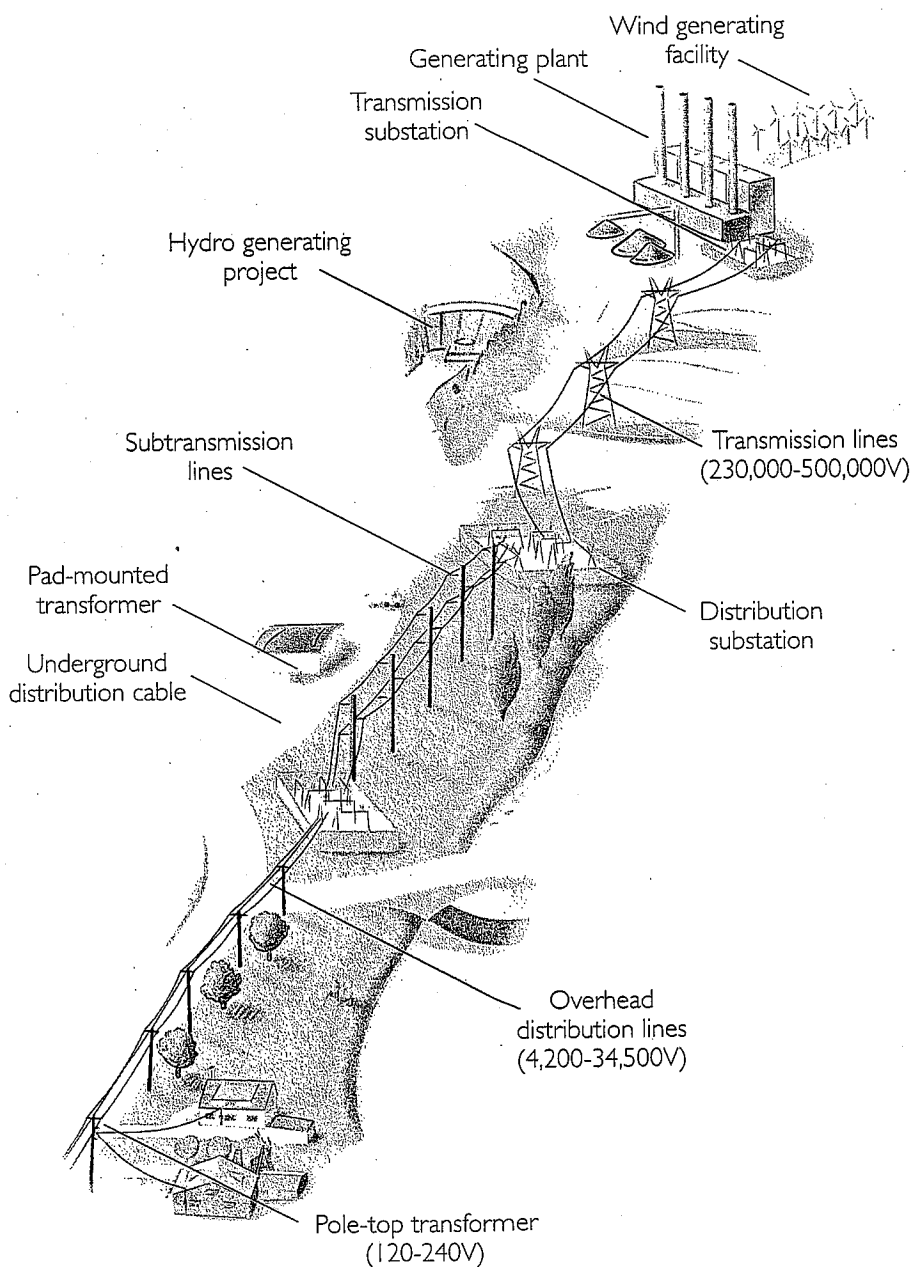
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- Restore power to concentrated areas through distribution and tap lines. Distribution lines travel from the substations to neighborhoods and serve between 1,000 and 3,000 customers. Tap lines then feed into pockets of 20 to 30 homes.
- Restore power to individual (typically suburban or rural) homes and businesses. This task usually takes the longest.

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Key causes of power outages

- Trees or branches knocked down onto power lines by wind, snow or ice.
- Lightning strikes a transformer or other electrical facilities.
- Car accidents where utility poles are knocked over or sway enough to knock lines together and open up the circuit.
- Equipment overload, especially on hot days when air conditioning is cranked up, or during extremely cold weather when electric heaters are turned on across the system.
- Digging too close to underground lines or cutting a line.
- In-home circuit overload.
- Animal or bird contact with the lines.



Pacific Power facts

Based in Portland, Oregon, Pacific Power is one of the lowest-cost electricity producers in the United States, providing customers in the Northwest with safe and dependable electric service. The company works to meet growing energy demand while protecting the environment and plans for the future by developing renewable energy resources and regional transmission projects. As part of PacifiCorp, the company has a generating capacity of 10,597 megawatts of power from thermal, hydro, wind and geothermal facilities, purchasing additional energy as needed. PacifiCorp is part of MidAmerican Energy Holdings Company, and serves more than 1.7 million customers as Pacific Power in Oregon, Washington and California and as Rocky Mountain Power in Utah, Wyoming and Idaho. The company and its employees are committed to the communities they serve, providing valuable contributions in economic and community development, as well as social needs.

Commitment to customers

Pacific Power's comprehensive customer guarantee program includes seven guarantees that relate to issues customers have said are most important to them, and they are backed by a promise to pay. The guarantees apply to:

- restoring power after outages
- keeping appointments
- switching on power
- estimates for new power supply
- billing questions
- meter problems
- planned interruptions

Some guarantees require a claim to be filed, and there are certain circumstances in which the guarantees do not apply.

Energy efficiency

Pacific Power offers programs that help residential and business customers be **wattsmart**. These programs help customers manage their energy use and help the company keep electric bills low.

- Home Energy Analysis – a free, do-it-yourself audit where customers complete an energy-related survey about their home. The survey is analyzed by energy efficiency experts who send back customized recommendations.
- Home Energy Savings – customers can get cash back on energy-efficient appliances, home improvement projects and heating and cooling equipment.
- See ya later, refrigerator® recycling program – provides incentives to remove and properly recycle inefficient refrigerators and freezers.
- Low-income weatherization – Pacific Power partners with local community-action agencies to provide energy efficiency services to low-income households.

In Oregon, nonprofit Energy Trust of Oregon, Inc. helps Pacific Power's customers manage their energy costs and benefit from renewable energy. A portion of a 3 percent "public purpose" charge funds Energy Trust programs.

Environmental initiatives

Protecting and enhancing the environment is at the forefront of Pacific Power's business strategy and includes initiatives related to energy efficiency, air quality and habitat protection. The company is a national leader in developing renewable energy resources, and as part of PacifiCorp is the second largest utility owner of wind generation in the United States, second only to sister utility MidAmerican Energy Company. Pacific Power also promotes renewable energy to its customers through its voluntary Blue SkySM program, which provides a simple and convenient way for customers to support additional renewable energy, and provides funding for smaller-scale community renewable energy projects. Approximately 43,000 Pacific Power customers currently participate. In 2007, federal agencies named Blue Sky the national green power program of the year. Blue Sky has consistently ranked among the top five renewable energy programs by the U.S. Department of Energy's National Renewable Energy Laboratory, and is Green-e certified.

Safety

In the past year, company representatives gave safety presentations reaching thousands of individuals including students, emergency responders, contractors, farmers and ranchers and community members throughout Pacific Power and Rocky Mountain Power service areas. The company provides information about the benefits and dangers of electricity, through television, radio and print advertising, news releases and distributing free safety materials to the public.

Pacific Power Foundation

The Pacific Power Foundation is the philanthropic arm of Pacific Power. Its mission, through charitable investments, is to support growth and vitality of and improve the general welfare and quality of life in communities served by the utility. It is part of the PacifiCorp Foundation, one of the largest utility-endowed foundations in the U.S. Since 1988, grants totaling nearly \$52 million have benefited communities served by Pacific Power and Rocky Mountain Power.

Economic and community development

For the past century, Pacific Power has been building relationships with state and local governments and business leaders to bring new businesses and jobs to communities, assist with business retention and expansion, and help communities define strategic goals and objectives.

Volunteerism

Pacific Power employees and retirees volunteer time and energy to educational, environmental, economic, safety and other charitable programs in the areas where they live and work.

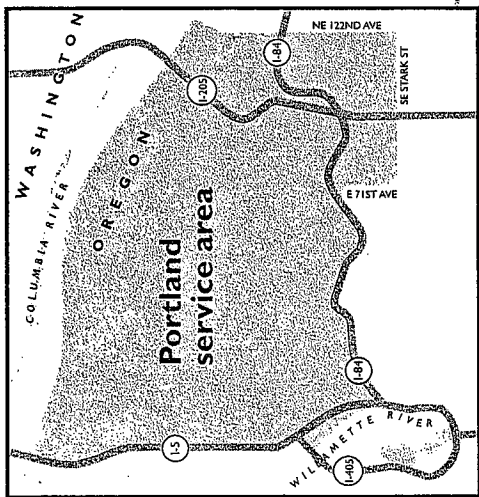
Around-the-clock service

The company's customer service center allows customers to contact specially trained representatives 24 hours a day, seven days a week. The customer service center can be reached toll free at 1-888-221-7070. Pacific Power also has a direct line for customers to call when the power goes out. To report an outage or get outage updates, customers can call toll free at 1-877-508-5088.

www.pacificpower.net



C A



WASHINGTON

OREGON

IDAHO

ARCO

BEAR R

PACIFIC OCEAN

MARENGO II

DAYTON

WALLA WALLA

PENDLETON

ENTERPRISE

YAKIMA

TOPPENISH

SUNNYSIDE

GOODNOE HILLS

HOOD RIVER

HERMISTON

LEANING JUNIPER I

CHEHALIS

LEWIS RIVER PROJECT

ASTORIA

SEASIDE

PORTLAND

LINCOLN CITY

DALLAS

INDEPENDENCE

ALBANY

CORVALLIS

LEBANON

SWEET HOME

REDMOND

BEND

PRINEVILLE

STAYTON

MADRAS

UNION CITY

CRESWELL

COTTAGE GROVE

COOS BAY/NORTH BEND

ROSEBURG

COQUILLE

MYRTLE CREEK

GRANTS PASS

EAGLE POINT

ROGUE RIVER

CENTRAL POINT

MEDFORD

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N A D A

CUSTOMERS & SERVICE AREA

Service area	136,000 square miles	
Transmission lines	16,200 miles	
Distribution lines	62,800 miles	
Substations	900	
Customers served	1.7 million	
CUSTOMER & SALES PROFILE	KWH SALES	CUSTOMERS
Residential	30%	85%
Commercial	30%	13%
Industrial & irrigation	39%	2%
Other	1%	

PACIFIC POWER

Pat Reiten, President		
Oregon customers	558,721	32%
Washington customers	127,612	7%
California customers	44,990	3%

ROCKY MOUNTAIN POWER

Richard Wallje, President		
Utah customers	803,538	46%
Wyoming customers	135,797	8%
Idaho customers	74,562	4%

PACIFICORP ENERGY

Michael Dunn, President

GENERATION

ENERGY SOURCE	CAPACITY (MW)	ENERGY (MWH)
Coal	58%	59%
Natural gas	21%	9%
Hydro	11%	7%
Wind and other	10%	5%
Energy purchased		20%

Company-owned net generation capacity: 10,597 megawatts (MW)

* PacificCorp does not currently hold title to all the renewable energy attributes associated with generation from all these facilities.

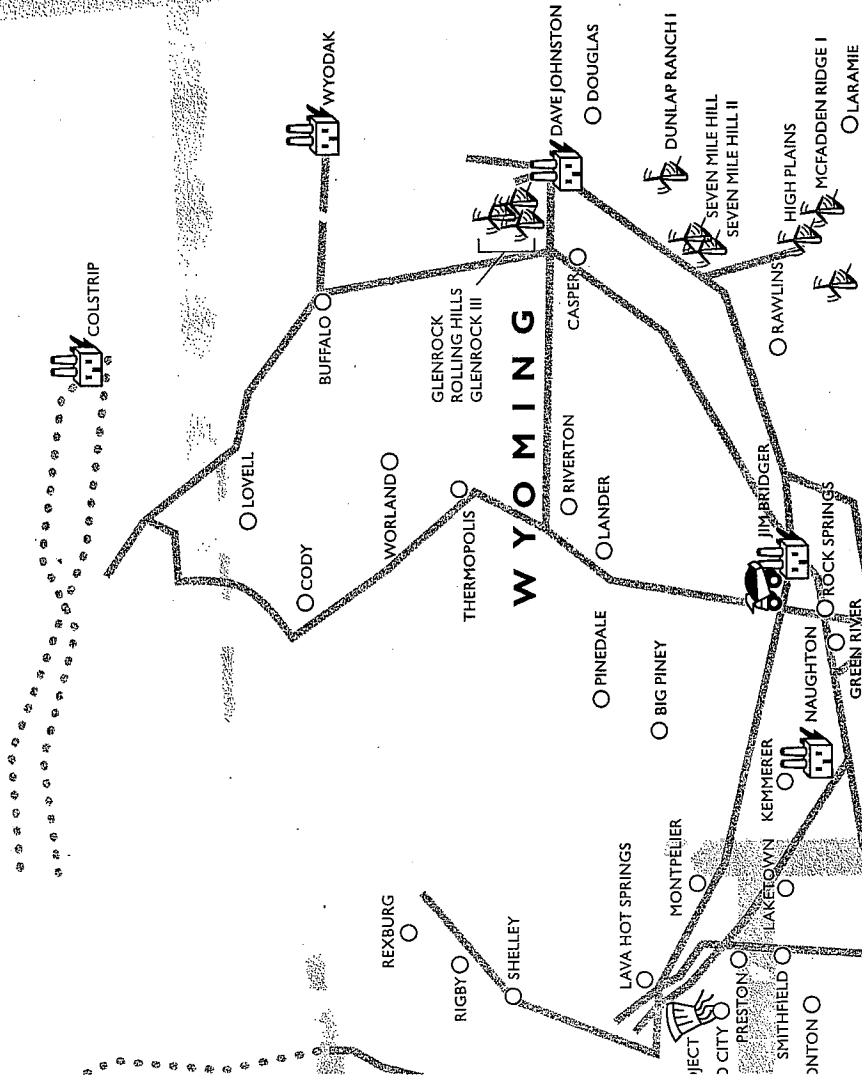
MAJOR OWNED PLANTS INCLUDE:



THERMAL

PLANT	TYPE	MW (NET CAPACITY)
Jim Bridger	Coal	1,412
Hunter	Coal	1,471
Huntington	Coal	909
Dave Johnston	Coal	762
Naughton	Coal	700

MONTANA



P A C I

C A L I F O R N I A

N E V A D A



PacificCorp headquarters:
825 NE Multnomah St.
Portland, OR 97232
pacificcorp.com

Employees: 6,400

PacificCorp Chairman and CEO:
Greg Abel

Pacific Power President and CEO:
Pat Reiten

Pacific Power headquarters:
825 NE Multnomah St.
Portland, OR 97232
pacificpower.net


Customer service: 1-888-221-7070


En Español: 1-888-225-2611


Outage reporting:
1-877-508-5088


Location service (call before you dig):
811 or 1-888-221-7070


Free electric safety materials or
presentations: 1-800-375-7085

 Pacific Power service area


 Rocky Mountain Power service area


 Thermal plants

 Gas-fueled thermal plants


 Wind projects


 Geothermal plants


 Mining

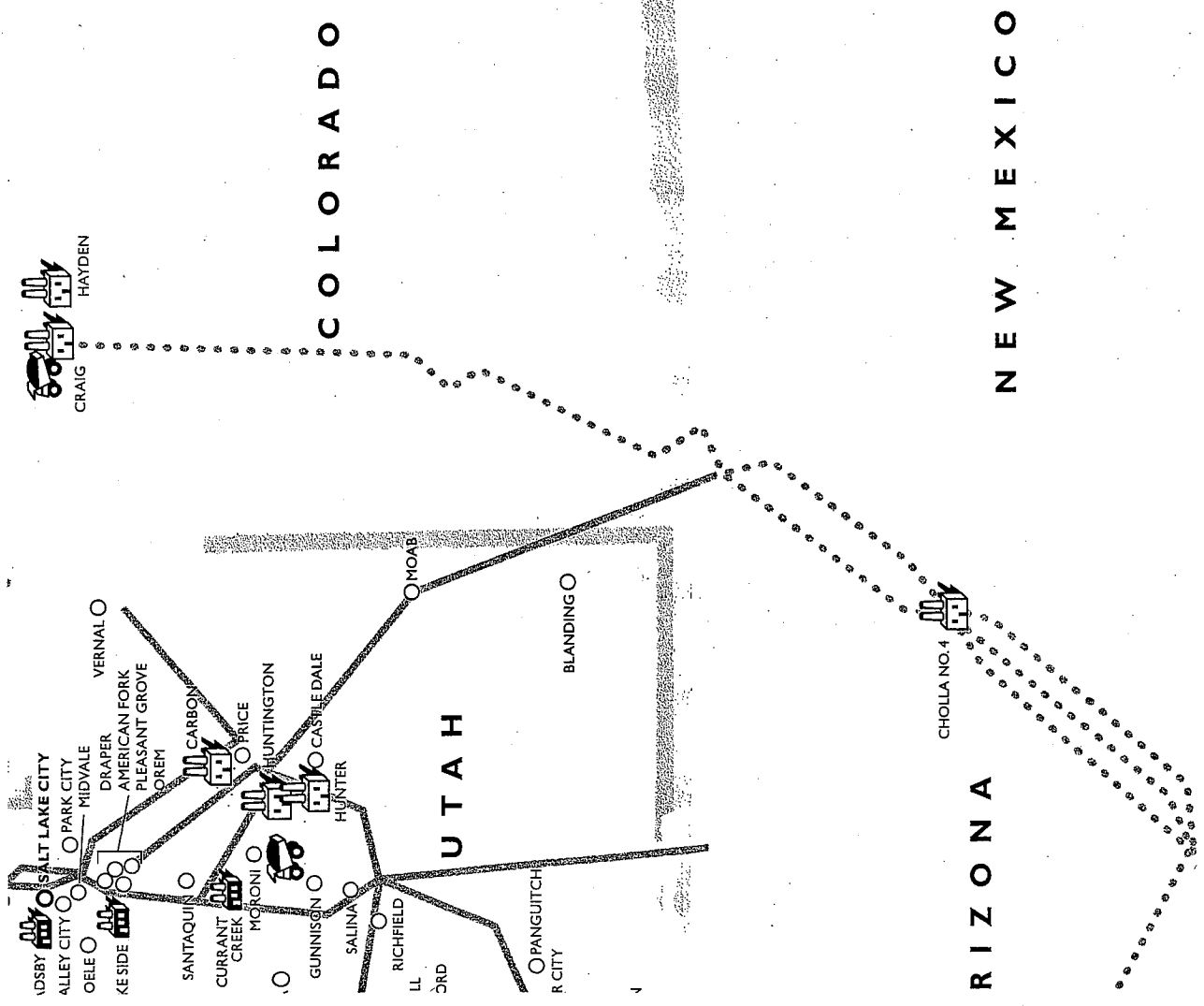
 Hydro systems

 Principal communities served

 Company-owned transmission lines

 Transmission access

 Other transmission



Chehalis	Natural gas	520
Gholla No. 4	Coal	395
Gadsby	Natural gas	351
Wyodak	Coal	268†
Hermiston	Natural gas	237†
Carbon	Coal	172
Graig	Coal	166†
Colstrip	Coal	148†
Hayden	Coal	78†



HYDRO

MAJOR HYDRO PROJECTS	MW (NET CAPACITY)
Lewis River (3 plants)	578
North Umpqua River (8 plants)	204
Klamath River (4 plants)	170
Bear River (4 plants)	105
Rogue River	52
Minor hydro projects	36



WIND & OTHER

PROJECT	TYPE	MW (NET CAPACITY)
Marengo	Wind	140
Marengo II	Wind	70
Dunlap Ranch I	Wind	111
Leaning Juniper I	Wind	101
Seven Mile Hill	Wind	99
Seven Mile Hill II	Wind	20
High Plains	Wind	99
Rolling Hills	Wind	99
Glenrock	Wind	99
Glenrock III	Wind	39
Goodhoe Hills	Wind	94
Foot Creek	Wind	32†
McFadden Ridge I	Wind	28
Blundell	Wind	34
Camas Cogeneration	Geothermal	14

† PacificCorp's portion of a jointly owned project



MINING

PLANT SERVED	MINING METHOD	RECOVERABLE TONS (MILLIONS)
Jim Bridger	Surface/Underground	80
Huntington, Hunter & Carbon	Underground	27
Craig	Surface	45

Figures as of PacificCorp Form 10-K, 12/31/11