

# POWERING THE GREATNESS OF OUR *communities*

At Pacific Power, a division of PacifiCorp, we proudly serve more than 756,000 customers in 243 communities across Oregon, Washington and California. We've been serving customers for over 100 years, and while a lot has changed during that time, our commitment to innovation has only grown stronger. That's why we're partnering with customers to help turn their aspirations into reality and create a better energy future for all of us.

## Contributing to communities

Our charitable foundation helps strengthen local communities. Each year, about \$900,000 in grants benefits local communities, supporting the next generation of innovation, helping to educate youth, improve public safety and benefit the environment.

Our employees also volunteer at local organizations where they live and work. The Pacific Power Foundation supports employees' community involvement and charitable contributions with matching funds.

## Using energy wisely and keeping bills low

Thousands of homes and businesses throughout the Northwest have received technical expertise and financial incentives to upgrade energy efficiency and save money. Customer participation in wattsmart programs saved enough energy in 2017 to power nearly 23,370 average homes for a year. We team up with Energy Trust of Oregon to offer incentives and services for Oregon customers.

## Helping our customers facing hardship

We have a variety of options to help customers facing financial hardships. Through partnerships with customers and local nonprofit agencies, we help income-qualifying individuals and families get assistance in paying their energy bills.

## Powering clean energy projects

For 18 years, our Blue Sky program has provided a convenient way for customers to support renewable energy in the region and in local communities. More than 117,700 customers are making a difference by supporting renewable energy projects, including projects at local schools, libraries, fire stations and more.

## Driving toward a cleaner future

To accelerate cleaner transportation, we're teaming up with businesses and nonprofits to add charging infrastructure – with a focus on rural and underserved areas – making it easier for customers to drive electric cars.

## Building enduring relationships

As members of our communities, we care about the economic health of the region. Working closely with state and local partners, we help communities enhance their economic vitality – attracting top companies and high-paying jobs.

## Preserving land for wildlife and recreation

We're committed to protecting and preserving the land we all call home. As a company, we own 46,000 acres of lands for wildlife habitat, forestry and recreation. Visitors to recreation facilities near our hydroelectric projects can enjoy camping, picnicking, boating and fishing.

For more ways we're partnering with communities, visit [PoweringGreatness.com](http://PoweringGreatness.com).

# POWERING YOUR *future*

 **PACIFIC POWER**  
POWERING YOUR GREATNESS



## Innovating for you

As a proud member of the community, we are committed to being a safe and dependable neighbor. That's why we put safety first in everything we do.

If severe weather, vehicle accidents or other unpredictable situations interrupt power, we strive to keep customers informed 24/7 via text message, online, through our mobile app or by phone. Customers can easily choose how they want to be notified during an outage.



### Keeping safe and informed

We suggest that customers prepare for potential power outages by downloading our mobile app and having emergency supplies ready, including bottled water, ready-to-eat food, flashlights and batteries.

In case a storm brings down power lines, we urge the public to stay away from any lines on the ground. They could be energized and extremely dangerous. Call 911 and report the downed line to Pacific Power at 1-877-508-5088.

Pacific Power crews make every effort to keep outage durations to a minimum and to restore power safely and quickly. Based on experience, we stage crews and equipment strategically so that we are able to deploy them where they are needed for faster outage response.

Customers can track restoration progress on their smartphone with interactive outage maps. The map provides estimated restoration time, crew status and cause of the outage.

We appreciate customers' patience during power outages. No matter how fierce the weather, we work swiftly – day and night – to restore power, so our customers can get back to what matters most to them.



## Innovating for your future

Because electric service is essential for homes, businesses and communities, we deliver 99.98 percent service reliability – and we're always working to improve. Through system improvements and tree pruning, we've reduced the frequency and duration of power outages. In 2018, we pruned 265,000 trees on 5,700 miles of lines, investing more than \$29 million to remove hazards and make the lines more resilient.

### Advancing smart grid solutions

To give customers more insight into their energy use and for faster outage response, we're taking big steps to create a more efficient and resilient power grid.

In many areas, we're installing smart meters for a smart grid. Using two-way communication, the smart grid can automatically reroute the flow of energy when an outage occurs. The result: outages that are less common and less extensive.

The smart grid also increases the overall efficiency of the energy system and improves our ability to integrate clean, renewable energy sources.

With convenient online and mobile tools, customers can view their energy use and take steps to save energy and money.



## Innovating for the world around us

Our customers want clean energy at an affordable cost. We believe that affordability and sustainability can and must go hand in hand.

We are already among the lowest-cost electricity producers in the United States and a national leader in wind power generation, but there's much more to be done. That's why we're leading the charge to a clean energy future through advanced grid technology, large utility-scale renewable projects and customer options.

### Growing clean energy

As a wind power leader, we're continually finding new ways to harness more clean energy. By the end of 2020, we plan to add 1,150 megawatts of new wind resources and upgrade or "repower" 999 MW of existing wind resources.

As part of our Energy Vision 2020 initiative, these projects will significantly expand the amount of wind power serving customers while also keeping energy bills affordable.

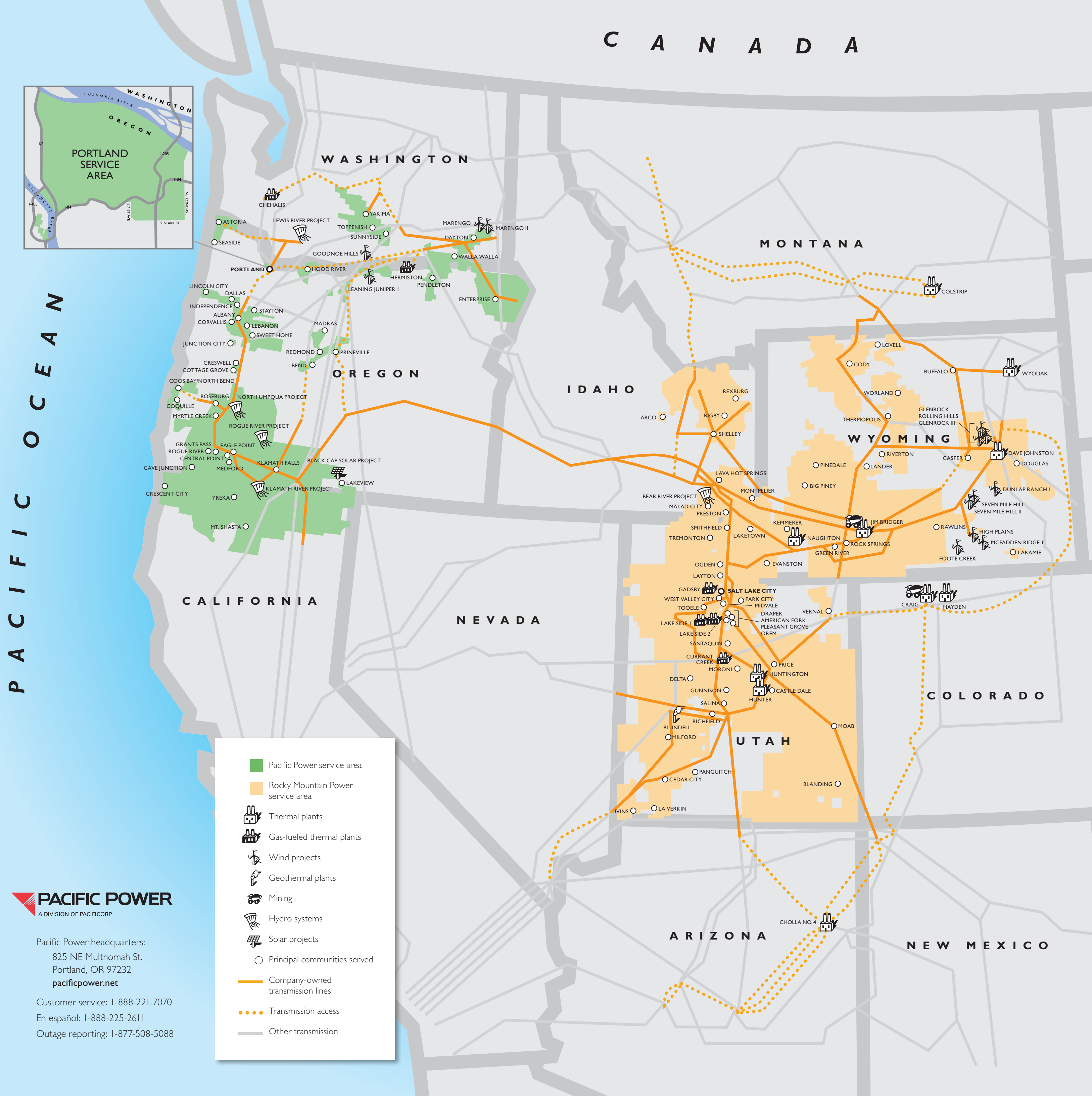
The new wind projects are expected to power the annual energy needs of more than 400,000 typical homes, create hundreds of construction jobs and add millions in tax revenue to rural economies.

Plus, we're upgrading our existing wind fleet with larger blades, higher capacity generators and other new technology to generate even more clean energy for customers.

Customers also have a variety of innovative choices to lower their environmental footprint for their homes and businesses through award-winning programs such as Blue Sky<sup>SM</sup> renewable energy, wattsmart energy efficiency solutions and clean transportation strategies, among others.







**PACIFIC POWER**  
A DIVISION OF PACIFICORP

Pacific Power headquarters:  
825 NE Multnomah St.  
Portland, OR 97232  
[pacificpower.net](http://pacificpower.net)

Customer service: 1-888-221-7070  
En español: 1-888-225-2611  
Outage reporting: 1-877-508-5088

CUSTOMERS & SERVICE AREA

Service area	141,000 square miles
Transmission lines	16,500 miles
Distribution lines	64,000 miles
Substations	900

RETAIL CUSTOMERS & SALES:	KWH SALES	CUSTOMERS
Residential	30%	87%
Commercial	32%	11%
Industrial & irrigation	38%	2%

PACIFIC POWER

Oregon customers	580,492	31%
Washington customers	130,569	7%
California customers	45,078	2%

ROCKY MOUNTAIN POWER

Utah customers	892,849	48%
Wyoming customers	140,712	8%
Idaho customers	77,623	4%

GENERATION

ENERGY SOURCE	CAPACITY (MW)	ENERGY (MWH)
Coal	55%	56%
Natural gas	25%	11%
Hydro	10%	7%*
Wind and other	10%	5%*
Energy purchased short-term contracts		11%
Energy purchased long-term contracts (renewable)		10%

Company-owned net generation capacity: 10,887 megawatts (MW)

\* PacifiCorp 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	1,415 <sup>†</sup>
Hunter	Coal	1,158 <sup>†</sup>
Huntington	Coal	909
Dave Johnston	Coal	754
Naughton	Coal	637
Lake Side 2	Natural gas	631
Lake Side 1	Natural gas	546
Currant Creek	Natural gas	524
Chehalis	Natural gas	477
Cholla No. 4	Coal	395
Gadsby	Natural gas	357
Wyodak	Coal	266 <sup>†</sup>
Hermiston	Natural gas	231 <sup>†</sup>
Craig	Coal	165 <sup>†</sup>
Colstrip	Coal	148 <sup>†</sup>
Hayden	Coal	77 <sup>†</sup>

HYDRO	
HYDRO PROJECTS	MW (NET CAPACITY)
Lewis River (3 plants)	578
North Umpqua River (8 plants)	204
Klamath River (7 plants)	170
Bear River (5 plants)	105
Rogue River	52
Minor hydro projects	26

WIND & GEOTHERMAL		
PROJECT	TYPE	MW (NET CAPACITY)
Marengo	Wind	140
Marengo II	Wind	70
Dunlap Ranch I	Wind	111
Leaning Juniper I	Wind	100
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
Goodnoe Hills	Wind	94
Foote Creek	Wind	32 <sup>†</sup>
McFadden Ridge I	Wind	28
Blundell	Geothermal	32

<sup>†</sup> PacifiCorp's portion of a jointly owned project

MINING		
PLANT SERVED	MINING METHOD	RECOVERABLE TONS (MILLIONS)
Jim Bridger	Surface/Underground	35
Craig	Surface	4