

JUST THE **FACTS**

PacifiCorp

Overview

PacifiCorp is one of the West's leading utilities, serving approximately 1.7 million customers in six Western states, and is based in Portland, Ore. PacifiCorp's generating plants have a net capacity of 9,286 megawatts. PacifiCorp consists of three business units, aggregating up to PacifiCorp: PacifiCorp Energy, containing the electric generation, commercial and energy trading functions and the coal-mining operations of the company, is headquartered in Salt Lake City; Pacific Power, which delivers electricity to customers in Oregon, Washington and California, is headquartered in Portland; and Rocky Mountain Power, which delivers electricity to customers in Utah, Wyoming and Idaho, is headquartered in Salt Lake City.

Employees – 6,470

Electrical Facilities

PacifiCorp has approximately 15,700 miles of transmission line, 61,085 miles of distribution line, more than 900 substations and 68 generating plants across the West.

Renewable Resources

PacifiCorp is committed to renewable power as a viable, economic and environmentally prudent means of generating electricity. The company plans to acquire 2,000 megawatts of cost-effective renewable resources by 2013 and already is one of the largest utility owners of wind generation in the western United States. While several projects are under development, the following are in, or close to, commercial operation.

- **Marengo** is a 140.4-megawatt wind facility near Dayton, Wash., currently in operation.
- **Leaning Juniper 1** is a 100.5-megawatt wind facility near Arlington, Ore., currently in operation.
- **Foote Creek** is a 41.4-megawatt wind facility in Carbon County, Wyo. The company owns a 32.6-megawatt share of this operating facility.
- **Wolverine Creek** is a 64.5-megawatt wind facility near Idaho Falls, Idaho. PacifiCorp purchases 100 percent of the output from this project under a 20-year power purchase agreement.
- **Combine Hills** is a 41-megawatt wind facility near Milton-Freewater, Ore. The company purchases 100 percent of the output for 20 years.
- **Rock River I** is a 50-megawatt wind facility in Carbon County, Wyo. The company purchases 100 percent of the output for 20 years.
- **Blundell** is a 23-megawatt geothermal facility in Utah that was recently upgraded by 12 megawatts.
- **Goodnoe Hills** is a 94-megawatt wind facility near Goldendale, Wash., currently under construction.
- **Marengo Expansion** is a 70.2-megawatt wind facility near Dayton, Wash., currently under construction.

Environmental Initiatives

The company is committed to operating its thermal and hydro plants with stringent environmental management systems. In addition to PacifiCorp's investments in renewable energy, the company offers customers an opportunity to support renewable energy through the Blue Sky program. Strong customer support led to a national 2007 Green Power Program of the Year award from the U.S. Environmental Protection Agency and the U.S. Department of Energy. The program ranks among the top five nationally for number of customers buying renewable power and for sales volume. In 2007, 60,539 customers were enrolled in Blue Sky. In early 2008, Blue Sky was certified as Green-e Energy by The Center for Resource Solutions, a national nonprofit organization.

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Focus on Communities

PacifiCorp is focused on the business it knows best – serving electric customers in the West. PacifiCorp provides dependable power at a competitive price while actively participating in local communities. It's a job the company has done well for nearly 100 years.

PacifiCorp Foundation

PacifiCorp Foundation is one of the largest utility-endowed foundations in the United States. The foundation was created in 1988 by PacifiCorp. It operates as the Pacific Power Foundation in Oregon, Washington and California, and as the Rocky Mountain Power Foundation in Utah, Wyoming and Idaho. Over the years, the foundation has awarded more than 6,970 grants totaling \$44.3 million. In 2007, the foundation awarded more than 319 grants totaling more than \$2.4 million.

Economic and Community Development

For the past century, PacifiCorp 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

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

Safety

PacifiCorp provides regular reminders about safety around electricity to the public through news releases, presentations and advertising. In the past year, company representatives gave more than 540 presentations reaching more than 58,400 students, emergency responders, contractors and community members throughout PacifiCorp's six-state service area.

Energy Efficiency

PacifiCorp is dedicated to working with customers on the efficient management of their energy usage in an effort to maintain low retail pricing, improve customer productivity and protect the environment. The company offers many programs and services to achieve these objectives in both the residential and business sectors such as:

- Residential Energy Savings – programs ranging from do-it-yourself audits; refrigerator recycling; Energy Star appliance, equipment, home insulation and lighting incentives (for existing and new construction projects); new construction programs; low-income-qualifying weatherization services, and load management programs targeting key end-use loads, such as air conditioning and irrigation. In some of PacifiCorp's states, air conditioning and irrigation pumping loads represent significant challenges to serve during summer peak load periods, making load-management programs part of a solution to improve system reliability and reduce system and supply costs.
- Business Energy Savings – program services and incentives tailored to business customers for improvements in the energy efficiency of existing facilities, such as energy audits and engineering, low-cost building tune-up recommendations, financial incentives for equipment, lighting and mechanical upgrades, as well as design assistance and incentives for efficiency improvements in new construction projects. The programs offer business customers financial incentives to help defray their investment costs in energy efficiency.

Commitment to Customers

PacifiCorp has a comprehensive Customer Guarantee Program that 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
- switching on power
- billing questions
- planned interruptions
- appointments
- estimates for new power supply
- meter problems

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

