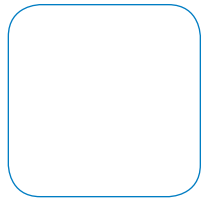




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Making clear connections

As a project manager based in Portland, Eric Birch works with organizations wanting to interconnect with the company's transmission system.

"I collaborate with utilities, municipalities and independent power producers to help create engineering solutions to connect them with our system," Birch explained.

Off the job, Birch is working on master's degrees in business administration from both Cornell University and Queen's University. He believes the MBAs will help create other connections.

Since his youth, Birch has volunteered at Birch Community Services, an organization founded in Portland by his uncle and aunt. According to a KGW-TV report, the organization provides "everything from work boots to bread" to 600 low-income families.

His younger years were spent in the warehouse – separating bulk food donations into family-size quantities.



Project manager Eric Birch volunteers at the community services agency founded by his aunt and uncle.

These days his volunteer work involves planning and strategy to help others better their communities.

"It's heartwarming to work with people endeavoring to become self-sufficient and providing a better future for their families."

Birch has devoted one of his MBA theses to crafting a business model for Birch Community Services. It offers planning and operating guidelines to communities wanting to use the agency's approach, which does not rely on government funding, to help their own struggling families. ■

Grants assist community

The Pacific Power Foundation, through its charitable investments, supports the growth and vitality of the communities Pacific Power serves.

The foundation helps nonprofit organizations by supporting their efforts in education; culture and arts; civic and community; and health and welfare.

In 2011 the Pacific Power Foundation granted more than \$226,400 to nonprofit organizations in Oregon, California and Washington.

Among the organizations in Oregon awarded foundation grants were:

- Young Entrepreneurs Business Week, statewide
- Oregon Burn Center, statewide
- Peter Britt Gardens Music and Arts Festival Association, Medford
- Western University of Health Sciences, Lebanon
- Oregon Institute of Technology, Klamath Falls

Since 1988, the foundation has awarded more than \$51.7 million to local nonprofit groups in the communities we serve. Learn more at pacificpower.net/foundation. ■

For information on these and other topics, please visit pacificpower.net. If you would prefer to receive *Energy Insights* by email in the future, or if you have questions or content suggestions, please email energyinsights@pacificpower.net.

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A Pacific Power perspective on people and energy

ENERGY INSIGHTS

Condit Dam breach unleashes river

Removal benefits environment, community and customers

After nearly a century of producing electricity for customers, Condit Dam in south central Washington was breached in late October, allowing the White Salmon River to once again flow freely to the Columbia River.

Seven hundred pounds of dynamite were used to blow through the last 10 feet of the tunnel in the 90-foot wide base of the dam. Northwestern Lake drained in two hours following the breach.

Shown live via the Internet to assure safety and satisfy curiosity, the breach has been seen by as many as 1 million people worldwide.

Fulfilling an agreement

Condit's decommissioning fulfills a multi-party settlement agreement signed in 1999. Dam removal was determined to be less costly to the company's customers than the fish passage that would be required for dam operation to be granted under a new federal hydroelectric power license.

The removal opens up approximately 33 miles of new spawning and rearing grounds for steelhead trout and 15 miles of new habitat for salmon in the White



The White Salmon River came roaring through the tunnel when a final detonation breached Condit Dam October 26. In preparation for the breach, hundreds of adult salmon were relocated upstream to their native waters.

Salmon River basin. The restoration of the White Salmon River fish runs and the traditional fishery are important to Northwest Native American tribes.

The White Salmon, Washington, community also benefits from ongoing construction and restoration activities.

Next steps for the area

In spring 2012, the company will begin dismantling the dam piece by piece. Metal will be recycled. Concrete will be broken into rubble and used to fill in a notch in the canyon side hill originally made to accommodate the flow line running from the dam to the powerhouse.

Work will continue through summer 2012, with the dam being completely removed by September.

Throughout the restoration, the former reservoir area and project area will remain closed to the public. The company will work closely with local officials and residents on access restrictions and other safety measures as the project progresses.

The river will re-open for recreation activities in fall. Meanwhile work will begin on re-vegetation of the former lake with native trees and grasses, along with restoration of the wetlands.

To watch a replay of the breach or to find out more, visit pacificcorp.com/conditdam. ■



Pacific Power unveils mobile website

In addition to finding outage updates on Pacific Power's full website, customers can now get updates on their smartphones at pacificpower.net/mobile.

Formatted to fit smaller device screens, the mobile website gives users the ability to easily access and view information on outages affecting more than

500 customers. Typically, the cause of the outage and estimated time of restoration are posted and updated each half hour.

Pacific Power mobile website visitors also can get tips on safety and energy efficiency, as well as news highlights. ■

Large solar site now operating

Pacific Power buying output through Oregon Solar Incentive Program

One of the largest commercial solar power facilities in Oregon began production in Wallowa County in early November. The facility, operated by Sun Storage Inc., has a capacity of 500 kilowatts and will produce enough electricity to power approximately 100 average residential homes for a year.

Pacific Power is buying the output of the facility to serve its customers as part of the Oregon Solar Incentive Program. In July 2010, Pacific Power issued a request for proposals for solar developers to submit projects up to 500-kilowatt capacity. Sun Storage was the successful bidder on the RFP.

Sun Storage and the city of Joseph also flipped the switch on a 100-kilowatt capacity solar array atop the city water treatment plant. The



In November, Pacific Power representatives joined with officials from Wallowa County and Enterprise's Sun Storage to celebrate the completion of two large solar installations in Joseph.

project will help the city reduce its power use and costs.

"We look forward to many more installations like these as we continue encouraging renewable energy developments to help supply the future energy needs of customers

throughout our service area," said Pat Egan, Pacific Power vice president, customer and community affairs.

For details on programs available to customers interested in using solar or other technologies to generate power, please visit pacificpower.net/solar. ■

New online payment features save time

In response to customer feedback, Pacific Power recently introduced improved online payment features, making it easier for customers to pay bills and view account information on the company's website.

According to Karen Gilmore, Pacific Power's vice president of customer services, making a payment via pacificpower.net is faster and more convenient with fewer steps and improved navigation. "We know how valuable our customers' time is," said Gilmore. "That's why we've made our online payment process more streamlined. It's easier to find the information you need and you can get things done with fewer clicks."

Business customers with multiple accounts can now pay bills for each account in one step. New features also



Recent improvements to pacificpower.net have made it easier for business customers to pay bills for several accounts in one step.

allow users to easily change what data to display (sort by due date, current bill amount or electric account), schedule payments, and manage bank account information and communications preferences.

In addition, customers can "go paperless," choosing to receive email notifications when their bills are



ready to view online each month, instead of a paper bill in the mail. This option "is convenient, keeps electricity costs low and helps protect the environment," said Gilmore.

To learn more about the company's improved online payment features, please contact your account manager or visit pacificpower.net. ■

EVs begin to take charge

Working with ECOtality, a national electric vehicle infrastructure developer, Pacific Power is helping Oregon lead the West Coast in getting convenient charging stations up and running. Plans are now well underway that will allow travelers to drive the entire state of Oregon and be able to recharge their electric vehicles.

In early 2011, ECOtality unveiled its infrastructure plans for northwestern Oregon, which included potential locations for more than 1,100 publicly available charging stations. So far approximately 100 have been installed, about 20 of them in Pacific Power service area.

"Our customers throughout Oregon are showing their interest in electric vehicles," said Pat Egan, vice president of customer and community affairs for Pacific Power. "We are supporting that interest with our partnership with ECOtality to make charging stations easy and convenient to use."

Pacific Power provides expertise in the infrastructure planning, supplying estimates for distribution network upgrades that may be required. The installation and maintenance is completed by an electrician chosen by the charging station owner whether that is a third-party developer, local government or industrial customer. The station owner then determines the cost of vehicle charging at the station.

Right now, fewer than 1,000 of Oregon's 3.2 million passenger vehicles are plug-in electric. By 2021, however, the number is expected to spike to 75,000. Charging stations have appeared along the I-5 corridor, and last November, Pacific Power helped inaugurate a station at a northeast Portland shopping center that can recharge a battery in 30 minutes, the first of its kind in the West.

Find out more online at pacificpower.net/ev. ■

J&J Snack Foods enjoys savings



From left: Pacific Power's Chuck Phinney, J&J Snack Foods plant engineer Brian Stoddard and plant manager Rob Tiberino get a look at the plant's energy-saving upgrades installed with help from Energy Trust of Oregon.

Incentives bring quick payback on upgrade

J&J Snack Foods Corp., located in Weston, Oregon, manufactures frozen snack foods, which it markets to food service and retail outlets across the country. Its 40-year-old plant has 52,000 square feet of manufacturing floor and 6,000 square feet of cold storage for the processing and storage of fruit turnovers, pizza pockets and private label products.

With cost control a top priority, plant managers have invested in energy efficiency solutions to produce operational efficiencies and cost savings. Recently, J&J Snack Foods turned to Energy Trust of Oregon Program Delivery Contractor Cascade Energy to identify and analyze operations and maintenance efficiency measures.

Through Cascade's work, J&J learned that a recent refrigeration system upgrade was missing both key control features and significant energy savings. The solution involved adding programming to their control system to improve the compressor and condenser staging efficiency, and

condensing and suction pressure control.

Payback in just 18 days

J&J Snack Foods took advantage of a 90x90 Industrial O&M special incentive offer through Energy Trust of Oregon, which teams up with Pacific Power to offer energy-saving services and incentives. Because J&J Snack Foods completed its project within 90 days of the incentive offer, its cash incentive was 90 percent of the installation cost with a per-kilowatt-hour incentive cap. Energy Trust provided \$8,301 in cash incentives that help bring the total project payback period to just 18 days.

"Not only did we find we could save more energy, but the new control features made the job more efficient for staff as well, helping them be more productive," said Brian Stoddard, plant engineer.

J&J expects to save 491,807 kilowatt-hours of electricity per year or \$19,180 in annual energy cost savings.

For details on incentives for Oregon businesses, contact your account manager, call toll free at 1-866-368-7878 or visit pacificpower.net/wattsmart. ■