



# Paducah Power System

Owned by the People of Paducah

paducahpower.com  
1500 Broadway, Paducah  
phone: 270.575.4000



# ENERGY edition

## PPS Crew Helps with Northeast Storm Recovery

A six-man crew traveled to New York last month to help ConEdison restore power to its customers hard hit by destructive back-to-back winter storms. Con Edison serves 10-million people in New York City and Westchester County, New York.



Left to Right: Ethan Feldner, Grant Wiggins, Kirk Brewington, Jason Turner, John Burnett, Jason Oliver.



Staging area for winter storm crews, Playland Amusement Park, Rye, New York

### management team

**David C. Carroll**  
General Manager

**Andrea Underwood**  
Director of Community Relations & Marketing

**Rick Windhorst**  
Director of Engineering & Operations

**Doug Handley**  
Director of Finance, Power Supply & Rates

### board of directors

**Hardy Roberts** Chairman

**Mark Workman** Vice Chair

**Adolphus Jones** Secretary/Treasurer

**Sandra Wilson** Member

**Ed Hely** Member

## Storm Preparedness

Spring storm season is here. Like other emergency services providers, PPS stays ready to respond at any time to weather related outages. We encourage you to be prepared, too.

**Storm Kit:** People who rely on electrically powered medical equipment for survival should have a backup power supply or a plan for getting assistance with their medical equipment. It's also a good idea to keep a storm kit that includes: bottled water, bleach for sanitation purposes, non-perishable food, a manual can opener, batteries in various sizes, flashlights, matches, non-electric portable heater, prescription refills, baby wipes and hand sanitizer, a car charger for your phone, cash, disposable camera to document damage for insurance (in case your phone cannot be charged) and a written list of important phone numbers, including insurance and medical contacts.

**Generators:** Generators should be tested regularly. An improperly used generator can be deadly to homeowners and utility workers. Never try to power your house wiring by plugging a generator into a wall outlet or attaching it to your breaker box. This is known as “back feeding” and creates an electrocution risk for line crews working nearby and neighbors served by the same transformer. The only recommended method to connect a generator to house wiring is to have a qualified electrician install a power transfer switch.

**Outage Map:** Our webpage, paducahpower.com, contains information that may be helpful to you during an outage. Click on the “Outages” tab at the top of the page, and you will find information about our restoration process, generation safety and our outage map. You can use the map to see reported outages and to follow our progress.

To report an outage call  
**270-575-4010**



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## We Take Discover Cards



*We now accept Discover Cards for payment of Paducah Power bills.*

*We will continue to accept Visa and Mastercard as well.*

## Spring Safety

Each year, thousands of people end up in the emergency room with injuries from mowers, trimmers, power saws and ladders. As you begin spring cleaning, keep the following tips in mind:

- *Check cords and outlets for fraying or exposed wiring on all electrically operated equipment.*
- *Don't use electric mowers on wet grass.*
- *When using ladders, look up. Note the location of overhead power lines.*
- *Avoid using a metal ladder near electrical sources.*
- *Always assume overhead power lines are energized and dangerous.*
- *When moving a ladder, always lower it and carry it horizontally.*
- *Follow the 1:4 rule—for every four feet you have to climb move the base of the ladder one foot from the wall.*

## Climbing Hazard

Spring cleaning often results in yard sales. Signs pop up on utility poles on a regular basis. Be aware that tacks, nails and any other metal fastener placed on a utility pole can be a hazard to our linemen. Linemen wear special gloves. A small pinprick in their gloves can cause injury or even death. They also use sharp spikes to help them climb poles. A slipped spike can cause a fall.



## Reminder



Paducah Power System will be collecting old fluorescent bulbs and mercury filled items at Spring Clean Up Day April 14th. The first 100 people turning in old fluorescent bulbs will get one new LED bulb. One per family, please.

## Customer Service Principles

Paducah Power System has ten Customer Service Principles, created by PPS employees and used each day as we interact with customers.

### Customer Service Principle #2

*I am proud of my professional appearance, attitude, language and behavior.*

**PPS will be closed at 1pm April 19th for training purposes.**

## Call Before You Dig



If you are planning a spring project that involves digging, you should first make a free call to Kentucky 811. Digging without a call could result in injuries, legal problems, interruption of utilities or project delays. Dial 8-1-1 at least two full business days before you dig. Find out more at [www.kentucky811.org](http://www.kentucky811.org).