



ENERGY edition

Paducah Power System

Owned by the People of Paducah

paducahpower.com

1500 Broadway, Paducah

phone: 270.575.4000



PPS Approves Strategic Plan

The Paducah Power Board of Directors recently approved a strategic plan developed by the board and PPS employees. The plan focuses on five specific areas: financial strength, reliability, customer service, community development and workforce development. Goals were created for each area of focus, and staff is working on the action items needed to complete those goals. The goals are:

Workforce Development: PPS will develop and sustain a highly skilled workforce focused on our strategic priorities.

Employees also identified the values used every day when interacting with customers and each other. Those values include safety for our customers and our employees, respect, transparency, fiscal responsibility and honesty.

Financial Strength: PPS will balance long-term financial stability with fair rates.

The plan was developed during more than thirty hours of discussion about the needs of the utility, the needs of our customers, our processes, our strengths and our weaknesses. Board members, utility managers and employees participated in those talks.

Reliability: PPS will set the bar as the regional standard for reliable service.

Customer Service: PPS will set the bar for exceptional customer service.

The plan is a five-year-guide for the utility, and will be updated annually. Staff will provide monthly updates at board meetings about various actions taken to reach the five goals.

Community Development: PPS will invest in the success and quality of life in the Paducah community.

management team

David C. Carroll
General Manager

Rick Windhorst
Assistant General Manager

Andrea Underwood
*Director of Human Resources and
Community Relations*

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*

Work Zone Safety

May is National Electrical Safety Month, a good time to highlight one of the biggest safety issues that affects our employees and customers: traffic. Crews often must park their trucks on the side of the road in order to reach power lines. They are careful to mark their work area with cones or signs but drivers sometimes still stray into the work zone. Here are some tips to remember as you drive near their work zones:

- **Slow down.** Speed is one of the biggest causes of work zone accidents.
- **Do not use your cell phone while driving.**
- **Keep a safe distance between your vehicle and the workers and their equipment.**
- **Pay attention to any signs that are posted.**
- **Be patient.** Work zones are not there to inconvenience you. Workers are maintaining and improving your electrical system.

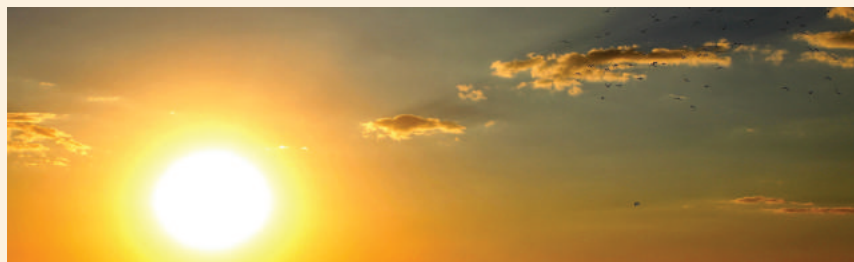


To report an outage call
270-575-4010



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Summer Cooling Tips



With summer just around the corner, now is the time to prepare for those hot temperatures that put your air conditioning into overdrive. Approximately 40-50% of your energy bill comes from cooling and heating your home, so any changes you make to this aspect of your energy usage can save you money. Here are some tips for keeping control of your electric bill this summer:

- Use our website, paducahpower.com, and our mobile app to monitor your daily energy usage.
- Clean air conditioning filters every month and get your system checked by a professional once a year to ensure that it's functioning as efficiently and inexpensively as possible.
- Leaking ductwork accounts for 25% of cooling costs in the average home, so have your ducts tested and have any leaks repaired by a qualified contractor. Duct cleaning is not the same as duct sealing.
- Set your air conditioner to 78 degrees or higher or the warmest setting you can tolerate.
- Use a programmable thermostat to automatically increase the temperature when no one is home during the day and to lower it right before everyone returns home.
- Use a ceiling fan so you can raise your thermostat up a few degrees. Although a fan won't cool the air, it will circulate the air and create a breeze to make the room feel cooler.
- Conserve energy by running your dishwasher only when it is fully loaded. Turn off the dry cycle and air dry dishes instead. Wash only full loads in the washing machine, too.
- Use your grill as much as possible instead of heating up the house with the oven and forcing your air conditioner to work harder.
- Replace your incandescent light bulbs with energy efficient LED bulbs. Look for the Energy Star label when buying bulbs.

For more energy saving tips go to paducahpower.com > ways to save, or pick up an energy savings booklet at our office at 1500 Broadway.

Reminder



PPS will be closed Monday, May 28th for Memorial Day.

Alerts & Reminders



You can receive text and email alerts from Paducah Power regarding your account. Receive alerts

about outages, high energy usage, payments, your due date and past due bills. It's a free service and can be a handy way to keep tabs on your usage. Sign up by downloading our free mobile app from the Apple or Android app stores, by clicking the "Pay My Bill" tab on our webpage, paducahpower.com, or by calling our Customer Service Department at 270-575-4000.

PPS in the Schools



Employees of Paducah Power and other local businesses taught 900 middle and high school students lessons about money management at the Reality Store event at WKCTC last month.

Customer Service Principles

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

Customer Service Principle #3:

I treat customers and coworkers with dignity and respect, never discriminating on the basis of gender, race, national origin, religion, age, marital status or disability.