



ENERGY edition

Paducah Power System

Owned by the People of Paducah

paducahpower.com
1500 Broadway, Paducah
phone: 270.575.4000



Celebrating Public Power

This month, Paducah Power System is joining 2,000 other not-for-profit utilities across the United States in celebrating the benefits of public power. Each October, utilities belonging to the American Public Power Association work to make people aware of the accessibility, reliability, safety and community support that public utilities provide. Paducah Power System’s reliability rate is 99.99%, and we have worked more than five years without a lost time accident. Our customer service approval ratings are significantly higher than that of other municipal electric companies. (See page 2 for details.) Our board meetings

are open to the public, and customers can easily meet face to face with our employees. Because we are a public utility, our managers, board members and employees are all local people who share the same concerns for our community that our consumers have and pay the same electric rates our customers pay. Our employees live nearby so they can respond quickly to outages. PPS also works regularly with community leaders to recruit new industry to the area and to encourage economic development.



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

Some of the ways we serve the community as a publicly owned utility:

board of directors

Hardy Roberts Chairman

Mark Workman Vice Chair

Adolphus Jones Secretary/Treasurer

Sandra Wilson Member

Ed Hely Member

-Special industrial rate to help recruit new industry

-\$1,029,183 in in-lieu-of-tax payments made to local schools districts last year.

-Numerous educational programs in local schools each year.

-892,000 pounds of canned goods and \$661,214 collected for area food pantries through Christmas in the Park since 1997.

-3,780 units of blood collected during the history of Power for Patients Blood Drives and regular employee blood drives.

-More than \$20,000 contributed to United Way last year by PPS employees, making us one of the top ten supporters of the agency.

-Awarded \$78,000 in scholarships to area high school students since 2006 and contributed to the WKCTC scholarship program.

-45,000 LBS of electronic waste collected during free community E-scrap collections.

-Annual mercury and fluorescent bulb collection. Free fluorescent bulb disposal for customers.

To report an outage call
270-575-4010



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Customer Service Scores High

Paducah Power System scored significantly higher than the average municipal electric company in a recent customer service survey commissioned by PPS. Approximately 85% of residential customers reported being satisfied with the helpfulness and knowledge of Paducah Power's staff and the utility's promptness in responding to questions and complaints. That's about 20% higher than the U.S. average for public power utilities. 87% of commercial customers said they were satisfied with PPS's reliability.

While the survey focused on customer service, customers were asked about rates. 60% of commercial customers and 64% of residential customers were either satisfied or neutral about PPS rates. Great Blue Research, Inc. performed the survey for Paducah Power. PPS managers will use the research to develop ways to improve customer service.

"Since we received great scores for our service, the challenge is to find ways to improve service without making changes that upset customers who are already happy with their interactions with us," said General Manager Dave Carroll.

Power for Patients



More than 250 people showed up at the Cherry Civic Center last month to donate blood during our 12th annual Power for Patients Blood Drive. The event yielded 224 units of blood for the American Red Cross. Paducah Power System customers who donated received a \$15 credit on their next electric bill.

Update Your Phone Number

Please make sure we have your current phone number. Many customers who have been on our system for several years have eliminated their home phone. They rely solely on a cell phone but have not given us the new number. Failure to provide us with a current number can cause delays in reaching you during an emergency such as a downed power line on your property when you are not at home. To update your number, call 270-575-4000.



Walk Under the Lights

The lighting ceremony for Christmas in the Park will be Wednesday, November 21 at 5:30pm at Noble Park. Following the brief ceremony, the park will be closed to vehicle traffic until 7pm for people to walk under the lights. The event will kick off the 22nd season of Christmas in the Park and is free, but those attending are encouraged to bring canned goods for area food pantries.

Company Characteristics Positive Overall

		Residential			
		Total satisfied	Satisfied	Very dissatisfied	2017 Public Power Data Source Benchmark
Below is a list of different organizational characteristics. For each, please rate Paducah Power on a scale from one (1) to five (5) where one is "very satisfied" and five is "very dissatisfied"	Paducah Power System Characteristics...				
	Communicating with customers	81.7	12.1	6.2	69.7%
	Responding promptly to customer's questions and complaints	84.8	9.8	5.8	65.1%
	Being open and honest about company operations and policies	79.8	11.3	9.8	69.3%
	Cost / rates	37.1	27.3	20.6	66.2%
	Community involvement	78.8	18.8	8.5	68.5%
	Helpful staff	85.9	8.0	5.8	63.7%
	Knowledgeable staff	88.1	8.1	6.0	63.7%
	Overall satisfaction with Paducah Power System (excluding rates)	78.1	12.0	8.8	71.2%
	Average	78.8	13.1	11.1	

Getting Ready for Fall

The winter heating season is almost here. Sometime soon you will likely turn on your heat, so now is the time to weatherize your home and check your HVAC system to make sure it's working safely and efficiently. Forty-percent of the average residential customer's bill goes toward heating and cooling the home, so an efficient system will help you to save money this winter. Some people use space heaters to supplement their main heating system. Many space heaters are extremely inefficient and can drastically increase your electric bill. The air leaks in a home can be very costly, too. Most homes have leaks equivalent to the size of a fully opened window, so it's worth the time and effort it takes to seal those leaks.

Here are some places to look:

- Insulate and weather strip the door that leads to your attic.
- Seal around plumbing vents in the attic floor and in the roof.
- Check for leaks around plumbing penetrations under kitchen and bathroom sinks.
- Check your ductwork and seal any leaks with the proper materials.
- Caulk around door and window frames on the inside and outside of the house.

- Weather strip exterior doors, including the ones leading to the garage.
- Make sure the dryer exhaust vent hood is intact and fits tightly.
- Install foam gaskets behind electrical switch plates and outlets.

