



Paducah Power System

Owned by the People of Paducah

paducahpower.com

1500 Broadway, Paducah

phone: 270.575.4000



ENERGY edition

Dispose of Your Old Light Bulbs

Each year, the city and county give McCracken County residents a one-day opportunity to get rid of all sorts of household hazardous waste, free, at Spring Clean-up Day. This year’s event will be April 13th, and Paducah Power System will be there to collect your old fluorescent light bulbs. The event will run from 7am to 2pm at 829 Burnett Street.

PPS will accept old fluorescent tubes of all sizes and compact fluorescent bulbs (CFLs). They must be unbroken. Each family turning in old fluorescent bulbs will receive one new LED bulb. Fluorescent bulbs contain a small amount of mercury and are not recommended for residential curbside trash pick-up.

Paducah Power will also collect liquid mercury and mercury filled items. To safely package mercury for transportation to the event, consider duct taping the lid of the container to prevent spillage. Double bag, using a Ziploc type bag, any container and do not handle mercury over a sink or drain. PPS partners with Clean Earth, Inc. of Calvert City to safely dispose of the mercury and light bulbs.

Other items collected at Spring Clean-Up Day include weed killers, household insecticides, paint, cleaners, solvents, pesticides,

batteries and tires. You may also drop off E-scrap, such as computers, monitors, TVs, keyboards and printers.

This collection is for Paducah-McCracken County residential customers. You must bring a driver’s license to verify residency. For more information about the bulb collection call Andrea Underwood at 270-575-4025 or email aunderwood@paducahpower.com.

Other questions about Spring Clean-up Day can be directed to the city of Paducah Engineering-Public Works Department at 270-444-8567.



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

Jeff Garner
Business Systems Manager

board of directors

Hardy Roberts Chairman

Mark Workman Vice Chair

Adolphus Jones Secretary/Treasurer

Sandra Wilson Member

Ed Hely Member

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 #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.*

To report an outage call
270-575-4010



Follow us on Facebook, Twitter and Instagram!

Tree Trimming

Paducah Power System contracts with professional tree trimmers for year-round maintenance of our distribution system. To comply with the National Electric Safety Code, utilities must trim or remove trees growing near power lines that threaten to disrupt service. Proper and regular tree trimming helps prevent the danger and inconvenience of outages but sometimes prompts concerns by property owners.



Tree trimmers try to preserve as much of a tree's beauty as possible while providing enough clearance between limbs and lines to assure safe and reliable electric service. Paducah Power's tree crews follow arboricultural standards when trimming, but proper trimming

can still result in a less than desirable appearance for a tree growing directly under power lines. We strongly recommend you not plant trees near power lines.

Crew members will only remove a tree from your property when it poses a significant hazard to the power lines. Our Trade-A-Tree program provides customers with a \$50 voucher from a local nursery for a tree that qualifies for removal. For more info on Trade-A-Tree, Contact Brian Thomasson at 270-575-4012.

Paducah Power System trims trees in distribution lines (pole to pole). Call 270-575-4010 to report a tree growing into a power line. Homeowners are responsible for keeping limbs off the service lines that are between their house and the pole. During normal working hours, Paducah Power System will disconnect electrical service during tree trimming, at no charge, for the customer's safety.

Benefits of Public Power - Mobile App

One of the best ways to control your bill is to regularly monitor your power usage and adjust as needed. Many of our Pay as You Go (PAYGO) customers do a good job of this because they receive daily texts from us and notice an increase in usage within one or two days instead of a month after the fact, like our traditional billing customers. However, you don't have to be a PAYGO customer to monitor your usage. All PPS customers can download our mobile app or register at our website, paducahpower.com, to see their daily usage. We encourage you to check your usage every few



days, especially during extreme temperatures. By being informed, you can make changes that can save your money. It may also help you to catch an issue with your water heater or HVAC unit that is causing excessive usage. To find out more, call 270-575-4000, go to paducahpower.com or download our app and start saving today.

Temporary Office



Due to renovations at our headquarters, all customer service activities will take place this month at our temporary offices at 1515 Broadway, immediately across the street from our headquarters. We have no drive-thru service at either location.

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 kentucky811.org.

Wilson and Roberts Reappointed

In January, Mayor Brandi Harless reappointed Hardy Roberts and City Commissioner Sandra Wilson to the Electric Plant Board. Roberts serves as the PPS Board Chair. Wilson is the city's representative on the board.