



# ENERGY edition

## Paducah Power System

Owned by the People of Paducah

paducahpower.com

1500 Broadway, Paducah

phone: 270.575.4000



### Ready for Spring



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

#### Storm Kit

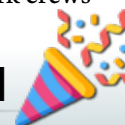
People who rely on electrically powered medical equipment for survival should have a backup power supply or a plan for getting assistance with their medical equipment. It's also a good idea to keep a storm kit that includes: bottled water, bleach for sanitation purposes, non-perishable food, a manual 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

You can follow the progress of weather-related power outages on our webpage, paducahpower.com. Click on the “Outage Map” tab at the top right portion of the page. You will find the map and indicators of the size of outage and location of work crews



### Renovations Nearly Finished

Since February, we have handled all customer service activities at our temporary work space at 1515 Broadway because of renovations to our headquarters at 1500 Broadway. The work is nearing completion, and we anticipate moving all operations back to our headquarters sometime in May. Please watch for notifications on our webpage, social media and in local media outlets about our transition back to 1500 Broadway. We appreciate your patience during the construction which is to improve safety for our customers and employees and to better protect customer information.

#### 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

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



Follow us on Facebook,  
Twitter and Instagram!

## The Power Cost Adjustment

The Power Cost Adjustment (PCA) applied to all energy usage by Paducah Power customers will increase slightly April 1. The PCA, adjusted up or down quarterly to reflect power supply costs, will change from \$0.01052 to \$0.01301 per kilowatt hour (kWh). The change will result in a \$2.49 increase in the monthly bill of the typical residential customer using 1,000 kWh. The change in PCA reflects the difference between projected power costs and actual costs, relative to the utility's sales to customers. Actual power supply costs for November through January were close to Paducah Power's projections, but energy sales were below forecast and well below the utility's energy purchases, according to Doug

Handley, Director of Finance, Power Supply and Rates. "The temperature continued to drop through January with more energy purchased and consumed later in the month. While PPS pays for all energy used during a calendar month, much of the energy purchased near the end of January doesn't show up in our sales until February," said Handley. "However, that will have a positive effect on the next PCA review in June." PPS General Manager Dave Carroll said, "Over the course of a year, these anomalies tend to offset themselves. It's helpful to the customer that this small uptick comes during spring when the temperatures moderate and bills, typically, drop somewhat."

## Retirement

PPS Engineering Aide Bob Pierceall is retiring at the end of this month. Bob came to Paducah Power in 2005 after spending several years working for other companies as an electrician and project superintendent. Bob has been an outstanding employee, and we wish him the best of luck as he moves into this next phase of his life. Filling Bob's position is David Roberts. David is a master electrician. He has fourteen years of experience in the electrical field and has spent much of his career with Crown Electric, overseeing several projects at Baptist Health. He is also an instructor for the IBEW's joint apprenticeship and training program.



David Roberts



Bob Pierceall

## 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)

## Mobile App



The PPS mobile app makes it easy to pay your bill with your phone and track your daily energy usage. It can be found in the App Store and Android Market. Download the free app now and start managing your account from your phone or tablet. If you don't know how to use it, just stop by our building at 1500 Broadway, and we'll be glad to show you.

## 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 #4-** *I understand my role in providing a critical service to this community and continuously build upon the skills that will empower me to best serve this community as a representative of PPS.*