



**PADUCAH
POWER
SYSTEM**

Owned by the People of Paducah

paducahpower.com
1500 Broadway, Paducah
phone: 270.575.4000



ENERGY edition

Get A \$15 Bill Credit

Paducah Power System’s annual Power for Patients Blood Drive will take place as usual in September, with a few changes to meet the guidelines of the American Red Cross and COVID-19 restrictions. The event will take place September 9th and 10th at Broadway Church of Christ since our usual location, the Cherry Civic Center, is closed. The drive will run from 11:30am to 5:30pm both days. The Red Cross has implemented several protocols for the safety of those donating blood, including health assessments for staff, enhanced disinfection and social distancing in all areas of the donation process. Donors are required to wear a mask. Further details on the Power for Patients donation process will evolve as the Coronavirus restrictions develop and will be announced closer to the drive. The Red Cross asks that you postpone donation for fourteen days after a positive COVID-19 test, diagnosis or development of symptoms.

Presenting donors who are PPS customers will get a one-time \$15 discount on their electric bill. Donors who are not PPS customers may apply the \$15 credit to the bill of someone who is, including local nonprofits. There is a limit of one discount per household address. All donors receive a free t-shirt.



You may make an appointment to donate blood to expedite the donation process. Go to www.redcrossblood.org and look for the box in the upper right corner of the homepage that says, “Find a Blood Drive”. Type in the 42001 zip code and locate the Power for Patients drive. You may also call Andrea Underwood at 270-575-4025.

To give blood you must be healthy, be at least 17 years old, weigh at least 110 pounds and not have donated blood in the last 56 days. “Healthy” means that you feel well and can perform normal activities. For a more complete listing of guidelines and how they are affected by various medical conditions go to www.redcrossblood.org.

People who have fully recovered from COVID-19 have antibodies in their plasma that may help others with the virus. You may submit a donor eligibility form at redcrossblood.org to find out if you can donate plasma for that purpose.

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

Eileen Miller
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

Before You Donate:

- Get a good night’s sleep.
- Keep your iron level up by eating foods such as red meat, fish, spinach, beans and raisins.
- Drink extra water to stay well hydrated.
- Avoid fatty foods which can affect the tests the Red Cross will do on your blood.
- Platelet donors should be aspirin free two days prior to donating.



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Twitter and Instagram!

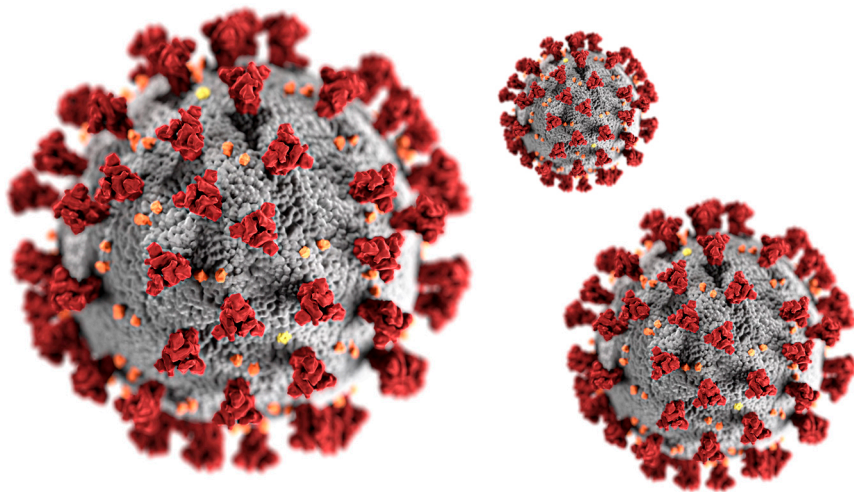
COVID-19 Operations

Recognizing that we provide an essential service for people's lives, we continue to take actions with our scheduling of employees, social distancing and housekeeping to ensure we have the necessary staff to provide power for our community. Our lobby is open, and our customer service representatives are taking numerous precautions during in-person visits by customers such as wiping down counters between customers, the use of Plexi-glass barriers and wearing masks. Our practices will continue to evolve as the COVID-19 situation progresses. Our priority is the safety of our employees and the visitors to our building. Please remember that almost all business with us may be conducted over the phone, at our drive-through or via our webpage, paducahpower.com.

For bill payment, you may use the lobby, our drive-through or the following methods: text to pay, over the phone with

a credit/debit card or check, online via our webpage, through our mobile app, and at kiosks located at the Southside Walmart, Banks Market in Lone Oak and at our entrance at 1500 Broadway. We also have drop boxes in our parking lot, in front of Southside Kroger and in front of Cape Electric in Lone Oak. Those are all checked daily. There is no convenience fee for making a payment over the phone with a credit or debit card.

At the printing of this newsletter we still had a freeze on disconnections due to nonpayment. That is in place until the governor lifts the state of emergency or issues a special order regarding disconnections. When they resume, we will give customers several days' notice so they can plan for that change. If you have concerns about your account balance, please contact our customer service department at 270-575-4000 to discuss your options.



Rate Review Process

At its July meeting the Electric Plant Board discussed a timetable and method for a rate review process, Paducah Power's first in six years. Regular reviews are recommended for utilities. PPS's base rates have stayed the same since 2014 with only minor adjustments in the Power Cost Adjustment (PCA) to adequately cover fluctuations in wholesale power costs.

Throughout the next year, staff will present rate related information to the board during workshops at the end of the board's regular monthly meetings. The short workshops will include topics such as cost of service design, customer incentives and rate design issues. This method is intended to give the board plenty of time to consider the information and feedback from the community, while providing transparency for customers. The goal is to complete the process and present a final rate design to the board in April. Any new rates voted upon would go into effect July 1, 2021.



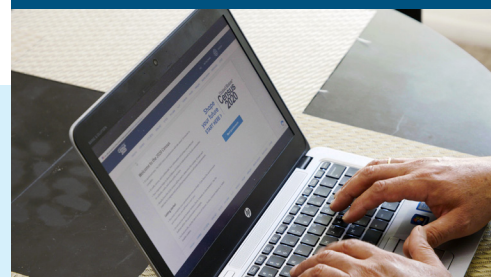
Reminder

Paducah Power System will be closed Monday, September 7th for the Labor Day Holiday.



Use Your Phone to Save

Our mobile app and online portal are free and handy ways to keep tabs on your daily usage during the summer months. Download our app from the Apple™ or Android™ app stores. Register for the customer portal by going to our webpage, paducahpower.com, clicking on "Login" and following the instructions. You may call our Customer Service Department at 270-575-4000 for help.



U.S. Census

If you haven't responded to the U.S. Census yet, please do so now. The census helps to determine where billions of dollars in federal funds go and where lines for congressional and state legislative districts are drawn. To complete your census form, go to 2020census.gov.