



# PADUCAH POWER SYSTEM

Owned by the People of Paducah

[paducahpower.com](http://paducahpower.com)

1500 Broadway, Paducah

phone: 270.575.4000



# ENERGY edition

PPS actions and communications evolve as the COVID-19 reopening guidelines continue to change and may have been revised since the publication of this newsletter. For the most up-to-date information please refer to our Facebook page and our website, [paducahpower.com](http://paducahpower.com).

## Welcome Back to our Lobby

By the time you receive this newsletter, our lobby will have reopened to customers following weeks of closure due to the COVID-19 restrictions. We're happy to see our regular visitors again and to handle customer interactions face-to-face. We are still operating under guidelines from the governor's office and the Department of Health, so some restrictions are in effect.

We encourage you to social distance while in our building, so you will notice signs on our floor marking places to stand while waiting for assistance. Our capacity is limited, so during especially busy times you may encounter a PPS employee at the front door, helping you prior to entry to expedite your wait.

The first and third days of each month are the busiest days in our lobby and drive thru. We recommend you avoid in-person visits on those days if you can come at other times, especially during hot summer days when we could reach lobby capacity.

We installed Plexi-glass at all our customer service stations and the cubicles where customers sign up for new service. The Plexi-glass, combined with the existing glass and counters, provides a considerable barrier for respiratory droplets. However, it can make communication more difficult. If you are hearing impaired, please alert us when arriving at our customer service windows, so we can do our best to



communicate at an enhanced level.

We also make it easy for you to do business with us remotely. If you are limiting personal contact at businesses, you may continue to use the phone, our website and mobile app for PPS business. Payment methods include text to pay, over the phone with a credit/debit card or check, online via our webpage ([paducahpower.com](http://paducahpower.com)), 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.

Text-to-Pay is our newest way to pay. It's easy! See page 2 of this newsletter for directions on how to sign up for that program.

## 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

## Disconnections during COVID-19

At the printing of this newsletter service disconnections for nonpayment were frozen. The suspension is directly tied to a governor's order, and we do not know when it will be lifted. When the decision is made to end the moratorium, we will give customers advance notice before resuming disconnections so you can plan for that. If you are concerned about your balance and how you will pay for it, we encourage you to contact our Customer Service Department at 270-575-4000 to discuss your options. We encourage you to pay what you are able on the electric charges you continue to accrue in order to avoid a very large balance when the moratorium ends.

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



Follow us on Facebook, Twitter and Instagram!

## Summer Savings

Hot weather always brings an increase in electric bills, and lingering unemployment issues are making it more important than ever for customers to control their energy usage. One way is to monitor your usage throughout the month and adjust as needed. You can use our website or mobile app to do that. Other tips for taking control of your usage include:

- Set your air conditioner to 78 or higher or stick with the warmest setting you can tolerate.
- 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.
- 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.
- If you have an air conditioning unit running on the first floor of your home, shut all the doors on the second floor. The less space your air conditioner needs to cool, the quicker and easier it will do so.
- Install ceiling fans in each bedroom to keep air circulating as you sleep. When



you use a ceiling fan, you can raise your thermostat a few degrees.

- Keep shades closed when the air conditioner is on. Sunny windows can make your air conditioner work two to three times harder.
- Replace your incandescent light bulbs with energy efficient LED bulbs. Look for the Energy Star label when buying bulbs.
- Run your dishwasher only when it is fully loaded. Turn off the dry cycle and air-dry dishes instead.
- Wash only full loads of laundry. Use a clothesline instead of the clothes dryer.
- Use the microwave or grill as much as possible since baking food in the oven heats up the house and forces your air conditioner to work more.

## Text-to-Pay

Text-to-Pay requires a valid phone number and a cellphone provider.

To start using Text-to-Pay, you will need to set up a payment profile through our webpage. Go to [www.paducahpower.com](http://www.paducahpower.com), look for the white "Make a Payment" box and click on "New User". Follow the prompts to set up your profile. You will need your account number, and you will have to indicate that you want to receive text alerts and reminders on your phone. You will also provide payment information from a credit/debit card or checking account, and that is the method that will be used for all text payments.

You will receive a welcome message from short code #352667. You will opt in the Pay to Text service by texting the word "START" to the welcome message. All future messages will have the same short code as the "from" number. If you need help with this, just give us a call at 270-575-4000, and we'll step through it with you.



## 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](http://paducahpower.com), clicking on "Login" and following the instructions. You may call our Customer Service Department at 270-575-4000 for help.



Our "Pay as You Go" program for residential customers is an alternative to traditional monthly billing that gives you flexibility and control over your electric usage and payment schedule. If your financial situation makes it easier for you to make several small payments throughout the month instead of one larger payment, contact our Customer Service Department at 270-575-4000 and ask about Pay as You Go.



## Reminder

Our PPS Power for Patients Blood Drive is normally held in early September at the Cherry Civic Center. That building will be unavailable to us. We would like to hold the drive, if possible. We are monitoring the restrictions on crowds and discussing our options with the Red Cross. Our goal is to find a solution that allows you to support our community with your blood donations. We will announce our plan as soon as we are able.