



PADUCAH POWER SYSTEM

Owned by the People of Paducah

paducahpower.com
1500 Broadway, Paducah
phone: 270.575.4000

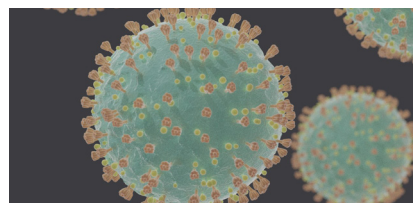


ENERGY edition

PPS actions and communications evolve as the pandemic continues to unfold and may have changed since the publication of this newsletter. For the most up-to-date information please refer to our Facebook page and our website, paducahpower.com.

Pandemic Alters Operations

By the time you read this newsletter we hope the COVID 19 situation has improved. However, as the newsletter went to print, we were still isolating in our homes and taking extreme precautions to prevent the spread of the virus.



On March 16 we temporarily halted service disconnections for nonpayment with a plan to revisit that decision every few weeks while monitoring CDC guidelines and current events. The freeze on disconnections applies to residential and commercial accounts. If you can pay your bill, we encourage you to do so in order to avoid a large balance when the reprieve ends. When we lift it, we will give advance notification so that customers will have some warning and can prepare appropriately. If you are concerned about your balance, please call us at 270-575-4000 so that we may talk about how we may help you navigate that.

new construction, and we are taking care of all service calls and requests for new service. We also continue to take actions with our scheduling of employees, social distancing and housekeeping to ensure we have the necessary staff to provide an essential service for our community, regardless of how serious the Coronavirus situation becomes.

Our lobby is closed indefinitely, but all other operations continue as usual. We are maintaining our regular business hours, Monday-Friday, 7am to 4:30pm. Our drive-through is open, and we are answering phone calls. Our engineering department is still processing requests for

For bill payment, you may use our drive-through or use 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.

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*

Text-to-Pay

This is one of our newest and easiest ways to make a payment. It requires a valid phone number and a cellphone provider.

To start using the service, you will need to set up a payment profile through our webpage. Go to 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.

To report an outage call
270-575-4010



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Twitter and Instagram!

Energy Conservation



The Coronavirus has disrupted the employment of many customers, prompting them to look for ways to conserve on utilities. Here are some tips for controlling your electric bill as the temperatures warm. Approximately 40-50% of your energy bill comes from cooling and heating your home, so any changes you make to this aspect of your energy usage can save you money.

- Use our website, paducahpower.com, and our mobile app to monitor your daily energy usage and make adjustments as needed.
- Set your air conditioner to 78 degrees or higher or the warmest setting you can tolerate
- Use a ceiling fan so you can raise your thermostat a few degrees. Although a fan won't cool the air, it will circulate the air and create a breeze to make the room feel cooler.
- 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.
- Conserve energy by running your dishwasher only when it is fully loaded. Turn off the dry cycle and air-dry dishes instead. Wash only full loads in the washing machine, too.
- Use your grill as much as possible instead of heating up the house with the oven and forcing your air conditioner to work harder.

PPS Repeats Prestigious Rating

For a second time, Paducah Power System has earned the American Public Power Association's highest rating, the Reliable Public Power Provider (RP3)[®] Diamond designation.

The RP3[®] designation, which lasts for three years, recognizes public power utilities that demonstrate high proficiency in four key disciplines: reliability, safety, workforce development and system improvement. Criteria include sound business practices and a utility-wide commitment to safety and reliable delivery of electricity. There are three levels of RP3[®] ratings: Gold, Platinum and the highest level that can be



achieved, Diamond. PPS earned a Diamond rating in 2017. Paducah Power has also held the Platinum designation for several years.



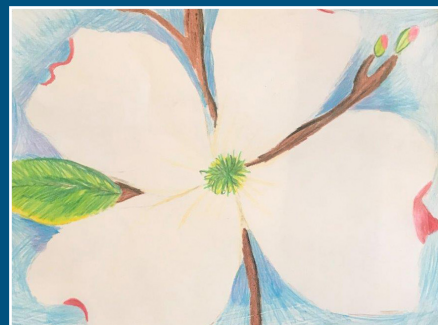
Reminder

PPS will be closed Monday, May 25th for Memorial Day.



Before You Dig

Many of you are doing home maintenance projects during the pandemic. Remember to call KY811 before digging on your property to avoid hitting utility lines. Besides calling KY811 you can go to their website, KY811.org, and submit a request there.



Dogwood Poster Winners

Congratulations to the winners of the Dogwood Celebration Art Contest for school children sponsored by Paducah Power System and organized by the Paducah Civic Beautification Board. These winners were chosen from 490 entries.

Best of Show:
Wells Hancock

Dogwood Awards:
Madelyn Boling, Ava Thomas

Redbud Awards:
Eliza Smith, TiEryka Conner

Azalea Awards:
Hunter DiNovo, Ka'Merya Taylor