



ENERGY edition

Paducah Power System

Owned by the People of Paducah

paducahpower.com

1500 Broadway, Paducah

phone: 270.575.4000

Beware of Third Party Payments

Doxo, Inc., based in Seattle, Washington, is a third party payment webpage, that a couple of Paducah Power System customers have used, unsuccessfully, to pay their PPS bill. While it is legal for Doxo to operate as a third party bill payment vendor, we do not believe it is the best choice for our customers when paying PPS for two big reasons. Doxo charges a \$7 fee for making a payment, and all of the direct payment methods PPS offers are free. Also, it can take several days for a payment made through this vendor to reach us, putting you at risk for disconnection. Some utilities have reported delays of up to two weeks in receiving payments through Doxo. In the case of our customers using Doxo, the payment was drafted from the customers’ checking accounts but did not reach us, and we had no way of tracing that payment for the customer. Other things you should know about Doxo:

-Doxo, Inc. uses a link to our webpage and other information without permission from PPS, making their “payment signup page” look as though it is an authorized page from Paducah Power.

-Paducah Power did not authorize this company to collect money from our customers. We have no agreements with Doxo to collect money on our behalf for your electric service. In fact, if you read the small print on their “Paducah Power System page”, they state, “Doxo is not an affiliate of Paducah Power System”.

-If you choose to use the services of Doxo, you do so at your own risk. We have no way to trace the payment, and late payments could result in disconnection of power.

-Doxo makes their money by charging their customers a service fee for handling payments. PPS offers numerous ways to make payments to us, and those methods are all free.

-Doxo is a member of the Better Business Bureau, but currently has an 86% negative review rate from customers across the country. To read those reviews, you can go to: bbb.org and search for “Doxo Inc”.

There are other third parties in the area that will accept Paducah Power payments. They are legitimate, but we remind customers there is a delay of two or more days between the time the payment is made and the time that we receive it. Payments made to PPS directly via our website, our mobile app, over the telephone or at our kiosks are immediate.

Scam Alert



A common scam continues to resurface in this area every few months. Recently, a few of our business customers reported that they were contacted by someone claiming to be from Paducah Power System and that Paducah Power was about to disconnect their electricity. The caller then tried to obtain payment information from the customer or coerce them into buying a Green Dot prepay card.

If you receive such a call, simply hang up. You should not provide them with financial information or your PPS account number. Paducah Power System does not use a third party for collections. PPS collectors drive vehicles marked with the PPS logo and can provide identification showing their affiliation with PPS. We do not call our customers after hours or on weekends unless the customer initiated contact with us. If you are contacted about your electric bill, and you are concerned about the caller’s identity, hang up and call Paducah Power at 270-575-4000 for verification of the phone call.

management team

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David C. Carroll

Director of Finance & Administration

Andrea Underwood

Director of Community Relations & Marketing

Rick Windhorst

Director of Engineering & Operations

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Jeff Pederson Member

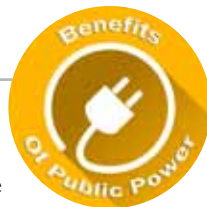
Ed Hely Member

To report an outage call
270-575-4010



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Benefits of Public Power - PPS Foundation



The Paducah Power System Board of Directors recently approved the creation of a PPS Foundation. The goal of the 501C3 foundation is to increase the utility's ability to provide community support without utilizing ratepayer funds. The articles of incorporation filed with the Kentucky Secretary of State's office state these main purposes for the proposed foundation:

1. *Providing utility assistance to those in need*
2. *Supporting the maintenance and growth of Christmas in the Park*
3. *Supporting educational programs and workforce development, i.e. lineman scholarship*

Once the Secretary of State's office has approved the incorporation of the Foundation, PPS will seek tax exempt status for the Foundation by the IRS. The process could take several months. Five community leaders have agreed to be a board member for the Foundation. They are former Mayor Bill Paxton, chair, retired WKCTC President Dr. Barbara Veazey, Temps Plus CEO John Anderson, PPS Board Member Ed Hely and Baptist Health Paducah Director of Facilities Matt Snow.

Dispose of Your Old Lightbulbs



Paducah Power System will again collect old fluorescent light bulbs at the annual city/county Spring Clean-up Day in April. Each year, the city and county join together to give McCracken County residents a one-day opportunity to get rid of all sorts of solid waste and household hazardous waste free of charge. The date

for the event had not been determined when this newsletter went to print, so please refer to our webpage, paducahpower.com, or our Facebook page for the announcement of the date and location. Paducah Power will partner with AES Environmental to encourage people to safely dispose of old fluorescent bulbs they may have around the house or garage. Fluorescent bulbs contain a small amount of mercury and are not recommended for residential curbside trash pick-up. However, there are few places that accept them for disposal. This is a chance to get rid of those bulbs. All types of fluorescent bulbs will be accepted at Spring Clean-Up Day. They must be unbroken. Each family turning in old fluorescent bulbs will receive one new LED bulb.

Utility Assistance

The following agencies provide utility assistance:

West Kentucky Allied Services	709 S. 22nd St., #9	270-444-7380
Family Service Society	827 Joe Clifton Dr.	270-443-4838
Paducah Cooperative Ministry	402 Legion Dr.	270-442-6795
Salvation Army	3100 Irvin Cobb Dr.	270-442-2198
St. Vincent DePaul	2025 Cairo Rd.	270-442-9351

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

Operation Round-Up



Help those who need utility assistance by rounding up your bill to the next

whole dollar each month. Mark the Operation Round Up box on your bill to sign up. Contact us directly at 270-575-4000 to make a one-time donation to the fund. Contact West KY Allied Services at 270-444-7380 to apply for Operation Round Up assistance.

Pay As You Go



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 PAYGO.