

Fall 2011

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Summer Use Wrap Up

Spring and summer are wrapping up and fall is upon us. In the southeast, the warm months of spring brought significant flooding to the region followed by a hot, dry summer. Even with the dry conditions, Paducah Water customers did not set any record water use levels this year.



A Quarterly Publication for Paducah Water Customers

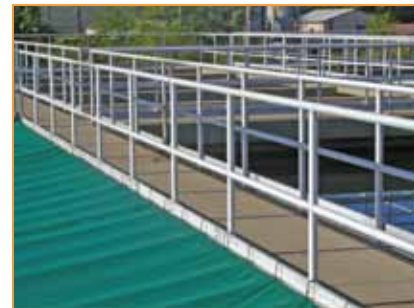
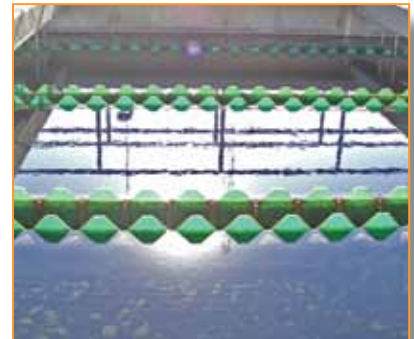
Water Quality Initiative

Sedimentation Basins Gain Permanent Covers

In the summer of 2004, Paducah Water, in our continuing effort to maintain and enhance water quality, covered our settling basins with high-grade industrial tarps. This change was made in an effort to prevent algae from growing. Algae affects the taste and odor of water, especially in the summer months, and exposing water to sunlight encourages algae growth. By covering PW's basins, it was hypothesized that algae growth would be greatly reduced.

After several summers of analysis, the hypothesis was proven to be correct, so PW is now completing construction on a more permanent solution. The tarps used certainly accomplished the task. However, they had to be replaced often and the manpower required for installation, cleaning and removal was prohibitive. The new garage-like structure will still accomplish the same goals, but will do so without the added frustration and expense of the tarps.

Photos: (Top) An uncovered settling basin sits in sunlight. Look closely and you can see some algae on the settling tubes just below the water's surface. (Middle) This photo shows the same basin covered with the sunlight blocking tarp. (Bottom) Construction of the new basin is nearly complete in this photo from early September.



Bottled Water Available For Your Fall Events

Paducah Water's fall shipment of bottled water is now available for non-profit groups in PW's service area. Only not-for-profit organizations are eligible to participate in PW's bottled water program and each group is limited to two request per year of no more than 150 bottles per request.



Bottled water requests must be for a specific event and not just "to have in case we need it."

PW staff will be happy to deliver the water to your group prior to the event date. For more information about our bottled water program simply log on to our website at pwwky.com and click on the "contact us" tab to send an email and make your requests.

Requests will be honored in the order they are received. When the current stock runs out, new stock will not be available until early summer.

If your organization has an event planned between now and July of 2012, PW encourages you to get your requests in early. Only requests for events within that date range will be taken at this time.

Employee Focus:

Katherine Barnhill

Part of the Water Quality Team



This quarter, Paducah Water welcomes Katherine Barnhill to the Water Quality Team. Katherine joined PW not long ago as a part-time employee in our Engineering and Distribution Departments. She is slowly making her way through hundreds of paper files and

construction drawings, then scanning and storing those files on computer servers. This will make those files searchable and easier to find, as well as reduce storage space and the amount of paper we use. PW is thrilled to have Katherine on board!

Just One Drop Makes Lasting Ripples

Everyone's heard the old saying about dropping a rock in a pond and the ripples that it makes. At Paducah Water, we are always fond of a good, water-related saying. And, this one really hit home for a PW customer service representative in late August.

An unassuming woman came into the PW business office and asked Cassy Skelton if PW would help her in a random act of kindness. The woman asked if Cassy knew of a customer who was struggling with their water bill. Thumbing through the late notices, Cassy happened across a customer's statement who's story she knew - a working single parent having a hard time making ends meet.

Cassy shared that with the woman, as well as how much the account was past due and nothing more. Without knowing the name of the customer or even asking for a receipt, the woman immediately paid not only the past due balance, but also an additional amount equal to about four months of service!

What a special person! Next time you are in line at the grocery store, maybe offer to make up the change for someone less fortunate than you. Or, realizing not everyone is in a position to do that, maybe instead offer to carry their groceries to the car. Most importantly, remember that one pebble or drop of water makes ripples that travel miles.



Questions?

You may contact any of the people listed below using the contact information to the right.

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This publication is printed quarterly for Paducah Water customers.

PW is happy to include your community or non-profit organization's event or message.

If you would like to submit an item for publication, please do so, in writing, by the 10th of the month prior to the month of desired publication.

PW reserves the right to refuse any submission and/or edit submissions due to space availability.