

Summer 2011

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Want even more information about the water you use every day? Log on to our website at pwwky.com. You will find a copy of our most recent water quality report as well as information about your bill, how to pay online and more.



A Quarterly Publication for Paducah Water Customers

What's In Your Water?

Our Annual Water Quality Report Is Out Now



Paducah Water's top priority is, and always will be, water quality. Easy to say, but how do you, our customers, know we mean it? We share our efforts with you in PW's Annual Report on water quality.

In June, Paducah Water mailed the company's Annual Report to customers.

The report contains a summary of PW's accomplishments during the last year, a preview of projects for the coming year and details on water quality testing.

If you didn't get your copy, just stop by our downtown business office to pick one up.

Employee Focus: *PW Encourages Employee Education*

In this quarter's Employee Focus feature, we thought we would mix things up a bit by focusing on several employees instead of just one. After a little research we found a group of employees you normally wouldn't consider a "group" - Tillman Burnett, Jimmy Grimm, Ashley Rankin, and Clarissa White. At first blush, the only thing they have in common is they are Paducah Water employees. Jimmy works in the field, while Ashley, Tillman and Clarissa spend their days in the business office. They each have different backgrounds and have been with PW

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Employee Focus: *Continued...*

for various lengths of time. So, what makes this group a group? They all recently completed an advancement in their education.

PW has always valued education and an educated work force. And, we encourage PW team members to further their education, whether it be with industry-specific continuing education programs or more formal, traditional educational opportunities.

PW works with employees to make it easy for them, should they decide to advance their education. The company helps with work schedules, tuition assistance and more. PW believes employees are the company's most important asset and we invest in those assets just as we would a new pumping station or water main, because the return on that investment is nearly incalculable.



An employee education initiative is one of the many ways PW invests in staff. To ensure customers are getting the best service in every way, PW devotes a great deal of resources to employees. We constantly evaluate equipment and tools that could make workers jobs more efficient, we ensure employees are kept up-to-date on the latest industry standards and we conduct several formal and informal training sessions for employees throughout the year. All of these efforts go back to our guiding principle of providing customers with the cleanest, highest quality, best-tasting water at the best possible price.

So, this quarter, *On Tap* congratulates Tillman Burnett who recently earned a MBA and Jimmy Grimm, who graduated in May. This December, Ashley Rankin, will receive her Bachelor's Degree and Clarissa White was awarded a Masters of Science Degree last May.

Final Phase Of Reidland Project Complete

Paducah Water has completed the final phase of the Reidland Project with the recent dismantling of the elevated storage tank.

The outdated water tower near the intersection of Reidland and Benton roads was taken down in early June. After some final clean up efforts, PW plans to sell the former Reidland Treatment Plant property along with the office building that still sits on the lot.

Because the entire Reidland system, which also includes PW's Marshall County customers, is now served by the Paducah treatment facility, the elevated storage tank had no real value to the company.

You may remember from past issues of *On Tap*, the \$7.5 million Reidland Project was completed in October and included installation of 37,000 feet of new water main along with construction of a 2 million gallon storage tank and pump station on I. C. Avenue.



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.