

Winter 2011

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A Quarterly Publication for Paducah Water Customers

PW's Reidland Project Completed

Dedication coming this spring

For a little more than a year, Paducah Water has been working to enhance reliability and ensure adequate water supply in the Reidland area by tying the system into the Paducah Treatment Facility.

The project was completed in October. A new two-million gallon storage tank is in place along with a state-of-the-art pumping station near I.C. Ave. in Reidland. New water mains running from the storage tank and pumping station down Epperson Rd. and then to Reidland Rd. have been installed. The main continues along Reidland Rd. and extends under I-24, tying into existing water mains near Said Rd.

The \$7 million plus project was completed on time and on budget and will ensure an adequate water supply to the Reidland-Marshall County area for years to come.

Servicing the Reidland area from the Paducah Treatment Facility would not have been possible without the operational permit PW received in late 2007. The permit allowed PW to increase treatment capacity at the Paducah Facility *without having to make any new capital investment*. The stellar quality of treated water coming out of the Paducah Facility led to the increase in allowed capacity by state regulators.

*Avoid the lines,
save time,
save a
stamp!
Pay
your bill
online
anytime at
pwwky.com.*



*And, look for our new
website in the coming
weeks making it even
easier to pay!*

Can You Please Hold?

At Paducah Water, when we talk about being the *Clear Clean Choice*, it is not just idle words, it is a commitment to you, our customers. Further, it is a phrase that impacts every area of our business from Water Quality to Customer Service.

We realize that lately we may not have been meeting your customer service expectations, let alone exceeding those expectations.

We have heard customers' concerns about



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Employee Focus:

Distribution Department

Part of the Water Quality Team

This quarter, for our Employee Focus feature, we thought we would do something a little different. *On Tap* is turning the spotlight on the entire Distribution Department.

Distribution Department employees spend most of the day doing physically demanding work - moving dirt, installing pipe and more. As such, Distribution Department employees are much more likely to suffer on the job, lost-time injuries than other departments.

Just a few months ago however, the department, led by some long-time employees, decided that with a little effort and planning, injuries could be reduced significantly just by doing some light stretching exercises before each shift.

So, each morning, after a quick safety briefing, the members of the department spend a few minutes stretching and getting ready for the day.

This program, has shown real results! Fewer injuries, especially back strains, have been reported since the exercise regiment began.

This employee led effort is a great demonstration of how employees and the company can work together so that everyone benefits.



On Hold... (cont.-)

long hold times on calls, or not being able to get through at all, because of busy lines or no answer.

In the last few months, we have seen call volume increase dramatically. More and more customers are calling to pay bills using credit or debit cards.

While we are happy to take payments over the phone, this has created a backlog of calls especially around the first and fifteenth of the month.

To be the *Clear Clean Choice*, means that

phone delays, beyond more than a minute or two, are unacceptable. To solve this issue, we have put together a small group of employees to evaluate the way calls come into the business office, how they are routed and how they are answered.

In the coming weeks, we expect to make some changes to the process and, if necessary, upgrade equipment to ensure that wait times are reasonable. In the interim, we ask your patience and encourage

you to take advantage of online bill payment or one of our many

drop box locations throughout our service territory.



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.