



## Winter 2011

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A Quarterly Publication for Paducah Water Customers



# CONGRATULATIONS and a Fond Farewell

*Two employees will say, "Farewell!" to PW as they retire this year. Dave Stewart, distribution foreman, and Janet Mullen, customer service supervisor, will leave the ranks together on December 29. Coincidentally, they also had the opportunity to work together as meter readers during their time here! Read what they had to say about their upcoming retirements.*

### **Dave Stewart**

6/12/80 – 12/29/11 (31 yrs)

Starting position/other positions held/ending position: Laborer, pot fitter helper (assistant to operator), meter reader, treatment plant operator, personal service technician, distribution foreman

Plans after retirement: *I plan to sleep in all winter. After that, I don't know.*

What you anticipate will be the best part of retirement: *The rest of my time will be mine!*

**Janet Mullen:** 9/4/85 – 12/29/11 (26 yrs)

Starting position/other positions held/ending position: Customer service representative for two years, meter reader 9 years, customer service representative for about a year, then customer service supervisor for nearly 15 years.

Plans after retirement: *After retirement I plan to rest and travel for a few months while taking care of our rental property that has grown over the past several years to 22 units with four more under construction. I also plan to do more volunteer work both at my church and other places as needed.*

What you anticipate will be the best part of retirement: *I think the best part of retirement will be the freedom to be involved in activities that I have not had the time to explore before. I would really like to travel and go on some mission trips with my church if possible.*



*Left to right: Janet Mullen, Dave Stewart*

***Congratulations Dave Stewart and Janet Mullen! Enjoy!***



# NO Need to Panic

With all the technology and social media available today, such as texting, email, Facebook and Twitter, rumors can spread quickly throughout the community regarding public notifications. Inaccurate information can cause undue panic about issues like water quality.

Paducah Water would like explain why and how public notifications, i.e. Boil Water Advisories, are issued to its customers.

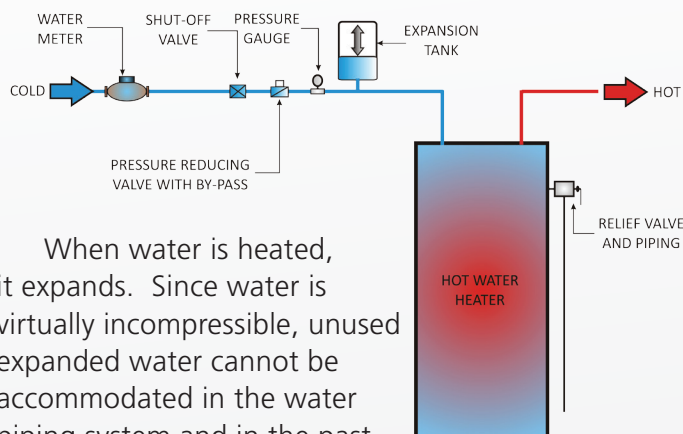


Each time we shut down a water line to make repairs, we must notify customers in the repair area that their service has been temporarily interrupted. Then before water service is restored, water lines affected are thoroughly flushed, chlorine levels are checked and bacteriological samples are tested to ensure public safety. As a precautionary measure, a "Boil Water Advisory" may be issued for those areas. The advisory targets customers with compromised immune systems due to age or illness. A Boil Water Advisory suggests that before tap water is consumed, it should be brought to a rolling boil for approximately three minutes. Paducah Water will only issue a "Boil Water Advisory" through the local news media or by going door-to-door placing orange (advisory) door tags at each customer's residence. Boil Water Advisories are lifted within approximately twenty four hours of issue. Again, the public will be notified via the local news media, or per blue (lift) door tags placed at each customer's residence.

If you have questions about water quality, please contact Paducah Water at 270-442-2746 instead of relying on social networking and hearsay for such information. The Water Quality staff will be happy to address any concerns you may have.

# EXPANSION TANKS: Do I need one? How do they work??

TYPICAL EXPANSION TANK INSTALLATION



When water is heated, it expands. Since water is virtually incompressible, unused expanded water cannot be accommodated in the water piping system and in the past would travel back into the water distribution system. Now, many homes have water meters with check valves or pressure reducing valves which prevents this. Homes with these pressure reducing valves are required by code to have expansion tanks. Expansion tanks provide a buffer in the plumbing system and provide space for the expanded water. An expansion tank contains a compressible air cushion which will compress as thermal expansion occurs, providing a space to hold and store the additional expanded water volume.

Over the past year Paducah Water has responded to several calls from customers with expansion tanks who are experiencing hot water spilling from their water heater relief valve. If you have a similar problem please check with the plumber who installed your expansion tank to make sure the air chamber was charged to a pressure that matches the incoming water pressure. This step is frequently overlooked during installation but is critical for proper operation of the expansion tank, and in most instances will eliminate the problem. However, if the problem persists, please feel free to contact a member of our engineering staff by calling **(270) 442-2746**.



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## Questions?

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

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