

# ONTAP



A quarterly publication for Paducah Water consumers.

**Spring 2026**



## Spring Leak Check: **CATCH PROBLEMS EARLY**

As the weather warms up, spring is a great time to check your home or business for leaks that may have developed over the winter.

Even a small leak can waste a significant amount of water over time and lead to higher utility bills. Checking for leaks early helps prevent unnecessary water loss and costly repairs later.

Paducah Water encourages customers to perform a simple seasonal leak check each spring and take advantage of tools that make monitoring water usage easier than ever.

Customers can monitor their water usage 24/7 through Paducah Water's EyeOnWater® portal, a secure online tool that helps track usage and identify unusual activity.

By activating an EyeOnWater® account, customers can:

- View water usage trends
- Set leak alerts
- Monitor account activity
- Better identify unusual usage that may indicate a leak

This secure web-based platform allows customers and Paducah Water staff to view the same usage data, helping us provide even better service.

To get started, visit [www.pwwky.com/eow-signup](http://www.pwwky.com/eow-signup) or scan the QR code below.



EyeOnWater®



## COMMON PLACES TO CHECK FOR LEAKS

- Outdoor faucets and hose bibs
- Garden hoses and hose connections
- Sprinkler or irrigation systems
- Toilets
- Indoor faucets and plumbing fixtures
- Water heaters and utility room connections

## Paducah Water **PAYMENT OPTIONS**

### Payment Drop

### Boxes –

Drop boxes are located at Kroger on Irvin Cobb Drive, Kroger on Park Avenue, South Fork Lighting in Lone Oak, the former West McCracken Water District office on Ogden Landing Road, and beside the front entrance of our Business Office at 1800 North 8th Street.



**U.S. Mail** – P.O. Box 2477, Paducah, KY 42002-2477

**Phone** – Call [270.442.2746](tel:270.442.2746) and select Option 1

**Online** – Visit [www.pwwky.com](http://www.pwwky.com) and click "Pay Online"

**In Person** – Business Office, 1800 North 8th Street

**Direct Debit:** Scan Direct Debit: Scan the QR code below to enroll in automatic bank draft



# Welcome TO THE TEAM!

Paducah Water welcomes Clint Reed, Michael Sullivan, and Channing Jones, who recently joined the Field Operations Department as Laborers.



Channing Jones



Clint Reed



Michael Sullivan

## DRINKING WATER WEEK

May 3rd-9th, 2026



Drinking Water Week is an opportunity to recognize the essential role water plays in our daily lives and to acknowledge the dedicated professionals who make safe, reliable drinking water possible.

Behind every drop of water is a complex process involving treatment, testing, and continuous monitoring. Paducah Water staff work around the clock to ensure water meets or exceeds all regulatory standards and remains safe for our community.

Take a moment this week to appreciate the value of clean water and the people who help deliver it every day.

To learn more about Paducah Water, visit [www.pwwky.com](http://www.pwwky.com).

## CALL 811

## BEFORE YOU DIG



As Spring arrives, many homeowners begin outdoor projects. Before starting any project that involves digging, remember to call 811.

Kentucky 811 is a free service that helps locate and mark underground utility lines before excavation begins. Damaging a buried utility line can result in costly repairs, service disruptions, or injury.

No matter the size of your project, calling 811 helps protect you, your property, and your community.

To learn more, visit [www.kentucky811.org](http://www.kentucky811.org).

## HAPPY RETIREMENT!

Congratulations to long-time employee Dale Hicks on his retirement after 30 years of service to Paducah Water. Dale began his career as an Operator in 1996. We wish him all the best in retirement.



Dale Hicks

## PADUCAH WATER AT WORK

Our crews work year-round to maintain and improve the water system that serves our community. This includes everything from routine maintenance and repairs to infrastructure upgrades and system improvements across Paducah Water's service area.

When you see our crews working in your neighborhood this spring, please use caution and help keep work zones safe.

### COMMISSIONERS OF WATERWORKS

Dr. Charles Bohle, Chair  
Dr. Kate Senn, Vice Chair  
Angela Copeland  
Benny Heady  
David Hutcheson  
Paul King  
Dajuan Thomas, Ex Officio

### QUESTIONS?

You may contact anyone listed below using the information to the right.

GENERAL MANAGER  
Jason Petersen

DIRECTOR OF FIELD OPERATIONS  
Jacob Northington

WATER PLANT SUPERINTENDENT  
Tee Vinson

OFFICE MANAGER  
Tracie Case

### PUBLISHED BY: PADUCAH WATER

Physical:  
1800 North 8th Street  
Paducah, KY 42001

Mailing:  
P.O. Box 2377  
Paducah, KY 42002-2377

Phone: 270.442.2746

Website: [www.pwwky.com](http://www.pwwky.com)  
Email: [info@pwwky.com](mailto:info@pwwky.com)

Editor: Sidney Scoville

