



Current

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Outage Reporting and Location Information Included

FELPS Initiates New Customer Service Tool

Floresville Electric Light and Power System has completed work on a new way for customers to report outages and learn where outages are occurring. The program on the FELPS Website adds another benefit as the utility seeks to continue providing excellent customer service.

To use the new feature, access the Website at www.felps.us and select the red ribbon labeled “Outage Map” to see where outages are located. A colored circle will appear in the area of the outage. The color and size of the circle indicate the magnitude. A list of basic information, such as the number of customers affected and the estimated restoration time, also are listed.

Because FELPS employees are sensitive to customer privacy concerns, the information shows a close but not exact location.

To report an outage select the “Report Outage” tab. The only requirement is identification, such as your account number, meter number or phone number associated with the account. After pressing “submit,” you can request a follow-up text or email after the electricity has been restored.

This easy-to-use tool provides another method for customers to report outages, in addition to using the telephone system. Reporting problems through either method provides useful information that helps FELPS employees more quickly locate the source of the problem so service can be restored with minimal delay.

Another advantage is that outage information and reporting is available on mobile devices. That makes it easy

to report any problems.

To make the system work well, FELPS needs accurate customer information, so please be sure your telephone numbers associated with your account are up to date. You also can provide an email address for use by FELPS.

Information is updated as crews find the cause of the outage and report the location and estimated repair time. This information will then be available by hovering over the outage symbol on the Website map.

The new tool adds another benefit for customers as FELPS continuously looks at ways to improve service. Another enhancement being considered is the use of advanced metering infrastructure, known as smart meters. These systems can reduce the need for customers to report an outage, since the meter can do that. That quick transmission of information can then reduce the duration of outages. More information will be provided as FELPS staff continues to consider this technology.

FELPS Shows Continued Financial and Operational Strength

The Floresville Electric Light & Power System financial and operations report for the year 2016 shows continued financial strength and customer growth.

FELPS recorded a major increase in assets during the year because of investment in capital improvements that will continue the high level of service for customers. Assets reached \$79,707,691 at the end of December, an increase of \$2,861,102. The increase of \$1,409,658, or 60 percent, was due primarily to capital plant additions.

During 2016, FELPS paid \$5,115,358 in cash and bond proceeds for capital projects. Though the amount represented a decrease of 3.7 percent from the previous year, the continued investment in the utility system pays big dividends for the growing number of customers.

Major capital projects included continuing to integrate the GIS mapping program with customer data, including upgrading the outage system. FELPS also upgraded the vehicle fleet with eight service trucks, constructed distribution

FELPS Briefs

- Please note that the FELPS office will be closed on April 14 for Good Friday. Regular hours will resume at 8 a.m. on Monday, April 17.
- To report outages, including on holidays and after business hours (Monday-Friday 8 a.m.-5 p.m.), please call 830-216-7000 and select sub-option 2.
- FELPS supports the stock shows in its service area through contributions. The utility contributed \$1,500 to the buyers’ pool for the Wilson County Stock Show and \$1,000 to the La Vernia Stock Show.

lines in newly developed parts of the service area, replaced utility poles, upgraded computer hardware and software and updated the FELPS identity program and Website.

FELPS has approximately \$1.7 million of bond proceeds available for capital projects in 2017. The monies come from the 2014 revenue bonds. The bond issue earned the coveted A+ rating from Standard & Poor's and an AA-rating from Fitch. The agencies based their ratings on the utility's strong management that emphasizes extensive planning and its favorable purchase power contract with CPS Energy.

FELPS signed a new wholesale power agreement with CPS Energy that began on Jan. 1, 2016, and then renegotiated the agreement to include a cost reduction and extension of the terms through Dec. 31, 2025, five years beyond the initial agreement.

CPS Energy continues to rank as one of the most reliable and cost-effective energy suppliers in the country, which allows FELPS to keep electric bills low. The CPS Energy generation program is based on using a variety of traditional and renewable fuel sources for generating electricity: nuclear power from two units at the South Texas Project and from natural gas and coal-fired plants. CPS Energy also continued to increase its renewable generation capacity through solar and wind facilities.

The number of FELPS customers continued to increase, reaching 15,368 at the end of 2016, an increase of 1 percent. When the cities of Floresville, Stockdale and Poth purchased the utility system from CPS Energy in 1942, FELPS had 802 customers, but the number has grown at a steady pace as the service area has attracted more businesses and residents.

Both operating revenues from electric sales and income increased from the previous year as a result of an increase in electricity sales and fuel and regulatory charges. Operating revenues totaled \$38,465,435, a 5.1 percent increase from 2015. Income was \$3,741,693 in 2016 compared with \$2,332,035 in 2015.

Operating and maintenance expenses amounted to \$10,399,367, 4.8 percent lower than in the previous year. Depreciation amounted to \$3,085,278, a 5 percent increase from 2015 due to additions to the distribution plant.

Higher fuel costs and regulatory charges resulted in purchased power costs of \$25,745,493, approximately 4.4 percent more than the amount for 2015. The fuel component of the purchased power cost is passed through to customers in the form of a charge.

Major capital improvements planned for 2017 include the first phase of an advanced metering infrastructure and installation of a network domain. A transformer will be replaced at the Floresville substation; additional poles will be replaced and the FELPS office renovated.

FELPS continues to be well positioned to provide quality service at competitive prices to meet future growth. Staff and members of the Board of Trustees review all budgets regularly and update forecasts, working with a financial planning window that extends through 2025.

Board Gets Member for Rotating Position

The city of Floresville has named Sherry Castillo as its representative in the rotating position previously held by Larry Stavinocha representing the city of Poth. Her term extends until Dec. 31, 2020.

Castillo has held executive positions with Frost Bank, including director of training and interim personnel manager. After retiring from Frost Bank in 2008, she returned to Floresville where she grew up and recently served as mayor.

She earned an M.A. degree in secondary education from the University of the Incarnate Word and is a member of El Mesias Methodist Church, where she volunteers as stewardship chair.

Castillo joins another new Board member, Cecelia (Cissy) Gonzalez-Dippel, who serves during her term as mayor of Floresville. Gonzalez-Dippel has a 30-year background in broadcasting, including both management and on-air positions. She is a member of First Baptist Church of Floresville.

FELPS Makes Owner Cities Payments

FELPS will pay \$1,153,963 to the three owner cities based on 2016 electric sales. Floresville will receive \$738,536 and Stockdale and Poth will each receive \$207,713. The payments represent 3 percent of the utility's gross electric sales within the cities during the previous year.

FELPS also will transfer 2.5 percent of gross electric sales within La Vernia and 2 percent in Falls City.

The payments go into the cities' general funds, allowing the cities to keep tax rates lower than otherwise would be the case.



Contacting FELPS

Floresville Electric Light and Power System

1400 Fourth Street, P.O. Box 218, Floresville, TX 78114

www.felps.us Twitter: @FELPS_Electric Facebook: www.facebook.com/FELPS.OnLine

Phone: (830) 216-7000 • Fax (830) 393-0362

Business hours: Monday-Friday 8 a.m.-5 p.m.

After 5 p.m.: (830) 216-7000 (for outages, press sub-option 2)

The Floresville Electric Light and Power System Board of Trustees meets the last Wednesday of each month at 8 a.m. in the utility offices, 1400 Fourth Street, Floresville.