



Current

News from Floresville Electric Light & Power System

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January/February 2019

Projects During Next Three Years Are Planned FELPS Issues Bonds to Fund System Improvements

In December, Floresville Electric Light & Power System issued bonds to fund capital projects during the next three years, starting in 2019. The projects will improve the reliability of the FELPS system.

Projects this year will include constructing a new circuit from the Sutherland Springs substation into the La Vernia area to help meet the growth in customer demand. Also scheduled is completing installation of smart meters, collecting infrastructure data, upgrading equipment such as two bucket trucks, a digger/derrick and pickup. New poles and customer extensions will be added as needed.

Major projects during the following two years will include upgrading a circuit from the Sutherland Springs substation to the Floresville substation to provide an alternate line to serve customers. The planned redundancy will increase reliability.

FELPS also plans to upgrade the circuit tie on the line between the Falls City substation and the Floresville substation to allow Poth area customers to be served from either substation. Additional equipment, such as a bucket truck, digger/derrick and pickup truck also will be purchased.

During the final year, additional lines will be planned to provide redundancy for additional areas. Technology needs also will be addressed.

One additional project under review is design and construction of a new office on the existing Floresville property. The current facility no longer meets the efficiency, safety or growth needs of the utility because of its aging condition.

FELPS Board of Trustees Includes New and Returning Members

The Floresville Electric Light and Power System Board of Trustees has one vacancy at the time this newsletter was being printed. The Floresville city council will name a representative to replace Ignacio Vasquez whose term ended on Dec. 31. The new representative will serve until Dec. 31, 2022.

FELPS Briefs

- Please note that the FELPS office will be closed on Jan. 21 for Martin Luther King Jr. Day and on Feb. 18 for Presidents' Day. Regular hours will resume at 8 a.m. on Tuesday following each holiday.
- 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 or submit your outage through the FELPS web site.
- Be certain FELPS has your current contact information: phone number and email address. To update your information, visit the FELPS web site at www.felps.us or call customer service at 830-216-7000, sub-option 1.
- Theft of electricity is a crime. To save money for honest customers, FELPS prosecutes persons who steal electricity.
- Mark your calendar for the La Vernia Junior Livestock & Poultry Show on Feb. 28-March 2.

The Board of Trustees includes five voting members and two non-voting advisory members who set policy and approve expenditures and allocation of revenue for FELPS. All Board members serve four-year terms except for the mayor of Floresville.

Current Board members and their term expiration dates include:

- Cecelia Gonzalez-Dippel, Mayor of Floresville
Serves during term as Mayor
- Mark Moczygemba, City of Poth
December 31, 2019
- Sherry Castillo, City of Floresville
December 31, 2020
- John Akin, City of Stockdale
December 31, 2021
- To be named, City of Floresville
December 31, 2022

Advisory Members and their term expiration dates include:

- Tim Braniff, City of Falls City
December 31, 2019
- Sharon Tanneberger, City of La Vernia
December 31, 2021

FELPS Offers Convenient Ways to Pay

Start your year right by signing up for an easy way to pay your electric bill. FELPS offers residential customers two convenient automatic payment methods that ensure you won't ever face late fees. Whether you're at home or away when the bill comes due, it will be paid automatically.

You can sign up to have your electric bill paid automatically with your credit card. FELPS will set up your electric account to draft your credit card on the due date each month. FELPS accepts Visa, Mastercard and Discover.

Another automatic payment method, the bank draft program, allows your bill amount to be deducted automatically from the designated checking or savings account each month.

In both cases, you will receive your regular statement showing the bill amount, so you can record it. To sign up, call the FELPS office at 830-216-7000 and select sub-option 1. Or you can complete the form for the bank draft program online at www.felps.us.

FELPS Web Site Offers Options

The FELPS web site allows customers to sign up to receive a variety of notifications related to topics such as a bill due dates and payment receipt. Customers can receive the alerts by email and text messages.

Just go to the Customer Services portal and select the tab "My Alerts." Complete the required information, including your email address and mobile phone number. Then mark the categories of alerts you wish to receive and the timing.

Compare and Save When Buying Electric Appliances

If your plans for the New Year include buying a new appliance, consider the cost of operation, as well as the purchase price when making a selection. Often, less expensive appliances are also less energy efficient, and that can cost you more in the long run.

Running appliances can represent as much as 20 percent of your total energy bill so efficiency can add up to big savings.

Before selecting an appliance, compare the yellow EnergyGuide labels on each model to determine the estimated annual energy cost of operating it. Over the life of the appliance, you may find that the energy savings of a more efficient model will outweigh the additional costs when purchasing the appliance.

EnergyGuide labels appear on all new furnaces, air conditioners, washing machines and dryers, water heaters, refrigerators and freezers, dishwashers and heat pumps.

Make your New Year a happy one with energy savings!

Automated Phone System Allows Easy Outage Reporting

The FELPS automated telephone system allows you to direct your calls for assistance with an outage, whether during or after regular business hours. Just call 830-216-7000 and select sub-option 2 to report a problem with your electric service.

When you call, you will need to provide the telephone number on your account, your meter number or your complete five-digit account number and three-digit sub.

As they strive to provide excellent service, FELPS employees focus particular attention on restoring service. Regardless of how well an electric system is built and maintained, outages can occur because of weather changes, the vast service area and varmint infiltration.

When the dispatcher becomes aware of an outage, a trouble crew is sent—often before most customers call. The crew's primary purpose is to locate the cause of the outage and make the necessary repairs to restore service.

If you need to know the nature of an outage or wish to voice your opinion, please call during normal business hours after the outage has been repaired. The staff will be better able to answer your questions after the rush of restoring service.

Winter Energy Saving Tip

During the heating season, keep draperies and shades on south-facing windows open during the day to allow sunlight to enter and warm the room. At night, close them to reduce the chill you may feel from cold windows.



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.