



News from Floresville Electric Light & Power System

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Terms and Conditions Updated to Bring Service Efficiency

Floresville Electric Light & Power System's updated terms and conditions went into effect Oct. 1, with charges aimed at creating efficiency.

If customers want their service connected the day they call, they will pay the \$100 connection fee and \$200 for the "same day fee." That service is provided between 8 a.m. and 1 p.m. However, if the service is provided after 1 p.m., additional charges apply.

Customers can save money by scheduling their connection for the next day. The charge then is \$100 for

the connection fee. The scheduling allows FELPS to plan technician trips more efficiently to reduce driving time.

The same schedule of charges applies for reconnecting service following disconnection. Customers will pay \$200 for same day service, \$100 for the disconnection fee and \$100 for the connection fee. However, if they schedule the service for the following day between 8 a.m. and 1 p.m., the total fee is \$200.

The updated schedule of charges also includes various special services, such as responding to outages on the customer's side of the meter. Charges for this service and several others are detailed on the FELPS web site at www.felps.us.

FELPS Briefs

- Please mark your calendar for holidays when the FELPS office will be closed: Nov. 28-29 for Thanksgiving, Dec. 24-25 for Christmas and Jan. 1 for New Year's Day. Office hours will resume at 8 a.m. on the business day following each holiday period.
- To report outages on holidays and after business hours (Monday-Friday 8 a.m.-5 p.m.), please call 830-216-7000 and select sub-option 2. Report outages online at www.felps.us and select the tab labeled "Report Outage."
- Now is the time to update your FELPS records. Be sure FELPS has the number for the telephone you use (whether land line or cell phone) and your email address. You may want to consider adding names on your accounts, since FELPS will provide information only to the person or persons listed on the account to protect the account holder. To update your contact information, please visit the FELPS web site at www.felps.us or call customer service at 830-216-7000, sub-option 1.
- You can receive your FELPS bill by email in addition to receiving it by regular mail or you can get it only by email, if you wish. Sign up for the email option on the FELPS web site, www.felps.us, under the "E-Notifications" link located on the "My Account" tab.

Consider Power Lines When Planting Trees

Now is a good time to plant trees so they have growing time before the heat stresses of summer begin. Trees can cut electric bills after they have had a chance to grow and also increase the value of your property and enhance its appearance.

The keys to selecting and planting trees should include both placement and the mature size of the trees. When placing trees, consider the areas you wish to shade and be certain the trees will not come in contact with power lines as they grow.

Smaller trees, such as cedar elms are a good choice for limited space and locations where they may grow close to power lines. Flowering trees, such as crape myrtle and mountain laurel, add color and also represent good choices for areas where shorter trees are required.

On the other hand, oaks and pecans grow well in South Texas but can reach 30-40 feet tall. They are poor choices for small lawns and areas close to power lines.

Consider some advantages of planting trees:

- Trees on the east and west sides of your home can block the sun, keeping the walls and roof cooler.
- Trees cool the ground near them, with the result that less heat reaches the walls of your home.
- Trees near streets can reduce the pavement temperature by as much as 10 degrees compared with neighborhoods that don't have trees.

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- Trees reduce the amount of lawn watering required and clean the air by taking in carbon dioxide.

Now is a good time to have trees trimmed to avoid power interruptions caused by contact with electric lines. Call FELPS at 830-216-7000, sub-option 5, to have trees trimmed. They will be trimmed to provide seven feet of clearance for service lines and ten feet of clearance for high voltage power lines.

Analyze Electric Usage to Save Money

Understanding your use of electricity is the first step toward energy efficiency. The following table shows the typical breakdown for use of electricity in a 2,000 square foot home with all-electric service in South Texas.

Air conditioning	30 percent
Appliances	15 percent
Electronics	15 percent
Heating	14 percent
Water heating	14 percent
Lighting	12 percent

While this breakdown offers some general guidance, you can get more specific information tailored to your individual home. FELPS offers the Energy Depot® program on its web site at www.felps.us.

The free service lets you learn where your electricity goes through a home energy audit. You provide information about your home's appliances using drop-down menus, default settings and help screens.

Once the questionnaire is completed, you will receive a Personal Energy Profile report that includes information about your energy usage, cost, annual energy cost by system or appliance and specific recommendations with cost savings estimates.

The Energy Depot® program will offer suggestions about ways to save electricity. Step two then involves implementing these suggestions, which can be done over time. Energy efficiency is a series of steps or processes that you create, rather than a single action.

The web site also has a library for more information and offers the option to e-mail questions so you can receive more details.

Tips for Winter Savings

Heating can represent a fairly large expenditure for electricity in South Texas. To reduce your utility bill this winter, follow some energy-saving practices.

- Set the thermostat at 68-70 degrees to maintain a comfortable temperature. Check the room temperature with a thermometer to be sure the thermostat is accurate.
- Seal up all cracks around windows and doors with caulk and weather-stripping and look for other openings, such as around electrical wall outlets and pipes where your heat can escape and cold air can enter.
- Add insulation in the attic to attain a rating of at least R-38, approximately 12 inches of insulation. The insulation can be installed from rolls or loose insulation can be blown into the attic.
- Service the furnace to be sure it operates properly and is clean. A well-maintained furnace is more efficient and lowers heating costs.
- Change filters at least monthly to be sure they are clean, so the furnace is not taxed unnecessarily.
- Consider installing a programmable thermostat so you can reduce the temperature at night and when you are away from home for an extended time.
- Resist the temptation to cover the rotating vents on your roof. These vents circulate air to reduce attic moisture and are necessary both in winter and summer.

LED Lighting Brings Christmas Cheer

The newest type of light, the LED (light-emitting diode) bulb, can mean festive Christmas decorating at a fraction of the cost of older types of lighting. Using 90 percent less electricity than regular Christmas lights, LED lights do not get hot, so they can be used on a live tree without concern for setting it on fire.

Because LED lights are plastic, rather than glass, they are less likely to break and are therefore easier to string up and to pack after Christmas. And they last up to 100,000 hours, so will not need to be replaced for years.

LED lights come in a variety of styles—large bulbs, small bulbs, colors, white and even some shaped like snowflakes. Some indoor/outdoor strands can be purchased for as little as \$10.

Christmas lights and equipment should be chosen and used carefully to ensure safety. FELPS recommends that only equipment with the Underwriters' Laboratories approval (UL seal) be used.



Contacting FELPS

Floresville Electric Light and Power System

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Business hours: Monday-Friday 8 a.m.-4:45 p.m.

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

The Floresville Electric Light and Power System Board of Trustees meets the last Wednesday of each month at 8:30 a.m. in the utility offices, 1400 Fourth Street, Floresville.