



Current

News from Floresville Electric Light & Power System

Volume 22, Number 4

July/August 2020

FELPS to Break Ground for Facility to House All Staff

The Floresville Electric Light & Power System will break ground in July to begin construction of a building that will bring all the utility's functions together in one location for greater efficiency and to provide space for future growth.

The one-story building will include about 22,500 square feet of space for administrative staff, 6,600 square feet of warehouse space and 6,000 square feet for the maintenance shop. The three major functions currently are spread among three different facilities.

To be located on Highway 97E next to the Texas Department of Transportation maintenance facility, the FELPS building will have a glass and stone front with metal louvers and metal siding. One of the most important features will be a drive-through for customers.

Cooperative Building Solutions of St. Louis, MO, a specialist in electric utility facilities, serves as the project facilitator. Guernsey, with offices in Oklahoma City, is providing architectural, interior design and engineering services. PARIC Corporation, with corporate offices in

St. Louis and a regional office in San Antonio, is responsible for estimating, project management, onsite supervision and working with local subcontractors.

FELPS staff expect the building to be completed in the fall 2021. Facilities currently owned by FELPS will be sold when all materials have been removed.

FELPS Needs Your Number

FELPS needs your correct telephone number so you can receive important information when the need arises. You can update your phone number by writing it on your bill when you return your payment, by visiting the FELPS portal at www.felps.us or by calling customer service at 830-216-7000, sub-option 1.

Your telephone number appears on the lower portion of your electric bill each month between the bill total and the FELPS address. Please check the number that appears there and correct it if the number is not the one you currently use, either a land-line number or cell phone number.

FELPS Briefs

- Please note that the FELPS office will be closed on Sept. 7 for Labor Day. Regular office hours will resume at 8 a.m. the following day. 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. Report outages online at www.felps.us and select the tab labeled "Report Outage."
- Your call is easy with the FELPS telephone system. When calling the office, first press 1 for English or 2 for Spanish. Then select one of five sub-options: 1 to make a payment or for Customer Service, 2 for outages or emergencies, 3 for new construction, 4 for street or security light repair or 5 for field service maintenance.
- Please note that before existing service can be transferred to a new owner or tenant's name, FELPS must receive either a lease agreement or proof of ownership. FELPS will not transfer service into the new occupant's name unless all requirements are met. Likewise, FELPS must have an authorization form to add another person to do business on your account. Complete the authorization form at www.felps.us under the customers tab, customer forms and then authorization form.
- Please note that customers must follow FELPS specifications when working on a meter loop. If FELPS staff must make a trip to a location to assist and then return a second time to connect the service, a \$100 fee is charged.
- Mark your calendar and plan to attend the 76th Annual Floresville Peanut Festival during the second week of October in downtown Floresville. Check online for information about activities for the whole family.

FELPS Offers Easy Bill Paying Services

You can set up your account to have your bill paid automatically each month through the FELPS bill payment portal.

To set up to pay your bill, update your profile and access other features, go to the FELPS website www.felps.us. You must enter your account number or user ID and password to access information on this site. Your account number is printed on your bill and should be entered without hyphens. The last four digits of your telephone number are also required and are available on your electric bill. If the number on the bill isn't the one you currently use, please take steps indicated above to change the number on file with FELPS.

To have your bill paid automatically each month through a direct draft from your bank or credit union account, visit the FELPS website and click on the Customers tab→Customer Forms→Auto-Pay Authorization. Complete the form and return it to the FELPS office so your bill will be paid automatically on the due date.

Or you can go to the Pay My Bill tab→Payments→Pay By Draft to enter your bank account information. The bill will then be paid on the due date unless the date is on a weekend or holiday; then the amount will be drafted the next business day.

If you would like your account to be drafted on a particular day, rather than automatically on the due date, you can select Auto-Pay on the Bill Payment Portal. Complete the information and select the date you wish to pay your bill.

You can receive reminders of your due date and receive confirmations, other alerts and reminders by visiting the website and selecting My Alerts. You can choose to receive this information by text messages, emails or both.

Guard Against Heat Stress

Rising temperatures mean not only higher electric bills but also may cause health problems. Heat exhaustion and heat stroke represent potential dangers, particularly for children, elders, persons with health problems and persons who work outside. To guard against this danger, know the warning signs of heat stress:

- Dizziness
- Rapid heartbeat
- Cramps or chest pain
- High body temperature
- Throbbing headache
- Nausea and vomiting
- Weakness or fainting
- No perspiration
- Diarrhea
- Breathing problems

When these symptoms appear, get the person to a cool place, preferably in air conditioning; loosen clothing; provide the person plenty of space to breathe easily; and allow the person to slowly drink a cool beverage. If the symptoms persist, call for emergency medical care or take the person to a physician.

The best cure for heat exhaustion and heat stroke is prevention, primarily by staying inside during the hottest time of the day and planning strenuous outdoor activity for early or late in the day. If that's not possible, here are some tips you should follow to reduce the potential for heat stress:

- Drink plenty of fluids, particularly water, and avoid drinks containing alcohol, caffeine and/or sugar, since these substances take fluids out of your body. Don't wait to feel thirsty.
- Try to limit work outdoors to early morning or late evening and take frequent breaks when working outdoors.
- Eat more frequently, but be sure the meals are balanced and light.
- Choose juicy snacks, such as fruit, rather than dry snacks that require your body to add water.
- Consult with a physician about the effects of sun and heat exposure while taking prescription drugs, such as diuretics and antihistamines.
- Use sunscreen of SPF 15 or higher and wear wide-brimmed hats and loose, light clothes to protect against the sun's rays.

Cool Your Electric Bills

In South Texas, air conditioning represents the greatest user of energy during the year. To keep your home or business air conditioned comfortably and affordably, follow some conservation tips:

- Set the thermostat on the central air conditioner at 78 to 80 degrees during the summer; then supplement the air conditioning with fans to move the air around. But remember to turn off the fan when you're not in the room. They cool people but not rooms.
- Clean or replace the air filters every two weeks during the hottest months of the summer.
- Close blinds and drapes in areas where the sun shines directly.
- Add awnings over windows with a western exposure to keep out the summer rays.
- Seal up air leaks around doors and windows with weather-stripping and caulk.
- Insulation on air conditioning ducts represents a big energy saver; consider having a professional replace the insulation and moisture barrier.



Contacting FELPS

Floresville Electric Light and Power System

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

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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.