



Current

News from Floresville Electric Light & Power System

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FELPS Board of Trustees Gets New Member

The city council of Stockdale has appointed Royce Wetz to represent the city as the rotating member on the FELPS Board of Trustees. Wetz will serve a four-year term ending Dec. 31, 2024

A third generation Stockdale resident, Wetz has worked in the cattle and ranching business since 1977. He also worked in sales for Universal Steel America. His hobbies include hunting and fishing when he can tear himself away from his 11 grandchildren.

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.

The Mayor of Floresville serves on the Board, along with a member appointed by each of the city councils of Floresville, Poth and Stockdale. The fifth voting member is appointed by the city councils of Stockdale, Poth and Floresville on a rotating basis.

The Board also has two advisory members to represent Falls City and La Vernia. The advisory members are named by their respective city councils and also serve four-year terms.

Board Members Can Serve Two Terms

Trustees and advisory members may serve only two terms, but voting members may be named as advisory members even if they have served two terms in a voting capacity. Likewise, advisory members may be named as voting members after serving two terms in their advisory capacity.

Current Board members and their term expiration dates include:

- Daniel M. Tejada, (Chair), City of Floresville
December 31, 2022
- John Akin, (Vice Chair), City of Stockdale
December 31, 2021
- Cecelia Gonzalez-Dippel, Mayor of Floresville
Serves during term as Mayor
- Braden Lyssy, City of Poth
December 31, 2023
- Royce Wetz, City of Stockdale
December 31, 2024

Advisory Members and their term expiration dates include:

- Tim Braniff, City of Falls City
December 31, 2023
- Sharon Tanneberger, City of La Vernia
December 31, 2021

FELPS Briefs

- To protect customers and employees during the pandemic, the FELPS office will be closed to customer visits until further notice. Customers can conduct business by telephone, mail and email. Employees will observe holidays on Jan. 18 for Martin Luther King Jr. Day and on Feb. 15 for Presidents' 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 or submit your outage through the FELPS website.
- Penalties and fees that were waived previously for the pandemic will be assessed as of Nov. 1, 2020.
- Be certain FELPS has your current contact information: phone number and email address. To update your information, visit the FELPS website 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.
- Customers with medical conditions that require electricity for medical equipment can be placed on the Medical Alert list and have their account marked as "Priority Service." First, the customer must provide a letter from their physician indicating that the customer is being treated for a life-threatening illness. Call customer service at 830-216-7000 for more information.

Drones Fly to Inspect Electric System

The FELPS drone team continues to inspect poles and lines across the electric system to monitor and track wear-and-tear on the lines and poles as well as to help identify areas that require vegetation trimming.

Currently the drones, named Goose and Gander, fly two passes to complete the inspections—one to assess vegetation encroachment into lines and the second to inspect the tops of poles. Customers will be notified by an automated phone call before the inspection work so they can secure pets and other animals and can grant any needed property access.

Customers can be assured their privacy is respected. Images outside the scope of the inspection work will be deleted or censored to ensure customers' privacy. Drone crew members are happy to respond to questions when they are in the field. Customers also may call customer service at 830-216-7000, sub-option 1, for information.

The seven drone crew members have completed the required pilot training and have been certified by the FAA to operate the drones. They observe all relevant state and federal laws when conducting the inspections. Drones are protected by federal law against intentional destruction or sabotage; any such actions are considered a federal felony.

In addition to using drones for inspections, the crew can use them during outages to identify faults or downed poles so crews can more quickly restore power. The drones also can be used to survey new construction sites to help plan the infrastructure to fit the surrounding environment and can inspect customer-owned solar panels for damage and consistent sunlight intake.

Staff members save time and money by using drones. The result is improved reliability of the electric system and cost-effective service to customers.

Rate Changes

Rate changes based on a cost of service study take effect this month. The changes do not include a rate increase. The overall impact will be neutral, with customers seeing no change in their total bill amount.

The service charge for most classes will increase, but the kilowatt hour energy charge will decrease, leaving little difference between the old and new rates.

The rate changes were based on a cost of service study to provide FELPS management information about costs to serve each rate class. The information helps policy makers

enact decisions about the operation and maintenance of the electric system.

FELPS Website Offers Services

The FELPS website allows customers to sign up to receive a variety of notifications, such as 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.

You also can report outages and electric service problems on the FELPS website. The other option for reporting outages is through the automated telephone system. Whether during or after regular business hours, just call 830-216-7000 and select sub-option 2 to report a problem.

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-account number.

FELPS Offers Convenient Way 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. For information, call the FELPS office at 830-216-7000 and select sub-option 1.

The forms to enroll for automatic credit card or bank draft payments are available online at www.felps.us/customers/customer-forms.



Contacting FELPS

Floresville Electric Light and Power System

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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.-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.