



## News from Floresville Electric Light & Power System

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### October Celebrations Focus on Electricity

During October, municipal utility systems throughout the U.S., including FELPS, celebrate both Public Power Week and National Energy Awareness Month. Public Power Week recognizes the benefits enjoyed by customers of municipal electric systems and National Energy Awareness Month focuses on the benefits of saving electricity.

Established in February 1943, FELPS is one of the nearly 2,000 public power utilities throughout the country. These municipal utilities provide electricity at reasonable rates, because they serve the interests of the community rather than stockholders.

Besides offering low rates, FELPS also transfers 3 percent of the system's gross electric sales revenue to the governments of the owner cities: Floresville, Stockdale and Poth.

In addition, the utility pays 2 percent of gross electric sales within the city limits of Falls City and 2 ½ percent in La Vernia as franchise fees. These transfers add to the

cities' budgets and help keep property taxes lower than they would be otherwise.

The availability of safe, reliable and low-cost electricity is a major factor in this area's ability to attract businesses and to help them prosper, thus providing jobs.

National Energy Awareness Month during October is a good time to consider the potential for saving electricity. Energy awareness is important, since we all want to be part of a solution to promote our economy and support our communities, while protecting our resources and environment.

About two-thirds of Americans surveyed recently expressed concern that their home might be wasting energy. Some simple ways you can save energy include:

- Turn off lights when not in use or use motion sensors to do it automatically.
- Install a programmable thermostat. A good rule of thumb: Each degree you lower the thermostat in winter or raise it in summer will result in a cost savings of about 1 percent.
- Minimize phantom loads; electronics that are plugged in still consume small amounts of power even if they are not turned on. Use smart power strips to avoid this phantom use.
- Seal air leaks around windows and doors with caulk and weather stripping.
- Maintain proper insulation in attics, walls and floors.
- Use Energy Star rated appliances. Check the yellow label to determine the efficiency and to compare appliances.
- Minimize hot water usage to save on water heating cost. Clothes often can be washed in cold water, for example.
- Let clothes air dry rather than using the dryer, when it is practical.

You can give your home an energy check-up to determine ways you can save money on your electric bill. Check out the free FELPS tools for saving energy on the website at [www.felps.us](http://www.felps.us).

### FELPS Briefs

- The FELPS office will close on Oct. 11 for the Columbus Day holiday. Regular hours will resume on Oct. 12 at 8 a.m.
- Please note that the FELPS office will be closed on Nov. 25-26 for the Thanksgiving holiday.
- Theft of electricity is a crime. To save customers money, FELPS may prosecute persons who steal electricity.
- You can receive your FELPS bill by e-mail in addition to receiving it by regular mail or you can get it only by e-mail, if you wish. Sign up for the e-mail option on the FELPS Web site, [www.felps.us](http://www.felps.us); select "Pay My Bill" and then under the "E-Notifications" link located on the "My Account" tab.

## Help FELPS by Reporting Outages

Even during the fall, electrical storms are possible with resulting outages.

You can help by reporting any noticeable damage, such as downed power lines and any sounds you heard. Your report may help pinpoint the cause of the outage, so power can be restored more quickly.

Sometimes the cause of an outage isn't readily apparent, so any information provided by customers is appreciated.

Your report can be made by calling FELPS at 830-216-7000 or by going to the website at [www.felps.us](http://www.felps.us) and selecting the tab labeled "Report Outage." FELPS has just instituted the use of text messages for reporting outages. To text an outage message or report an outage by phone, your telephone number must be part of your account record. To update your telephone number, call customer service at 830-216-7000, sub-option 1 during business hours.

If you see a downed power line, do not go near. Even if it isn't snapping and sparking, it still may be energized and represents a dangerous situation.

## Prepare for Winter Heating

The forms you need for FELPS services are available on the website at [www.felps.us](http://www.felps.us) and include:

- Update Form—to update the phone number or billing address
- Level Payment Plan—to request "levelized" billing
- Tax Exempt Form—required to claim tax exemption on an account
- Distributed Generation Application—for interconnection of DG system
- Auto-Pay Authorization—auto payments from bank account or credit card
- New Service Application—new meter or upgrade to existing service
- Authorization Form—to grant a third party authorization to conduct business on your account
- Guarantor Form—to guarantee payment for another account

## Save Time with Automatic Payment Plans

You can save time and money by taking advantage of easy ways to pay your electric bill rather than writing and mailing a check or taking it to the FELPS office. These convenient payment options include:

- **Automatic charge to your credit or debit card.** When you authorize FELPS to charge your electric bill to your credit or debit card, the payment will be made automatically on the due date.
- **Automatic bank draft.** Designate a bank account that FELPS will automatically draft on the due date. Then you simply write the amount in your check book.
- **Pay online.** Make your check or credit card payment online 24 hours a day at [www.felps.us](http://www.felps.us).
- **By automated phone system.** Make your check or credit card payment 24 hours a day by phone.
- **By phone.** Make your check or credit card payment by phone with a customer service representative by calling 830-216-7000, sub-option 1.

If you prefer to write a check, however, you can get the payment to FELPS in one of the following ways:

- **In person.** Make a payment by cash, check or credit card during regular business hours at the FELPS office, 187 Highway 97 E., Floresville.
- **Drive Through.** Drop your payment in the convenient box in the drive area at the FELPS office. Payments should not be left in the mail box on the street.
- **Mail** your payment to FELPS in the self-addressed envelope that is enclosed with your bill.
- **Pay at collection agencies.** Locations include all HEB and Walmart stores and the Poth and Stockdale city halls.



### Contacting FELPS

187 Highway 97 E., Floresville, TX 78114

[www.felps.us](http://www.felps.us) Twitter: @FELPS\_Electric Facebook: [www.facebook.com/FELPS.OnLine](http://www.facebook.com/FELPS.OnLine)  
Phone: (830) 216-7000 • Fax (830) 393-0362

Business hours: Monday-Friday 8 a.m.-4:30 p.m. Drive-through closes at 4:15 p.m.

The FELPS Board of Trustees meets the last Wednesday of each month at 8:30 a.m. in the utility offices, 187 Highway 97 E., Floresville.