



Floresville Electric Light and Power System (FELPS) is offering, to all eligible residential electric customers, a Level Payment Plan which is intended to make your electric bills more uniform throughout the year.

FELPS Level Payment Plan

ABOUT THE PLAN

As you know, your utility bill varies from month to month, depending on how much energy you consume. Typically, consumption is higher in the winter and summer because of the use of heating and air conditioning. Because of these weather-related variations, FELPS offers an optional Level Payment Plan (LPP). This plan does not affect the rates applicable to your service and there is no charge for participation.

HERE'S HOW IT WORKS

The LPP allows you to pay less during the high usage months by paying a little more in the low usage months. Your LPP billing each month will be the average of the most recent 12 actual bills. Also, your account will be billed monthly using your actual usage. This amount will be recorded, offset by a credit or debit accumulation each month. FELPS will continue to read your meter each month. Your bill will be more nearly the same each month, but it will not be a fixed amount from month to month. With this plan there will be no true up month, unless service is discontinued or the LPP is stopped. Once you have enrolled in the LPP, there will be no requirement to re-enroll each year.

WHO IS ELIGIBLE?

Any single residential electric customer, with excellent payment history, and who has been a FELPS customer for at least 12 consecutive months at the same location, is eligible for this program. Distributed Generation customers are not eligible for the LPP.

HOW TO GET STARTED

Complete the application form. Be sure to read the terms of agreement, sign the application and mail it to FELPS, Attn: Customer Service, 187 State Highway 97 E, Floresville, Texas 78114.

TERMS OF AGREEMENT

The customer understands:

- Level Payment Plan (LPP) customers must enroll in and remain on the FELPS auto-draft payment program. This includes ACH debits of bank accounts or a recurring credit card payment.
- The LPP is designed to make monthly payments more uniform throughout the year by utilizing an averaging process based on a customer's 12 most recent bills. The plan will neither increase nor decrease any customer's total electric bill over the course of time from what the total bill would be without the LPP.
- FELPS will not charge or pay any interest on an accumulated balance under the LPP.
- FELPS will not make any cash refunds to the customer for any monies accrued under the Level Payment Plan, unless the customer discontinues electric service from FELPS.
- A customer desiring to discontinue participation in the Level Payment Plan and revert to regular billing may do so by notifying FELPS through email, fax or by contacting customer service. Any accumulated balance under the Level Payment Plan will be subject to immediate refund or collection. Customers who discontinue the LPP will be ineligible to reapply for 12 months.
- There will be no true up month unless the Level Payment Plan is stopped, or service has been discontinued. However, FELPS will periodically review accounts and adjust levelized billing factors as needed. All true up amounts will be subject to immediate collection or refund.
- FELPS reserves the right to remove a customer from the LPP should a customer develop an unsatisfactory payment pattern.

LEVEL PAYMENT PLAN APPLICATION

If you wish to participate in the Level Payment Plan and accept the terms stated above, sign this application and mail to FELPS, Attn: Customer Service, 187 State Highway 97 E, Floresville, Texas 78114. Level Payment Plan billing will commence on the next bill following the receipt and processing of this form by FELPS.

FELPS Account# _____

Customer Name _____

Mailing Address _____

SIGNATURE _____ **TELEPHONE** _____

If you have any further questions, call (830) 216-7000, sub-option #1.