



Current

News from Floresville Electric Light & Power System

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FELPS Asks for Customer Feedback

FELPS, as part of its commitment to responding to customers' needs, is soliciting feedback on potential services for the future. The survey is part of the FELPS continuing program to improve the system through innovation and to plan for future growth.

Please participate in the brief survey at bit.ly/felpsnps or use the QR code in this article to let FELPS staff know your level of interest in seven potential programs and services. At the end of the survey, you also can add any program ideas of your own that are not listed in the questionnaire.



No personal information will be collected; however you must provide the service address associated with your account to verify that you are a FELPS customer.

FELPS appreciates your time in providing this feedback. It is helpful for assessing future service offerings to best meet the needs of the community.

FELPS Briefs

- Please note that the FELPS office will be closed on Jan. 17 for Martin Luther King Jr. Day and on Feb. 21 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, text it to 55050 or submit your outage through the FELPS website.
- Be certain FELPS has your current phone number and email address. To update your contact 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.

MDM System Now Operating

The Meter Data Management system that is now integrated with the FELPS metering system allows customers access to more information about their electricity usage than they had previously. You can view your usage up to hourly intervals through the FELPS customer portal or through the FELPS Link app. This tool will potentially lead to better understanding of your utility bill and usage information.

Residential customers can set their individual alerts to trigger consumption and cost thresholds, in turn allowing you to reduce your use of electricity. The MDM system also provides FELPS with enhanced customer service and outage reports and will provide valuable engineering information that can lead to better system planning.

FELPS Offers New Phone Services

FELPS now offers a smart app for both Android and Apple phones so customers can access the same services they currently use on the website. Customers can view their bills and usage and can even make payments using the app.

You can download the app at the Apple store or at Google Play for an easy way get information about your electric service.

FELPS has completed the customer enrollment for outage text notifications for customers who have provided their cell phone numbers. Customers who have not added a cell phone number to their accounts or those who have a new number can sign up on the FELPS website at www.felps.us/outage-information/.

Medical Alert Information

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.

FELPS will work with Medical Alert customers to keep the service on and will restore service on a priority basis when there is an outage. However, there can be situations when power is lost due to unplanned situations.

Being on the priority list does not prevent accounts from being disconnected for non-payment. A customer with an account that comes up on the collection list will be notified

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that payment has not been received and that service is subject to disconnection for non-payment.

Call customer service at 830-216-7000 for more information.

Reduce Your Winter Electricity Bill

The New Year is a good time to work on cutting cold-weather electricity usage to lower your bill. Weatherproofing your home and upgrading appliances are just a couple of ideas that can result in savings. Here are some additional steps that will help:

Wear warm clothes inside. The warm clothes will allow you to turn down the heat. You save about 5 percent for every degree you reduce the thermostat in the 60-70 degree range. A maximum setting of 68 degrees is a good temperature during the day.

Turn down the water heater. The water heater can be set at 120 degrees in most homes. But be sure to check with the dishwasher manufacturer of your model about the recommended temperature to clean and sanitize dishes.

Use a smart thermostat. A programmable thermostat can save on both heating and cooling, since it allows you to use electricity for both only when you are home.

Upgrade appliances. Replacing old appliances with Energy Star dishwashers, washing machines and refrigerators can dramatically reduce electricity use. For example, an Energy Star refrigerator uses 50 percent less energy than those manufactured 15 years ago and 15 percent less than those without the efficiency rating. Though refrigerators have gotten bigger on average and have more features, they use about 25 percent less energy than those built in 1975.

Consider tankless water heaters. Tankless water heaters heat water on demand, so you don't use energy to keep water hot when it is not being used. The Department of Energy also recommends electric heat pump water heaters. These water heaters take heat from the surrounding air and transfer it to water in the tank to heat it.

Check the furnace. Have your furnace checked by a professional who can spot air duct leaks, intake blockages and mechanical and electronic failings. Your furnace will operate more efficiently if it is clean and well maintained.

Keep out the cold. Insulating windows with clear plastic sheeting and applying weather stripping or caulking

around windows and doors can seal up drafts. The cost for weather stripping and caulking materials is low and the amount of time required is only a few hours. And don't forget to close the damper on the fireplace when it's not in use.

Change to LEDs. Residential LEDs use at least 75 percent less energy and last 15 times longer than incandescent lighting. So replacing conventional bulbs with LEDs can add up to big savings over time.

Turn them off. Turn off and unplug unused electronics and small appliances. According to the EPA, idle gadgets nationally waste more than 100 billion kilowatt hours of electricity annually. Some electronics, for example those that have clocks, require electricity even though they aren't in use.

Insulation is one of the most important energy-saving steps you can take, because it will save on electricity in both winter and summer. Since heating and cooling can represent as much as 50 percent of your total utility bill, it's important to consider adding insulation if your home isn't adequately insulated already.

FELPS Offers Convenient Ways 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

187 Highway 97 E., Floresville, TX 78114

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