



Current

News from Floresville Electric Light & Power System

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These Tips Can Help You Prepare Summer Can Mean Storms That May Cause Outages

Summer weather usually means electrical storms that can cause outages. Plan ahead so you're ready if the electricity goes off.

- Keep flashlights in areas where you can find them easily, even in the dark. And be sure they are ready with fresh batteries.
- Your cell phone is another option for light, so try to keep it in a convenient location.
- Put the FELPS phone number (830-216-7000) in your cell phone address book so you can use it to report the outage. You can report outages online at www.felps.us and select the tab labeled "Report Outage." Or you can text 550-50.

Keeping your food in the refrigerator and freezer cold during an outage can be a challenge. The key is to keep the doors closed. Resist the temptation to check the temperature until the electricity is restored. Then you can use a thermometer specifically for a refrigerator.

Most refrigerators and freezers purchased during the last few years are insulated well enough that food will remain cool for several hours during an outage. You can check with the manufacturer to determine the standards for your models.

If frozen foods are partially thawed, they can be defrosted in the refrigerator and eaten within a couple of days. In most cases, frozen foods that have defrosted should not be refrozen.

Reminder for Drop Box Payments

With the move to the FELPS office at 187 Highway 97 E, everyone is still getting accustomed to the new surroundings. Please note that office hours are Monday-Friday 8 a.m.-4:30 p.m. The lobby and convenient drive-through facility are available for customer business, including bill payment, from 8 a.m.-4:15 p.m.

Bill payments also may be dropped off in the designated box by the drive-through and should not be placed in the mailbox at the street. That box is only for mail handled by the U.S. Postal Service.

Please Check Your Phone 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 payment form 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. 5 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.-4:30 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." Or text 550-50.
- 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's 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.

Conserve to Save on Electric Bills

The best way to save on electric bills in the summer is to monitor your air conditioning, since it 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 do not cool rooms.
- Keep the inside unit clean and well maintained so it operates efficiently.
- 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.
- Check the air conditioning ducts for leaks. Cover holes and leaking joints with Underwriters Laboratories (UL) tape to prevent cooled air from being forced out or unconditioned air from being drawn into return ducts. You can save 10 percent or more on your utility bill by sealing up air duct leaks.
- Insulation on air conditioning ducts represents a big energy saver; consider having a professional replace the insulation and moisture barrier.
- Maintain a 2-3 foot clearance around the outside air conditioning equipment to allow adequate air circulation and keep the unit clean.

Other ways to reduce air conditioning costs include:

- Limiting heat-producing activities, such as hot showers.
- Doing laundry during the coolest time of the day and with the coolest water needed to clean your clothes.
- Using a microwave for cooking. It uses less electricity and does not increase heat in the kitchen.

Avoid Heat Stress

Rising temperatures mean not only higher electric bills but the heat 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.

FELPS

Contacting FELPS

187 Highway 97 E., Floresville, TX 78114

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.-4:30 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.