



News from Floresville Electric Light & Power System

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FELPS Offers Several Easy Ways to Pay

Save Time and Money with Automatic Payment Plans

You can save time and money by taking advantage of easy ways to pay your electric bill rather than writing a check and mailing 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.
- **By phone.** Make your check or credit card payment 24 hours a day by phone (unattended on the automated system).
- **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.
- **Mail** your payment to FELPS, P.O. Box 218, Floresville, TX 78114, 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.

For customers who need help paying their electric bills, the Helping Hands Program comes to the rescue. The program allows customers to contribute their “spare change” to a fund that provides energy assistance.

FELPS rounds your bill amount up to the nearest dollar and this difference is added to the Helping Hands Fund. FELPS then transfers this money to a community organization that administers the program.

Customers may opt out of contributing to the Helping Hands Fund by calling the FELPS office at 830-216-7000, sub-option 1.

Public Power Celebrated

Established in February 1943, FELPS is one of the nearly 2,000 public power utilities throughout the country that are owned by the communities they serve. These municipal utilities provide electricity at reasonable rates, because they serve the interests of the community rather than stockholders. American Public Power Week, celebrated in October, recognizes the important role of municipal utilities, such as FELPS, in the development of their communities.

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 2.5 percent of gross electric sales within the city limits of LaVernia and 2 percent to Falls City 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

FELPS Briefs

- The FELPS office will be closed for the Columbus Day holiday on Oct. 10. Regular hours will resume on Oct. 11 at 8 a.m.
- Please note that the FELPS office will be closed on Nov. 24-25 for the Thanksgiving holiday.
- You can receive your FELPS bill by email in addition to receiving it by regular mail or you can get it only by email, if you wish. Sign up for the email option on the FELPS web site, www.felps.us, under the “E-Notifications” link located on the “My Account” tab.

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is a major factor in this area's ability to attract businesses and to help them prosper, thus providing jobs.

FELPS Requests 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.

If you have not already done so, please participate in the survey at bit.ly/felpscscs or use the QR code in this article to let FELPS staff know your level of satisfaction with current services and your interest in several 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.



FELPS has also mailed a copy of the survey in case customers find it more convenient to respond this way. Customers are encouraged to respond as soon as possible but the most important consideration is getting customer opinions.

No personal information will be collected; however, you must provide the account number 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.

Save by Becoming Energy Aware

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.

Some simple, effective ways to achieve energy efficiency will help reduce electricity bills throughout the year.

Simple energy-savers 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.

Prepare to Save Electricity This Winter

Even though air conditioners are still running, it's time to begin preparations for the heating season. Start now so you'll be ready when the first blast of cold air arrives.

- Service the furnace so it operates well and is clean. Properly functioning, clean equipment saves you money on your utility bill, because the furnace is more efficient.
- Purchase a supply of air filters, so you can change them at least once a month during the heating season.
- Check for air leaks around windows, doors and pipes; then seal any leaks with caulk and weather stripping.
- Check the attic insulation and maintain approximately 10 inches for a rating of R-30. Insulation can be installed from rolls or loose insulation can be blown into the attic.
- Resist the temptation to cover the rotating vents on your roof. These vents circulate air to reduce attic moisture and are necessary both in winter and summer.
- Consider getting a programmable thermostat so you can reduce the temperature at night and while you are gone for an extended time.

Knowledge Helps You Save

Understanding your use of electricity is the first step toward energy efficiency. The following table shows the typical yearly breakdown for use of electricity in a 2,000 square foot home with all-electric service in South Texas.

Air conditioning	30 percent	Heating	14 percent
Appliances	15 percent	Water Heating	14 percent
Electronics	15 percent	Lighting	12 percent

FELPS

Contacting FELPS

187 Highway 97 E., Floresville, TX 78114

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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.

Facebook: www.facebook.com/FELPS.OnLine