



Current

News from Floresville Electric Light & Power System

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Current Information Is Important for Service

Update Your FELPS Contact Information

Now is the time to be certain FELPS has your current contact information.

In many cases, customers have switched to a cell phone but FELPS has only the old land line number on record. This creates problems when there is a need to get in touch with a customer. So be certain the utility has on record the telephone that you currently use.

In addition to your current telephone number, FELPS needs your email address. This information is used if you have requested your bill by email and for general communication.

Finally, you may want to consider whether to add names on your accounts. FELPS will provide information only to the person or persons listed on the account to protect the account holder. So if you want additional family members to transact business on your account, they must be listed.

To update your contact information, please visit the FELPS web site at www.felps.us or call customer service at 830-216-7000, sub-option 1.

FELPS Offers Mobile App

The FELPS mobile app is now available in the App Store and in the Google Play Store. You can use the new app for all your account needs: view your account information, pay your bill, view your electricity usage and usage history, set up alerts and reminders, report outages and more.

The app provides convenient 24/7 access, wherever you go.

Please Complete Customer Survey

If you haven't already filled out the customer survey, please do so. You can 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.

The survey is part of the FELPS commitment to respond to customers' needs and to continuously improve the system through innovation.

No personal information will be collected; however, you



FELPS Briefs

- Please mark your calendar for holidays when the FELPS office will be closed: Nov. 24-25 for Thanksgiving, Dec. 23 and 26 for Christmas and Jan. 2 for New Year's Day. Office hours will resume at 8 a.m. on the business day following each holiday period.
- To report outages 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."
- 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.

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. The information also helps FELPS plan for the future.

Consider Improvements to Save on Electric Bills

Heating represents the second largest user of energy in South Texas—after air conditioning. But some improvements to your home can save money on your utility bill during both the heating and cooling seasons.

Your house can lose energy from four big areas:

- Windows and doors - 25%
- Floors and below-grade space - 15%
- Walls - 35%
- Ceilings and roof - 25%

Some improvements can reduce your utility bill.

Ventilation is necessary to keep moisture and extreme heat from forming inside the attic in both summer and winter. The presence of moisture may contribute to mold problems. Attic ventilation can be achieved by installing soffit and gable vents or installing through-the-roof vents, such as turbovents, or a continuous ridge vent.

Insulation is needed in attics and walls to provide a thermal barrier. In some cases, insulation also can be added under the floor in the crawl space.

Insulation is measured by the R-value, which is the resistance to heat flow. The higher the R-value, the better the insulation properties.

The attic does not have adequate insulation if ceiling joists are exposed. Even in homes where ceiling joists are not exposed, the amount of insulation still may not be adequate for the South Texas climate. The attic should have insulation of at least R-38, which requires about 12 inches, depending on the type.

Fiberglass insulation, made of sand and recycled glass, has an R-value of 3.14 per inch, while cellulose, made of recycled newspaper, has an R-value of 3.7 per inch. If blown-in cellulose insulation is used, remember to take into account that it will settle and that it should be kept away from heat sources.

To learn more about the different types of insulating materials and to determine the best for your home, consult with installers and with insulation manufacturers on their web sites.

Weather-stripping and caulking around doors and windows will help prevent the escape of heated air from your home and the entrance of cold air. Weather-stripping, caulk and energy-efficient windows are investments that will save money on utility bills during all seasons.

LED Lighting Means Celebration with Savings

Part of Christmas fun involves decorating with lights. An energy-efficient way to do that is with LED lights, since LED (light-emitting diode) bulbs use about 90 percent less electricity than regular Christmas lights.

Because LED lights are plastic, rather than glass, they are less likely to break than are regular lights. And they last up to 100,000 hours so will not need to be replaced for years.

LED lights come in a variety of styles—large bulbs, small bulbs, several colors and even some shaped like snowflakes. Some indoor/outdoor strands can be purchased for as little as \$10.

Holiday lights and equipment should be chosen and used carefully to ensure safety. FELPS recommends that only equipment with the Underwriters' Laboratories approval (UL seal) be used. Follow these additional guidelines for safety:

- Discard or repair any frayed extension cords and never use indoor lighting equipment outdoors.
- Be sure lights are unplugged when placing them on the tree and unplug lights when leaving the house and at bedtime.
- To prevent falls, do not run extension cords under rugs or in traffic areas.
- To avoid shock, never drape electrical cords over pipes or other metal objects.
- Do not overload any household circuit. If your house lights dim or circuit breakers trip, you have too much wattage on the circuit.
- Locate the tree away from the fireplace and other sources of heat.

Plant Trees Now to Save Energy Later

Planting trees can cut electric bills significantly, even as they increase the value of your property and enhance its appearance. Now is a good time to plant trees so they can get started before the heat stresses of summer begin.

The Department of Energy estimates that three trees properly placed around a home can save as much as \$250 in heating and cooling costs each year. That's a good incentive to make an investment that will pay dividends in the future as the trees grow.

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.