



Current

News from Floresville Electric Light & Power System

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Madero Will Serve Four-Year Term

Floresville Appoints Representative to Board of Trustees

The city council of Floresville has appointed Sylvia Madero to represent the city for a four-year term on the FELPS Board of Trustees. She replaces Daniel M. Tejada whose term ended Dec. 31.

Originally from San Antonio, Madero became a Floresville resident in 2004 when she married long-time resident Raul G. Madero. She graduated from Thomas Edison High School in San Antonio, attended San Antonio College and completed a paralegal certificate at the University of Texas at San Antonio. She worked in the legal field for 40 years for attorney Roy Barrera Sr.

The Board of Trustees includes five voting members and two non-voting advisory members. The Board's principal purpose is to ensure that FELPS achieves appropriate results for its owners, customers, employees and other stakeholders at an appropriate cost while avoiding unacceptable actions and situations.

The Mayor of Floresville serves on the Board, along with a member appointed by each of the city councils of

Floresville, Poth and Stockdale. The fifth voting member is appointed by the city councils of Stockdale, Poth and Floresville on a rotating basis.

The Board also has two advisory members to represent Falls City and La Vernia. The advisory members are named by their respective city councils and also serve four-year terms.

Trustees and advisory members may serve only two terms, but voting members may be named as advisory members, even if they have served two terms in a voting capacity. Likewise, advisory members may be named as voting members after serving two terms in their advisory capacity.

Current Board members and their term expiration dates:

- Braden Lyssy, (Chair), City of Poth
December 31, 2023
- John Akin, (Vice Chair), City of Stockdale
December 31, 2025
- Cecelia Gonzalez-Dippel, Mayor of Floresville
Serves during term as Mayor
- Sylvia Madero, City of Floresville
December 31, 2026
- Royce Wetz, City of Stockdale
December 31, 2024

Advisory Members and their term expiration dates:

- City of Falls City position is open
December 31, 2023
- Tommy Scogin, City of La Vernia
December 31, 2025

FELPS Briefs

- The FELPS office will be closed on April 7 for Good Friday. Regular business hours will resume at 8 a.m. on April 10.
- 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, text the outage to 55050 or submit your outage through the FELPS website www.felps.us.
- FELPS supports the stock shows in its service area through contributions. The utility contributed \$1,500 to the buyers' pool for the Wilson County Stock Show and \$1,000 to the La Vernia Stock Show.
- FELPS will participate in the 16th Annual South Texas Home and Garden Show on March 25 in the Floresville Event Center.

FELPS Needs Contact Information

FELPS needs your current contact information. Please visit the website and click on "Pay My Bill," sign in and then select the "Account Profile" option under "My Account." You can then update your contact information, including the telephone number that you use regularly. You may also make changes by calling customer service at 830-216-7000.

FELPS Website Offers Services, Reporting Outages

The FELPS website www.felps.us offers a variety of services, including the ability to report outages. Though many customers rely on the telephone for these reports, during widespread outages it may be quicker to text 55050 or report on the website, since FELPS has 48 incoming telephone lines that can quickly become busy during major outages.

FELPS also can notify you by text when you are affected by an outage. Visit the website www.felps.us and click the “Outage Info” button to get started. A brief informative video shows you how to enroll and manage your notifications. Then you can click on the “Sign Up” button below the video when you are ready.

The FELPS website allows customers to sign up to receive a variety of notifications, such as bill due dates and payment receipts. Customers can receive the alerts by email and text messages.

Just go to the Customer Services portal and select the tab “My Accounts” and then “Manage Alerts.” Complete the required information, including your email address and mobile phone number. Then mark the categories of alerts you wish to receive and the timing.

Outage Information Available on Website

The FELPS website includes a tool that not only allows customers to report outages but also to learn where outages are occurring. Go to the website at www.felps.us and select the red ribbon labeled “Outage Map” to see where outages are located.

A colored circle will appear in the area of the outage. The color and size of the circle indicate the magnitude. Basic information, such as the number of customers affected and the estimated restoration time, also is listed if available. The information shows a close but not exact location to ensure privacy.

To report an outage, select the “Report Outage” tab. You will need to provide identification, such as your account number, meter number or phone number associated with the account. After pressing “submit,” you can request a follow-up text or email after the electricity has been restored. Customers also can use the telephone system to report outages or can text the outage to 55050.

This tool represents just one of the many ways FELPS continuously works to improve service using technology.

Scam Artists Never Rest

Scam artists never stop trying to part people from their money. Know some important facts so you don’t become a victim.

In addition to making telephone calls to their targets, scammers sometimes show up at utility customers’ homes to solicit payments. Please be aware that FELPS employees will **always** arrive in FELPS vehicles and in uniform. Be sure to require anyone who comes to your home or business to show proper identification.

Most important is the fact that FELPS **does not** send employees to customers’ homes or businesses to collect payments. The utility does make calls to customers with balances; however, these automated calls are directed only to customers with a delinquent balance.

If you have doubts about a person at your door who claims to be a FELPS employee, call FELPS at 830-216-7000 and select sub-option 2 for Customer Service. FELPS wants to know about any scammers preying on customers in the service area.

Plant Now for Future Benefits

Early spring is a good time to add to your landscape so trees, shrubs and others plants can get a good start before the hottest months.

Choose landscape plants to reduce the requirements for watering. The results will save you money on your water bill and effort when the summer heat comes. And well-placed trees can help cool your home, reducing your electric bill.

When choosing trees, select the sizes according to the location. Plan the locations of trees so they will not interfere with power lines and will not crowd other landscape plantings.

Also consider the type of tree that will thrive in the environment. Because trees such as oaks and pecans grow well in South Texas and can reach 30-40 feet tall, they represent a good choice for lawns that have adequate space.

Smaller trees, such as cedar elms, can be better choices for more limited space. Flowering trees, such as crape myrtle and mountain laurel, can add color to the landscape and represent good choices for areas where shorter trees are required.

FELPS

Contacting FELPS

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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.