



News from Floresville Electric Light & Power System

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You Can Easily Make it Automatic

FELPS Offers Easy Bill Paying Services

You can set up your account to have your bill automatically paid each month through the FELPS bill payment portal.

To set up your bill payment, update your profile and access other features, go to the FELPS website www.felps.us. You must enter your account number or user ID and password to access information on this site. Your account number is printed on your bill and should be entered without hyphens. The last four digits of your telephone number are also required and are available on your electric bill. If the number on the bill isn't the one you currently use, please take steps indicated in the article below to change the number on file with FELPS.

To pay your bill automatically each month through a direct draft from your bank or credit union account, visit the FELPS website and click on the Customers tab → Customer Forms → Auto-Pay Authorization. Complete the form and return it to the FELPS office so your bill will be paid automatically on the due date.

Or you can go to the Pay My Bill tab → Payments → Pay By Draft to enter your bank account information. The bill will then be paid on the due date unless the date is on a weekend or holiday; then the amount will be drafted the next business day.

If you would like your account to be drafted on a particular day, rather than automatically on the due date, you can select Auto-Pay on the Bill Payment Portal. Complete the information and select the date you wish to pay your bill.

You can receive reminders of your due date and receive confirmations, other alerts and reminders by visiting the website and selecting My Alerts. You can choose to receive this information by text messages, emails or both.

If you wish to pay by phone, you can use your check or credit card 24 hours a day with the automated system or with a customer service representative during business hours 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 the FELPS office in the self-addressed envelope that is enclosed with your bill.

FELPS Briefs

- Please note that the FELPS office will be closed on Sept. 4 for Labor Day and Oct. 9 for Columbus 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 55050.
- To improve communication with customers, FELPS updates outage information on its Facebook and Twitter pages. They can be found at <https://www.facebook.com/FELPS.Online> and https://twitter.com/FELPS_Electric.
- 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 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 visiting the FELPS portal at www.felps.us. 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 also can update your phone number by writing it on your payment form when you return your payment 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.

Prepare Now for Storm Outages

Summer weather usually means electrical storms that can cause outages. Plan ahead so you're ready when 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 an outage to 55050.

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.

Save on Air Conditioning

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.

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. Fans cool people but not rooms.

Filters should be replaced every two weeks during the cooling season to ensure efficient operation of the air conditioner. A clean and well-maintained air conditioner also runs more efficiently, so costs less to operate.

Your Cool Air Can Escape

If you have a central air conditioner, the duct system represents an important source of potential energy loss. You may be wasting energy because of poorly insulated ducts that allow cool air from your air conditioner to escape into the attic. Joints in the ducts also can leak, allowing cooled air to be forced out or unconditioned air to be drawn into return ducts.

Minor duct repairs are easy to accomplish using sealing materials. First look for holes and for sections of ductwork that have separated. Cover the holes using tape with the Underwriters Laboratories (UL) logo to ensure the tape will not degrade, crack or lose its bonding capacity. The tape also can be used to join sections of ductwork that have come apart.

Insulation on ducts represents a big energy saver. Because replacing insulation can be a difficult job requiring not only the insulation but also a moisture barrier, plan to get professional assistance.

While looking for escaping air, check for cracks around doors and windows. Seal up air leaks with weather-stripping and caulk.

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.
- Closing blinds and drapes in areas where the sun shines directly into the room.

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.