



## News from Floresville Electric Light & Power System

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### FELPS Website Offers Services, Including Outage Information

Start taking advantage of the many ways FELPS helps you with information about your electric service. The FELPS [website www.felps.us](http://www.felps.us) offers a variety of services, including the ability to report outages and to sign up for a variety of notifications.

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 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.

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 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.

### FELPS Briefs

- The FELPS office will be closed on March 29 for Good Friday. Regular business hours will resume at 8 a.m. on April 1.
- 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](http://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 \$750 to the La Vernia Stock Show.
- FELPS will participate in the 17th Annual South Texas Home and Garden Show on March 23 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.

### New CEO Joins FELPS

J. Aaron Wagner has joined FELPS as CEO, bringing with him more than 30 years of experience in the electric utility and power transmission and distribution construction industries.

Before joining FELPS, Wagner served as director of transmission systems at East Texas Electric Cooperative, a not-for-profit, private and independent cooperative. Before

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his job at ETEC, Wagner worked more than 15 years as a consultant engineer supporting, developing, designing, managing and troubleshooting transmission and distribution systems.

His experience includes project management and design in transmission, substations, switching stations, metering, relaying, communication infrastructures, information and operation technology systems and security systems.

Wagner holds a bachelor of science degree in electrical engineering from Texas A&M University in College Station and is a registered Professional Engineer in Texas.

"I am excited to join the team and look forward to serving all the communities that FELPS supports," said Wagner.

## Insulation Pays Off in Every Season

Insulation is one of the most important energy-saving steps you can take, because it will save on electricity in both winter and summer. Since heating and cooling can represent as much as 50 percent of your total utility bill, it's important to consider adding insulation if your home isn't adequately insulated already.

The attic is the most effective and easiest place to add insulation, since it is generally the most accessible. The general rule for South Texas is to attain an R rating of at least 38 for the attic.

Since different insulation materials have different R ratings per inch, you probably should designate the R rating you want when talking to a contractor, rather than the number of inches. But as a general guide, an R-38 rating will require at least 12 inches.

Insulation can be installed from rolls, or loose insulation can be blown into the attic. But first, be certain that any openings are sealed up.

## Compare Energy Usage of Appliances

When you buy a new appliance, consider the cost of operation, as well as the purchase price before making a selection. Often, less expensive appliances are also less energy efficient, and that can cost you more in the long run.

Running appliances, such as refrigerators, washers and dryers, can represent as much as 20 percent of your total energy bill, so efficiency can add up to big savings.

Before selecting an appliance, compare the yellow EnergyGuide labels on each model to determine the estimated annual energy cost of operating it. Over the life

of the appliance, you may find that the energy savings of a more efficient model will outweigh the additional costs when purchasing the appliance.

EnergyGuide labels appear on all new furnaces, air conditioners, washing machines and dryers, water heaters, refrigerators and freezers, dishwashers and heat pumps.

## Electronics Can Inflate Bill

Electronics can account for as much as 15 percent of electricity usage in a home when you consider all the items such as televisions, home theaters, cordless and cell phones, computers, video games, clocks and equipment that has an analog or digital display.

With some thought, the amount of electricity used for electronic devices can be reduced to save on the utility bill each month. You can turn off electronic devices when they are not in use. However, some devices continue to use electricity, because they have an internal battery to power up the device. In those situations, the device can be unplugged.

If it's difficult to remember to unplug a device, consider using a "smart" power strip. The "smart" power strip can sense when one device is turned off and turns off others connected to it. Or the power strip can monitor current flow to turn the device off completely when it is not being used.

Devices, such as computers, can be set to go on standby mode as a means of conserving electricity. With a little awareness, the use of electricity for electronics can be reduced.

## Beware of Scam Artists

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

### Contacting FELPS

187 Highway 97 E., Floresville, TX 78114

[www.felps.us](http://www.felps.us) Twitter: @FELPS\_Electric  
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](https://www.facebook.com/FELPS.OnLine)