

Did you  
change your  
**PHONE  
NUMBER?**

**Let Bluebonnet know.**

Having the  
**CORRECT NUMBER**  
helps Bluebonnet contact you  
in the event of an outage.



**Here are three ways to update  
your contact information:**

- 1.** Log in at [bluebonnet.coop](http://bluebonnet.coop), click Settings and go to the Contact Methods tab. Click the Add Phone button and add your information. You can delete an old phone number by clicking the trash can icon.
- 2.** Log in to the MyBluebonnet mobile app, go to More, Settings and then Contact Methods.
- 3.** Call 800-842-7708 from 8 a.m. to 5 p.m. Monday through Friday to speak with a member service representative.

**The power of connection**

It's easy to get updates quickly through Bluebonnet outage text alerts. All cooperative members with a smartphone are automatically enrolled in the outage alerts program and will receive regular text updates on outages affecting them.

If you are a member with a power outage, you will:

- 1. Receive a text** whenever an outage occurs at your home or business.
- 2. Get text updates** on the status of the outage.
- 3. Receive a final text** when your power is restored.

Are you not receiving outage text notifications? Enroll in the program by texting **'BBOUTAGE'** to **44141** or call member services at **800-842-7708**.



**Four easy ways to  
REPORT AN OUTAGE**

- **Text 'OUT' to 44141**
- **Online at [bluebonnet.coop/outages](http://bluebonnet.coop/outages)**
- **Use the MyBluebonnet mobile app**
- **Call 800-949-4414**



**POWER  
ON**

Get information about outages,  
power restoration and  
storm preparedness,  
plus tips and resources





# How Bluebonnet restores POWER

Every outage notification sets in motion a coordinated process that ends only when power is fully restored. Technology can usually detect an outage, but getting notifications from Bluebonnet members is the surest way to begin the power restoration process.

## 1 A power outage occurs.

Members report the outage to Bluebonnet in one of four ways:

- Texting 'OUT' to 44141.
- Online at [bluebonnet.coop/outages](https://bluebonnet.coop/outages).
- Via the MyBluebonnet mobile app.
- Calling the automated outage reporting system at 800-949-4414.

## 2 The outage is confirmed and members are notified.

Control center operators determine how many homes or businesses are affected and where the outage originates. Members affected by the power outage receive a text from Bluebonnet.

## 3 Bluebonnet crews are located and dispatched.

Control center operators identify which Bluebonnet lineworkers or contractors are near the outage area and available to respond. The crew can include a journeyman lineworker, an apprentice and a helper. Additional crews are called as needed. About 25 lineworkers are on standby daily and more are available if severe weather is forecast.



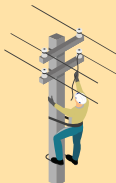
## 4 Bluebonnet updates you about the outage.

In many cases, especially during large or lengthy outages, Bluebonnet is able to provide additional information about the cause of the outage and give an estimated time of restoration. Bluebonnet sent more than 300,000 custom text messages to its members in 2024.



## 5 Power lines and equipment are inspected and repairs are made.

Restoring power can be as simple as replacing a fuse (similar to a breaker switch at your home), which can take a few minutes, or as time-consuming as repairing downed power lines, replacing broken poles or faulty transformers.



## 6 Power is restored.

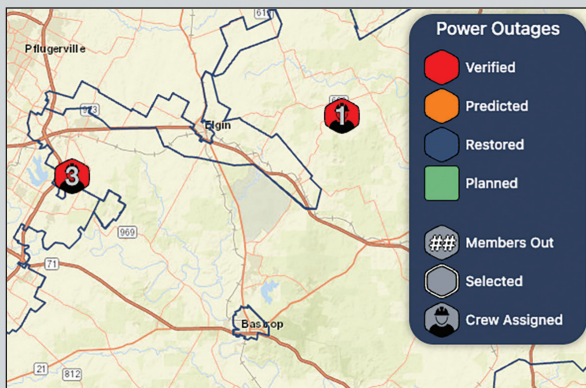
Crews work around the clock, troubleshooting and making necessary repairs to restore your power. On average, power outages in the Bluebonnet service area last about 90 minutes. Once your electricity is back on, you'll receive a final text notification.

Members can monitor power outages using a link to Bluebonnet's outage map viewer at [bluebonnet.coop](https://bluebonnet.coop), via the mobile app, or by texting 'STATUS' to 44141 using the phone number associated with their account.

Report and track outages on Bluebonnet's

## OUTAGE MAP

- See if outages have been reported, verified or restored
- Find out if a crew has been assigned to a given outage
- Use the weather feature to view temperature, precipitation, heat index and wind
- View on your computer, Apple or Android device
- Check on outages 24/7



Go to [bluebonnet.coop/outages](https://bluebonnet.coop/outages) and click **Outage map**.

## 4 STEPS TO TAKE DURING AN OUTAGE

1. Locate your home's electrical panel and check to see if a breaker switch is tripped or a fuse is blown.
2. Find out if your neighbor's power is also out.
3. On a battery-powered device, view Bluebonnet's outage map at [bluebonnet.coop/outages](https://bluebonnet.coop/outages). The outlined area represents Bluebonnet's service area. The map updates every few minutes.
4. If you have an outage, call **800-949-4414**. If you're signed up for outage alerts, text 'OUT' to **44141**.