Storm-related outages: Crew response is choreographed and rapid — with an emphasis on safety

Storm-related power outages on Bluebonnet's system are often caused by high winds blowing tree limbs, trees and debris into power lines. These are the most time-consuming and labor-intensive types of outages. Different types of crews — one to clear the area, another to restore power have specialized skill sets, training, equipment and vehicles. Regardless of the obstacles, Bluebonnet will restore every member's power as quickly and safely as possible.



Storm winds blow tree, branches or debris into power lines, causing an **outage**.



Affected members report the outage.





Members can report an outage to **Bluebonnet four ways:**

- By calling our automated outage reporting system at 800-949-4414
 - Online by logging in at bluebonnet.coop
- Using our free mobile app via smartphone or tablet
- By texting **BBOUTAGE** to **85700** and following the prompts









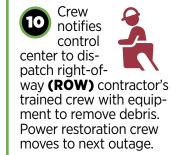
Crews and control center operators restore power to as many members as possible by **rerouting power** to spans of power lines not damaged or immediately impacted.





If crew estimates it can Crew starts remove debris and make repairs in **less than one** work **hour** and has proper to remove the debris. equipment, then ...

Power restoration crew makes necessary repairs and restores power to members.



If iob will take **more** than one hour, or if job requires special equipment, then ...



ROW crew arrives and begins clearing the area of obstacles. Depending on weather conditions and accessibility of area, clearing de**bris** can take less than two hours or as long as 12 hours.



Control center operators dispatch power restoration crew to outage location that has been cleared.

crew has removed debris from power lines. it notifies control center that the area is clear.

Crew heads toward location. patrols power lines via truck, off-road utility vehicle or on foot to determine cause of outage.



