

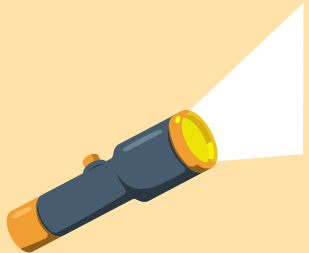
# How Bluebonnet restores

# POWER

Every outage notification sets in motion a coordinated process that ends only when power is fully restored.

**I**N TEXAS, the only dependable thing about the weather is that it will change — often and rapidly. That makes weather — heavy rain, lightning, strong winds and the occasional ice storm — the most common cause of outages in the Bluebonnet Electric Cooperative region.


Other common outage causes are vehicle accidents and animals that can climb poles or walk on wires. No matter what causes an outage, the first step to restoring electricity is knowing that one has occurred. 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.**

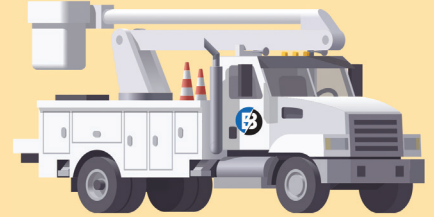
Members report the outage to Bluebonnet in one of four ways:

- Texting OUT to 44141.
- Online at bluebonnet.coop/report-outage.
- Via the MyBluebonnet mobile app.
- Calling the automated outage reporting system at 800-949-4414.




**2 The outage report 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.



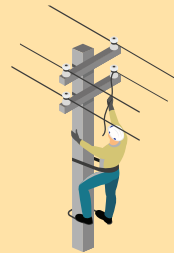
**3 Bluebonnet crews are located and dispatched.**

Control center operators can 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 call 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 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, 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](http://bluebonnet.coop), via the mobile app, or by texting STATUS to 44141 using the phone number associated with their account.