

Frequently asked questions about outages

When I report outages to 800-949-4414, what information should I include?

If you call from a phone number tied to your account and have information to share, such as a tree falling into power lines or that you heard a loud pop, please leave that in the message. If you call from a phone number that isn't tied to the location of the outage, please leave a message with the full address, contact phone number, the name on the account and any other relevant information.

Do I have to report the outage to have my power restored? Or does Bluebonnet know my power is out even if I'm not home and am unaware of the outage?

Members should report every outage to ensure that it is included in the co-op's outage management system. You may be part of a larger outage that has already been reported, but it's always best to report your outage.

I called to report my outage, but I don't see it on Bluebonnet's online outage map. Does that mean I need to call back?

If you called from a phone number tied to your account, the outage will typically show up on the co-op's outage viewer within a few minutes. It is important to make sure the contact information on your account is up to date. You can update your information by logging in to your online account at bluebonnet.coop or via our mobile app, or by calling member services at 800-842-7708 from 7 a.m. to 5:30 p.m. Monday through Friday.

I've called the automated outage phone number to report my outage. Can I also talk to a member service representative?

Bluebonnet's outage line allows the co-op to receive many calls about outages simultaneously. It's efficient and effective and enables us to serve more members quickly, rather than having individuals answer each phone call. If you leave a message requesting a return call, we will make every effort to contact you, although that can take time during large outage events.



Electricity is critical to the health of someone in my household (like someone who uses an oxygen machine). Should I let Bluebonnet know about this?

This is something important that should be documented with Bluebonnet well before any storms or outages occur. Please inform Bluebonnet as soon as possible about the health concern in your home. Call 800-842-7708 and speak to a member service representative. The representative will send you a critical care form to fill out and have signed by a physician. Unfortunately, no utility can guarantee constant service or immediate restoration, especially during widespread, weather-related power outages. Bluebonnet recommends having a plan in place to accommodate medical needs in the event of prolonged outages.

What caused my power to go out?

Weather is the top reason for power outages. In major weather events that cause widespread outages, high winds and heavy rain can uproot and fell large trees or blow their limbs into power lines. Equipment — from transformers to insulators and fuses — can be damaged. Sometimes power poles are knocked down or partially broken. Flooding typically prolongs outages because crews have limited access to the place where repairs are needed. Lightning often damages equipment, and sometimes that damage cannot be seen by a crew on the ground.

Can Bluebonnet tell me when my power will be back on?

It is difficult to estimate restoration times because each outage and every outage event is different. Repair work is affected by the cause of the outage, how much damage was done, weather conditions, number of outages and time of day. In the case of a major weather event, it's even harder to estimate restoration times. Standard estimated restoration times are posted on Bluebonnet's outage map viewer, which you can see at outage.bluebonnetelectric.coop:82 on our website or via our mobile app. The information is also available via the outage phone line, but exact restoration times vary.

Does Bluebonnet ever call with information about an outage caused by a storm, especially if there are many without power?

Frequently, the co-op sends out automated calls to members who will be out of power for an extended time. Sometimes, Bluebonnet member service representatives will call individual members who will be out of power for an extended time.

How else can I find out about outages during and after a storm?

The co-op tries its best to keep members informed through its website, bluebonnet.coop, as well as its online outage viewer, social media (Facebook and Twitter), automated calls and traditional media such as TV, radio and newspapers. In a major event, Bluebonnet may also keep members updated by extending the hours that member service representatives are available to answer calls.

My neighbor's lights are on, but mine aren't? Why is that happening?

Even though your properties are close, your home or business could be on a different section of power line, or your outage may be an isolated incident. The source of any outage may be miles from your location, not visible to you. You may see Bluebonnet trucks on roads near your house, even though your power is still out. That's because we have different types of crews doing jobs. See the infographic on [pages 20-21](#) for details.

I think I see a live power line on the ground. What should I do?

Call 911 and stay far away! Then call Bluebonnet's outage line at 800-949-4414. A live line on the ground is extremely dangerous and can electrocute someone 25 feet away or farther. An energized line doesn't always spark or arc, or do anything to indicate it is still electrified. Assume all downed power lines are electrified.

What else can I do to plan ahead for various weather events?

We have more tips, lists and advice on the Outages and Storms page on the co-op's website at bluebonnet.coop/outages.