

At Bluebonnet's **call center**, well-trained staffers are ready with answers & solutions

Thanks for calling!

Want to talk to us?

Speak to a member service representative at **800-842-7708** from 7 a.m. to 5:30 p.m. Monday-Friday. If you'd rather email us, send it to **memberservices@bluebonnet.coop**. But if you need to report an outage, call **800-949-4414**.

By the numbers

Sept. 19, 2005 11 Employees when call center opened
19 Employees today

Date the co-op opened its call center in Bastrop

161,656

Calls handled in 2017

(Mondays and the days after holidays are the busiest.)



4:19

minutes

Average call length in 2017



:48

seconds

Average wait time in 2017

5 Call center representatives speak Spanish to assist a growing segment of our membership



We love hearing from members, but to save you time ...

... sometimes a call isn't the best way to take care of Bluebonnet business. These tasks can be handled quickly online at bluebonnet.coop or via our mobile app on your smartphone:

- View and pay your bill
- Monitor your energy use
- Report an outage
- Set up a payment arrangement
- Request security light repair or tree trimming



Sarah Beal photos

The Fab Four

That's the nickname given to this quartet of Bluebonnet representatives. They've worked in the call center since it was created in 2005. From left, they are Crys Revetta, Eva Jo Kieschnick, Theresa Kuhn and Laura Henson.

The call center representatives who have worked at Bluebonnet the longest have a cumulative 83 years of employment with the co-op. They are Sharon Paul, Jerry Krchnak and Kieschnick.

Call center FAQ: What's a capital credit?

Every May, most co-op members will get capital credits on their electric bills. Those credits are the revenue collected by Bluebonnet above what is required to run the cooperative. Members are owners, and that is one way an electric cooperative is different from other types of utilities. Also, co-op members elect the Board of Directors, and at the Annual Meeting in Giddings in May, members can meet leaders of the cooperative, learn what's going on at Bluebonnet and win prizes.



“I feel like I make a difference when I am able to help a member with a deferred payment, give someone an agency telephone number or just be someone to talk to.”

— Rosemary Gutierrez

It's automated!

Use our automated telephone system, 800-842-7708, but have your account number handy. Then you can:

- Make a payment
- Find the amount of your most recent bill, any past due amounts and due dates
- Get office locations and business hours
- Submit a request for new construction



“If you don't have time to wait on hold, that's no problem. You can leave a call-back name and number on our automated phone system and we'll call you right back!”

— Elizabeth Herschap



“The best part of my job is being able to help members understand their statements, explain Bluebonnet policies or resolve high bill inquiries.”

— Joanie Walker



Back in the day

A temporary call center, left, was created in 2005 in a conference room of Bluebonnet's original headquarters in Giddings while the current location was being built in Bastrop. Decades earlier, right, Bluebonnet's calls were answered by any available administrative employee.



New service, new team

If we are installing new poles, electrical lines and equipment at a location, a new service coordinator is ready to guide members through the multistep construction process. Speak to one of these representatives by calling **800-842-7708, option 3**.