

## MEMBER SERVICES

# Q&A

**Q:** I noticed that Bluebonnet's member service buildings had pink lights last October and that you do other things for Breast Cancer Awareness Month. It's a cause that is dear to my heart. Will you be supporting it again this year?

**A:** I'm glad you asked. As a breast cancer survivor, October is a special month for me, too. The community is very important to Bluebonnet and is, in fact, one of our six Foundation Values — Safety, Courage, Respect, Reliability, Community and Love — that shape our business decisions.

We give back to our neighbors through community service projects and by supporting worthy causes

As part of Bluebonnet's support for Breast Cancer Awareness Month, the co-op lights up its buildings in pink, and linemen like Kenny Lehmann, right, don pink hardhats. Plus, this year, if you have an online Bluebonnet account or create one by Oct. 31, you'll be entered in a drawing for two large YETI coolers, including one in pink, inset.



such as Breast Cancer Awareness Month, which we are doing again this year. In addition to illuminating our five member service centers with pink lights, our linemen are wearing pink hard hats, the Bluebonnet service trucks are displaying pink ribbon magnets and all Bluebonnet employees were given a pink T-shirt and a pink metal ribbon

pin, which you'll probably see all around the area during October.

Bluebonnet members may pick up a free pink ribbon pin in October at any one of our member service centers in Bastrop, Brenham, Giddings, Lockhart and Manor.

My motto: "Early detection is the best protection for women and men." Breast cancer doesn't care whether you are female or male. Find resources about breast cancer at [nationalbreastcancer.org](http://nationalbreastcancer.org), [breastcancer.org](http://breastcancer.org) and [komen.org](http://komen.org).

In keeping with the pink theme, members who have an online account at [bluebonnet.coop](http://bluebonnet.coop) or on our mobile app for smartphones as of Oct. 31 will be entered in a drawing for a chance to win a pink YETI cooler. For more information, go to our homepage at [bluebonnet.coop](http://bluebonnet.coop).

— Carmen Uballe,  
member service  
representative



Jay Godwin photo, above; Sarah Beal photo, right



## SAFETY FIRST: If in doubt about Bluebonnet workers, just call us

By Will Holford

Recently, one of Bluebonnet Electric Cooperative's tree-trimming contractors went to the home of a Bluebonnet member in Lee County to alert the family that some tree work was needed on their property and a crew would return in a few days to do the work.

The contractor's visit occurred just as the mother was preparing to run errands in town while her children stayed home. She felt a little uncomfortable and, after the contractor left, she made two phone calls: first to the Lee County Sheriff's office and next to Bluebonnet's member services.

She did the right thing. She asked questions and learned the contractor's crew and the work being planned were legitimate.

If you are not comfortable with someone or something happening on your property or at your home or business, Bluebonnet wants you to make a phone call to be safe and sure instead of wondering and worrying.

Bluebonnet has dozens of employees and contract crews working in the 14 counties

**If you are unsure about co-op workers on your property or at your home or business, you can call us at 800-842-7708.**

the co-op serves. They are trimming trees, clearing land, inspecting and replacing equipment, building new power lines and restoring power during outages.

Bluebonnet requires its employees and contract workers to drive company vehicles marked with Bluebonnet's and contractors' logos and wear easily identifiable company uniforms. Bluebonnet's vehicles typically are white with a blue Bluebonnet logo on the hood and doors. The trucks range from half-ton to large bucket and digger trucks. Bluebonnet contractors use their company trucks or vehicles with a Bluebonnet logo on the doors or hood. Bluebonnet's contract employees should be in their company uniforms, which vary depending on the contractor and the type of the work they are doing.

Bluebonnet encourages members to be

diligent and aware of who is at their home or on their property and what work is being performed.

Maintaining more than 11,000 miles of Bluebonnet's power lines over 3,800 square miles is never-ending work. Most of the time Bluebonnet crews and contractors work during business hours on jobs scheduled days or weeks ahead of time. On planned jobs, we notify co-op members in advance by phone or by visiting their homes and businesses about what work will be done, when and where. But sometimes, especially during storms and outages, work is performed at all hours, with no advance notice.

Contact Bluebonnet if someone claiming to be a Bluebonnet employee or contractor is on your property or at your home or business and is not driving a company truck or wearing a proper uniform or if something seems suspicious. Call Bluebonnet's member services at 800-842-7708 Monday through Friday, from 7 a.m. to 5:30 p.m. After business hours or on weekends, if you are suspicious of a worker, call 911 or contact your local law enforcement agency.