

# Q&A



**Q:** When I open Bluebonnet's mobile app on my phone, a red bar asks me to download a new version. What's different about the new app? How do I download it?

**A:** Thanks for using our mobile app. Indeed, we updated the app with a fresh new look to make it easier to do business with Bluebonnet. You will need to manually download the improved app.

Search for "Bluebonnet Electric" in the App Store for iPhones or in Google Play if you have an Android phone. Download the new Bluebonnet app and it will automatically replace the older version.

More than 440 members had downloaded the improved app by early August. We think you're going to like it, too. It has the same great features as the previous app but is easier to use. You can view and pay your electric bill, report a power outage, monitor your energy use, select and receive energy and outage alerts, update your contact information and sign up for paperless billing. The new version has a cleaner design that mirrors our website and it's simpler to navigate.

As a bonus, anyone who downloads Bluebonnet's updated app by Sept. 30, 2015,

and uses it to pay a bill, access account information, set up alerts or conducts any other business with Bluebonnet, automatically will be entered to win a new iPhone 6.

Bluebonnet gave away two iPhones in August to members who had downloaded and used the app and will draw names Oct. 1 for two more free iPhones. You can win other prizes by participating in our social media contests through the end of September. (Check out [facebook.com/BluebonnetElectric](https://facebook.com/BluebonnetElectric) for details.)

The new version of our app is one of many options Bluebonnet offers members. The app lets you manage your Bluebonnet account 24/7 right in the palm of your hand.

Questions? Contact a member service representative by emailing [memberservices@bluebonnet.coop](mailto:memberservices@bluebonnet.coop) or calling 800-842-7708 Monday through Friday from 7 a.m. to 5:30 p.m. You can also get assistance at one of our five member service centers in Bastrop, Brenham, Giddings, Lockhart or Manor.

— Elizabeth Herschap,  
member service representative

# Anytime, anywhere

Bluebonnet's updated mobile app gives you fast, simple account access.

Pay your bill, monitor and manage energy use, report outages or set up alerts from anywhere your smartphone goes.



>>GET OUR *Improved* mobile app

**Download it today at the iPhone/iPad App Store or Google Play.**

## Use it and be entered in a drawing to win a new iPhone 6!

All Bluebonnet members who use the mobile app to pay their bill in August or September will be automatically entered to win a new iPhone 6. Two will be given away on Sept. 1, 2015, and another two on Oct. 1, 2015.

Get all the details on our website at [bluebonnet.coop/mobile-app](http://bluebonnet.coop/mobile-app) or call **800-842-7708**.

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