Street Lighting, outage complaint process

Reporting Street Lighting issues DIRECTLY with the Utility Company can result in a faster turn around. Use the map below to determine which Utility territory you have:
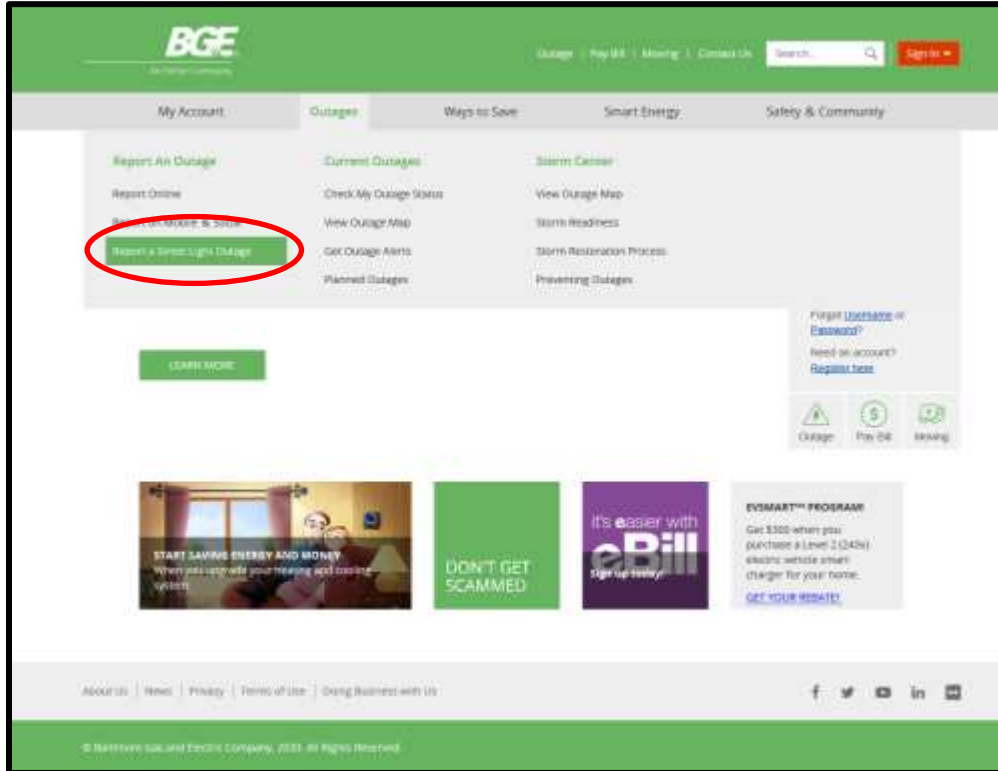

CLICK HERE FOR BGE

CLICK HERE FOR PEPCO

CLICK HERE FOR SMECO

BGE Reporting Street Lighting Outages

- Go to the following BGE website:
  - https://www.bge.com/Pages/default.aspx
- Select the "Outage" Tab and on the Left Side select "Report a Street Light Outage"

- To the best of your knowledge, fill out the Lighting Outage Request Form.

- You will then receive an email with information in regards to the outage you reported. Please keep that email.
- Typical street light repairs will take up to a week unless there is a wiring issue (cable fault). In those cases, it usually takes at least eight weeks.
- You can also report a Street lighting outage for BGE by calling **1-410-470-9446 or 1-800-685-0123**. Please note that response time is FASTER if the citizen selects the "web" option versus the "telephone call" option.

- Outages in PEPCO territory can be reported by telephone or through their website (preferable method).
- As a first option, go to the following PEPCO website (Click the below link in blue) (https://www.pepco.com/Pages/default.aspx)
- You will then get a screen that looks like the below:
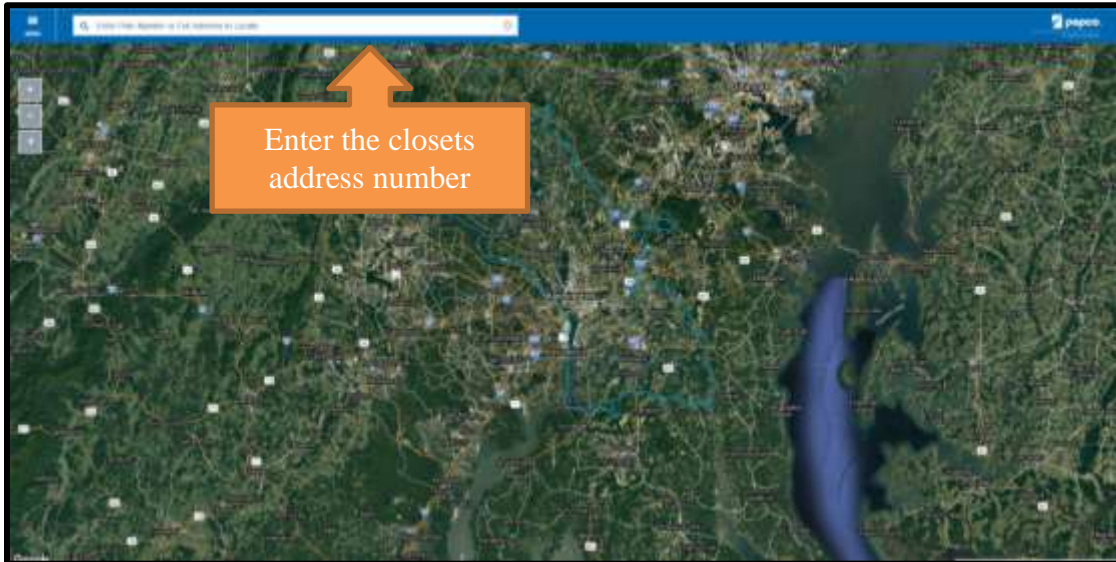
- You can also report a Street lighting outage for PEPCO by calling 1-877-737-2662. Please note that response time is FASTER if the citizen selects the "web" option versus the "telephone call" option.
- After you navigate to the area of the outage, you will see the map change to show green bubbles indicating existing lighting. If you don't see the light in question (green bubble), then you can add it with the mouse (by clicking on the location). If the bubble is orange, that means that the light has already been reported. Also, if you click on an orange bubble, it will indicate when the outage was reported.

- Select the light that is out, and it will prompt you to "REPORT THIS LIGHT" then you will complete the information on the on-line request form:

- After you select "Report," the green bubble for the light will turn orange. You will also receive a confirmation email. Please keep that email.
- Typical street light repairs will take up to two weeks unless the line has been cut (cable fault). In those cases, it usually takes at least 8 weeks.
- As a note, when calling to report a street lighting outage, call **1-877-737-2662.** Be sure to be able to provide the following information:
  - o Provide utility pole number if the street light is on a utility pole;
  - o Provide the nearest address to the street lighting outage;
  - o Provide a call back number;
  - o Request a tracking number so that if you call back and get the status

Street Lighting, outage complaint process, SMECO
- SMECO's toll-free general number, **1-888-440-3311,** will allow a citizen to report a street light outage and to speak directly to a Call Center Representative. SMECO's Call Center is available 24/7.
  - o Provide utility pole number if the street light is on a utility pole;
  - o Provide the nearest address to the street lighting outage;
  - o Provide a call back number;
  - o Request a tracking number so that if you call back and get the status;
- Typical street light repairs will take up to a week unless the line has been cut (cable fault). In those cases, it usually takes at least 8 weeks.