

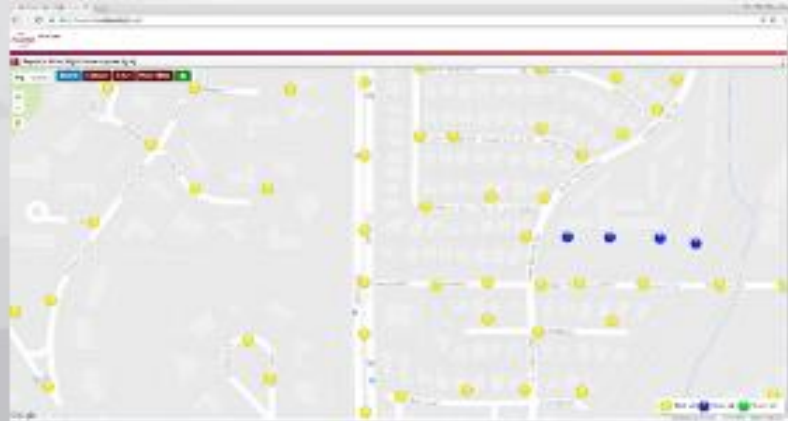
STREETLIGHT OUTAGES

Lighting the way for drivers and pedestrians, streetlights are vital to our everyday lives. With approximately 400,000 streetlights across the Oncor system, Oncor appreciates everyone's help in identifying lights that are malfunctioning or in need of repair. The sooner Oncor knows they are out, the sooner we can get them fixed! Per Public Utility Commission of Texas rules, Oncor has 15 days to complete a repair once notified, however Oncor aims to complete standard repairs (burned out bulbs, photocells) in five days or less.

There are two methods to report streetlight outages:

- Visit oncorstreetlight.com.
- Call 1.888.313.4747

Learn more about streetlights, including current topics of interest and frequently asked questions when visiting oncorstreetlight.com.



Reporting an Outage - SLOTS

1.) Identify Streetlight

ONCOR. | Oncor Streetlight Outage Reporting

Address / FLN / Coordinates



How to Report an Outage

Step 1

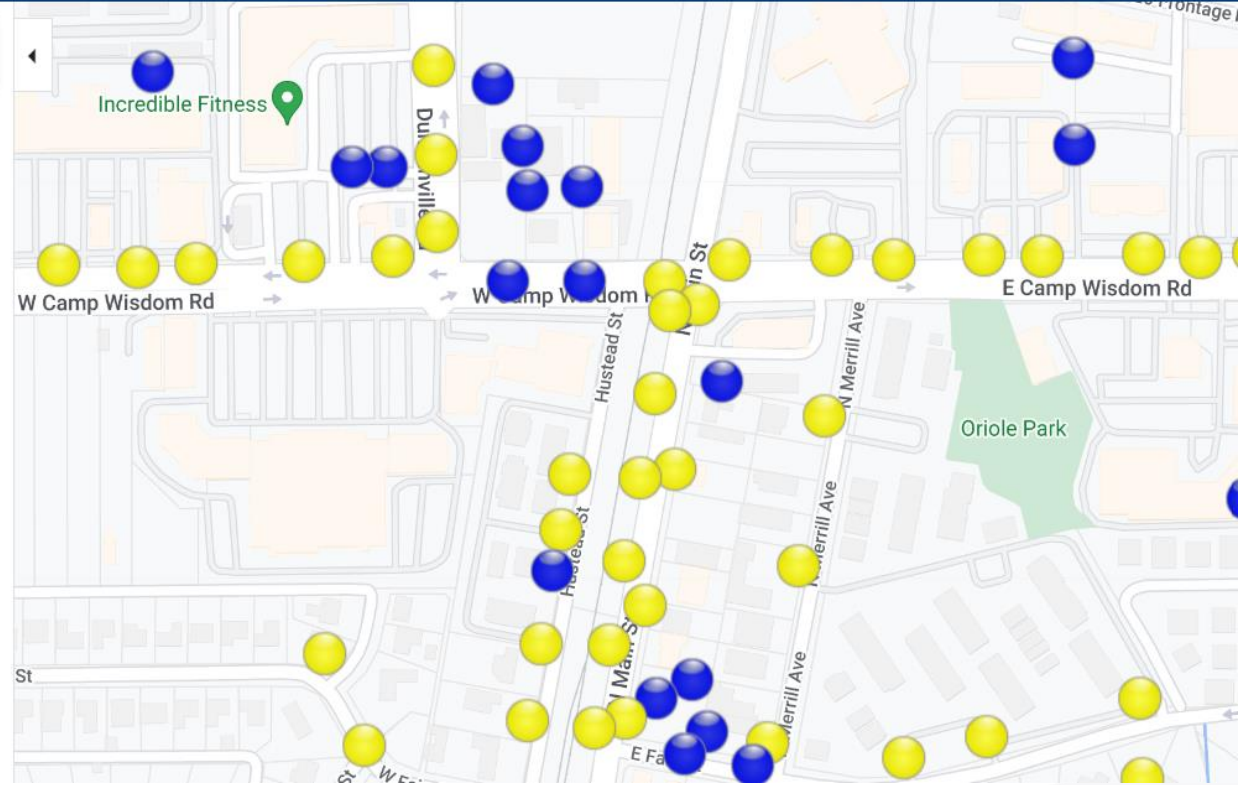
Select or Search for a Streetlight on the Map

Step 2

Identify the Problem

Step 3

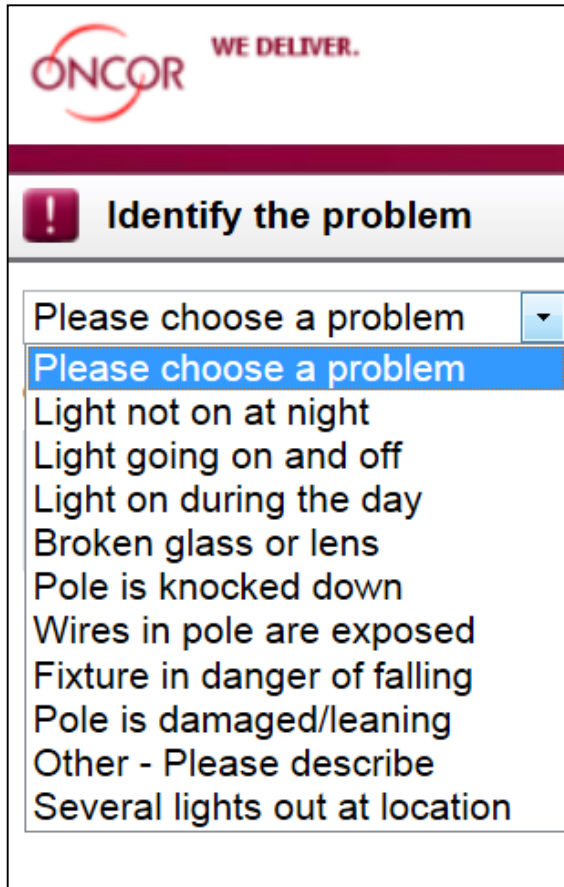
Select Report Button to Submit



<https://www.oncorstreetlight.com>

How to Report an Outage - SLOTS

2.) Select Problem



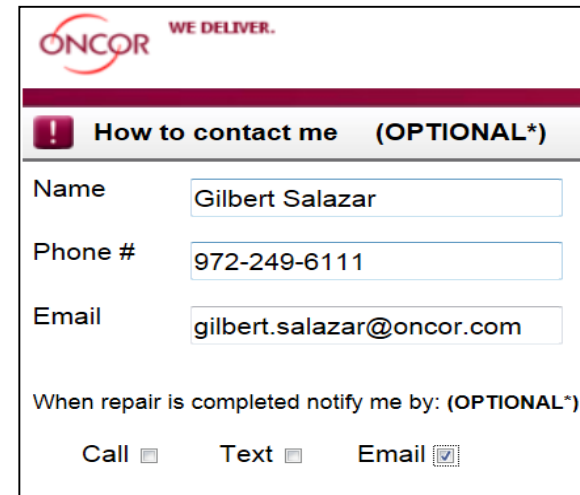
ONCOR WE DELIVER.

Identify the problem

Please choose a problem ▼

- Please choose a problem
- Light not on at night
- Light going on and off
- Light on during the day
- Broken glass or lens
- Pole is knocked down
- Wires in pole are exposed
- Fixture in danger of falling
- Pole is damaged/leaning
- Other - Please describe
- Several lights out at location

3.) Contact Information



ONCOR WE DELIVER.

How to contact me (OPTIONAL*)

Name

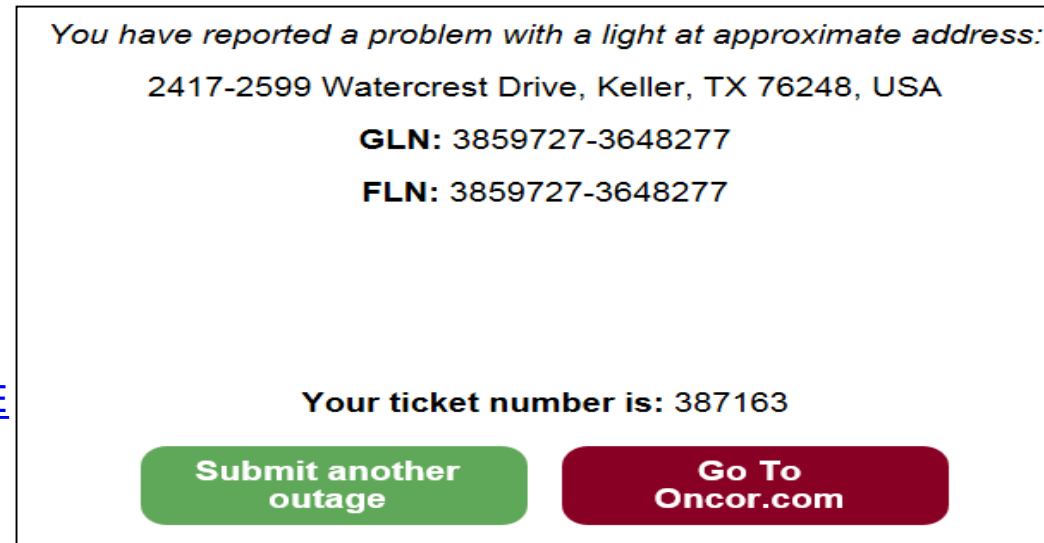
Phone #

Email

When repair is completed notify me by: (OPTIONAL*)

Call Text Email

4.) Confirmation & Ticket Number



You have reported a problem with a light at approximate address:

2417-2599 Watercrest Drive, Keller, TX 76248, USA

GLN: 3859727-3648277

FLN: 3859727-3648277

Your ticket number is: 387163

Submit another outage **Go To Oncor.com**

<https://www.youtube.com/watch?v=1WwzCd9CIEE>