



To report a streetlight problem such as a light not on at night, blinking on-off, stays on during the day, or any other related problem, notify Ohio Edison by any of these convenience methods [1] on-line, [2] over the phone or [3] submit by fax. Streetlights reported through any of these methods will be inspected promptly and returned to operation as soon as possible. It is our goal to repair all streetlights within 72-hours of receiving a notice. Some repairs may take longer than others based on the conditions found in the field.

## ON-LINE REPORTING

Using a web enabled device, following these steps.

1. Navigate to [www.FirstEnergyCorp.com](http://www.FirstEnergyCorp.com)
2. Select "Report an Outage" from the upper left menu group
3. Select "Report Streetlight Problem" or "Report Multiple Streetlight Problems" from the upper left menu group
4. Complete the on-line form, entries with an asterisk (\*) are required fields.
5. Click [NEXT] at the bottom of the screen when the form is complete.
6. Review the summary page, and click [SUBMIT] if correct, or [BACK] to return to the previous page to make the necessary corrections.
7. Users will then see the following statement on a new web page.

**Report Streetlight Problem**

**Streetlight information sent.**

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Thank you for visiting the FirstEnergy Web site. If you do not receive a confirmation message within 48 hours, there might have been an error processing your request. For further assistance please call your [FirstEnergy Contact Center](#).

8. A follow up eMail will be delivered to the eMail address provided in step #4 above. This message will include a "notification" number that can be used to follow up with the report should it be necessary.

## OVER THE PHONE

1. Call the FirstEnergy Contact Center at 1-800-633-4766 and follow the automated prompts.
2. Be prepared to provide and closest street address to the problem streetlight.

## SUBMIT A FAX

1. Complete Ohio Edison form X-3448
2. Fax to 877-289-3674