

Please follow the numbered steps below to report an outage.

**1.** In the "Address" box, enter the approximate street address of the light, always being sure to include city name and then click "Go" to take you to the location and display the lights in the area. The arrows +/- in the upper left corner of the map can be used to move around the map to a different location and then click on "Show Lights" to display the lights in the new area.

**2.** The address you entered will be marked by a yellow balloon. Oncor street lights will be shown in red. (Blue balloons denote Guard lights which must be reported to the Retail Electric Provider.)

**3.** After balloons appear, click on the red balloon indicating the affected Oncor light. Once selected, the balloon will change from red to black. The "Location #" box on the right side of the page will automatically be filled.

**4.** Enter your name and contact information.

**5.** Check the box indicating whether you'd like to be notified about the repair by e-mail or phone. E-mail is the quickest way to receive confirmation.

**6.** Check the box(es) indicating the issue(s) affecting the light you've selected.

**7.** Type in any additional information not covered by the check boxes in number 6, such as "bird's nest in fixture."

**8.** Click the "Submit Report" button. Do not hit the "Back" button while page loads. A screen will appear confirming your report and providing a tracking number for future reference.

The screenshot shows the OncorStreetLight.com website. At the top, there's a navigation menu with options like "Delivering Electricity", "About Oncor", "News", "Technology & Reliability", "Safety", "Community", and "Contact Us". Below the menu is a search bar with a "Go" button. A map of an area in Atlanta is displayed, showing various streets and streetlights. A yellow balloon is placed on the map, and a red balloon is also visible. The form on the right side of the page includes fields for "Name:", "Phone:", and "E-mail:". There are checkboxes for "When repair is complete notify me" and "By Phone" / "By Email". A "Location #" field is also present. Below the form, there are checkboxes for "Please describe the problem." with options like "Light not on at night", "Several lights out at location", "Pole is knocked down", "Light going on and off", "Wires in pole are exposed", "Light on during the day", "Fixture in danger of falling", "Broken glass or lens", "Pole is damaged/leaning", and "Other - Please describe". A "Submit Report" button is at the bottom of the form.

