

## Street Light Outage Reporting Q&A



### **Q. How do I report a streetlight outage?**

A. Streetlight outages may be reported online at [OncorStreetLight.com](http://OncorStreetLight.com). We ask that you provide basic contact information in case we need additional information or clarification so that we can locate and repair the light quickly. You can also report a streetlight outage by phone by calling 1.888.313.4747.

### **Q. What information do I need to report a street light outage?**

A. With our new map based outage reporting system, it is even easier to report street lights out. Simply type in a location at or near the light you want to report and the lights will show on the map. Click on the light and it will populate the information we need to identify the light. Then simply tell us what the problem is, provide your contact information in case we need some additional clarification and that should be all we need to get your light repaired quickly.

### **Q. How do I know if a light is actually a streetlight?**

A. If the light is facing the street, it is more than likely a streetlight. If the light is located in a back yard, alleyway or parking lot, it is probably a guard light or private lighting. Looking at the area in question on the map attached to the outage form at [OncorStreetLight.com](http://OncorStreetLight.com) street lights will be shown with a red marker and guard/private lights are shown by a blue marker.

### **Q. If the light that is out is actually a guard/private light, how do I report it to get it repaired?**

A. Repairs for guard lights or private lights should be reported by the property owner where the light is located, to their retail electric provider.

### **Q. Why can't I find the streetlight I'm looking for on your map?**

A. Lights may be owned privately, by a utility company other than Oncor, by a governmental entity (such as the Texas Department of Transportation or North Texas Tollway Authority), or a city. For example, the cities of Arlington, Fort Worth, and Wichita Falls are some of the cities where Oncor delivers electric service, yet we don't own most or any of the street lights. If you're certain the light you want to report belongs to Oncor but you still can't find it on our new map, please call **1-888-313-4747** or email [contactcenter@oncor.com](mailto:contactcenter@oncor.com) and we will assist you.

### **Q. If the light I am reporting is a highway light, how do I report it?**

A. TxDOT has a toll free customer complaint line 800-55TxDOT (800-558-9368) available Monday through Friday between 8 a.m. and 5 p.m.

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### **Q. Why can't I find my street on your map?**

A. We use Google Maps and map data provided by Tele Atlas. Tele Atlas has provided a web site for reporting corrections that can be reached by following this link: [Contact TeleAtlas](#)

### **Q. How do I know if someone has come to check on a streetlight that is not functioning properly?**

A. If we were successful in repairing the light, it should be operating shortly after we receive the outage report. If you provide either your telephone number or e-mail address on our online reporting form, you can indicate if you would like to be notified when the repair is complete. E-mail notification is the quickest way to receive confirmation that the repair has been completed.

### **Q. When can I expect the streetlight to be repaired?**

A. The cause of a streetlight outage impacts the length of time necessary to resolve the problem. Most streetlight outages can be repaired within a few days. However, damage to facilities may require additional time to repair. Providing accurate and specific information when you report a streetlight outage will help expedite the process.

### **Q. What causes streetlights to stop working?**

A. The streetlight is an engineered product that requires many components to function properly. An outage may be due to a bulb that has failed or something more complicated, such as power lines that are damaged in the vicinity of the streetlight.

### **Q. Does Oncor own the streetlights?**

A. In most cities we serve, streetlights are owned and maintained by Oncor. In some cases, cities, home owners associations, planned developments, etc. choose to install and maintain their own streetlights.

### **Q. How many streetlights does Oncor maintain?**

A. Oncor maintains more than 200,000 streetlights across north Texas and approximately 200,000 streetlights elsewhere in Texas.

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**Q. How do I know if the streetlight is out or simply not on? Is there a certain time of day that streetlights begin to operate?**

A. New streetlights are often the first facilities installed in a new development but are not always energized. For safety reasons the facilities may not become energized until a later date.

Most existing streetlights are operated by a device that senses available sunlight, called a photocell. Sensitivity among photocell devices may differ slightly, causing one light to come on before another. Shadows from structures or trees can also effect the operation of the light. If a streetlight isn't operating after dark, when all other lights in the area are on, the streetlight may be in need of repair.

**Q. Do I get charged for repairing a streetlight that goes out in my neighborhood?**

A. No. The cost for streetlight repairs are included as part of the monthly rate paid for street light service, which is typically paid for by your city.

**Q. How do I report my neighborhood's need for additional street lights?**

A. Oncor does not determine the need for street lighting. That determination is the responsibility of your city. We would suggest that you contact your local city staff to discuss additional lighting.