



Ohio Edison • The Illuminating Company • Toledo Edison  
 Met-Ed • Penelec • Penn Power • Jersey Central Power & Light  
 West Penn Power • Mon Power • Potomac Edison

## STREET LIGHT PROBLEM REPORT

Please report via one method only (on-line, fax, or phone)

<b>ON-LINE REPORTING</b>	Using a web enabled device, following these steps. <ol style="list-style-type: none"> <li>1. Navigate to <a href="http://www.FirstEnergyCorp.com">www.FirstEnergyCorp.com</a></li> <li>2. Select "Report an Outage" from the upper left menu group</li> <li>3. Select "Report Lighting Problem" from the upper left menu group</li> <li>4. Answer the first two questions, then select the appropriate button to report an outage for either a Streetlight, Multiple Streetlights, or Outdoor Area Light</li> <li>5. Log in, Register, or select the link under "Don't know your account information..." at the bottom of the page</li> <li>6. Complete the on-line form, entries with an asterisk (*) are required fields</li> <li>7. Click [NEXT] at the bottom of the screen when the form is complete</li> <li>8. Review the summary page, and click [SUBMIT] if correct, or [BACK] to return to the previous page to make the necessary corrections</li> <li>9. After clicking [SUBMIT], users will then see the following statement on the confirmation page: 'Thank you. Your lighting problem has been received and is currently under review. Please reference the request number below for any future inquiries regarding this matter.'</li> </ol>		
<b>FAX REPORTING</b>	Please check which state <b>and</b> utility this applies to:		
	<b>FAX 1-877-289-3674</b>	<b>FAX 1-877-289-3674</b>	<b>FAX 1-877-289-3674</b>
	<input type="checkbox"/> <b>Pennsylvania</b> <input type="checkbox"/> Penelec <input type="checkbox"/> Penn Power <input type="checkbox"/> Met-Ed <input type="checkbox"/> West Penn Power <input type="checkbox"/> <b>New Jersey</b> <input checked="" type="checkbox"/> Jersey Central Power & Light	<input type="checkbox"/> <b>Ohio</b> <input type="checkbox"/> The Illuminating Company <input type="checkbox"/> Ohio Edison <input type="checkbox"/> Toledo Edison	<input type="checkbox"/> <b>Maryland</b> <input type="checkbox"/> Potomac Edison <input type="checkbox"/> <b>West Virginia</b> <input type="checkbox"/> Potomac Edison <input type="checkbox"/> Mon Power
<b>PHONE REPORTING</b>	<ol style="list-style-type: none"> <li>1. Call 1-888-544-4877 during normal business hours.</li> <li>2. For type of outage, respond "Street Light Problem".</li> <li>3. When asked for phone number, respond "I don't have it".</li> <li>4. When asked if account number is available, respond "no".</li> <li>5. These responses typically route the call to a representative.</li> </ol>		

