



To report a streetlight problem such as a light out, blinking on-off, staying on during the day, or any other related problem, notify Met-Ed either by [1] visiting our website, [2] submitting a fax or [3] by phone. Streetlights reported through any of these methods will be inspected promptly and returned to normal operation as soon as possible. Most repairs are made within three days. Sometimes repairs may take longer, depending on the severity of damage and the amount of work that needs to be done.

ON-LINE REPORTING

Using a web enabled device, follow these steps.

1. Navigate to www.FirstEnergyCorp.com
2. Select “Report an Outage” from the upper left menu group
3. Select “Report Lighting Problem” from the upper left menu group
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
5. Log in, Register, or select the link under “Don’t know your account information...” at the bottom of the page
6. Complete the on-line form, entries with an asterisk (*) are required fields.
7. Click [NEXT] at the bottom of the screen when the form is complete.
8. Review the summary page, and click [SUBMIT] if correct, or [BACK] to return to the previous page to make the necessary corrections.
9. Users will then see the following statement on a new web page.

Report Streetlight Problem

Streetlight information sent.

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](#).

10. A follow up email will be delivered to the email address provided in step #6 above. This message will include a “notification” number that can be used to follow up with the report should it be necessary.

SUBMIT A FAX

- 1 Complete Met-Ed “Street Light Problem Report” form X-3448
- 2 Fax to 877-289-3674

OVER THE PHONE

- 1 Call the FirstEnergy Contact Center at 1-800-545-7741 and follow the automated prompts.
- 2 Be prepared to provide the closest street address and pole number for the problem streetlight.