



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)



ON-LINE REPORTING	<p>Using a web enabled device, following these steps.</p> <ol style="list-style-type: none"> 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. 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.'
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FAX REPORTING	Please check which state and utility this applies to:		
	FAX 1-877-289-3674	FAX 1-877-289-3674	FAX 1-877-289-3674
	<input type="checkbox"/> Pennsylvania <input type="checkbox"/> Penelec <input type="checkbox"/> Penn Power <input type="checkbox"/> Met-Ed <input type="checkbox"/> West Penn Power <input type="checkbox"/> New Jersey <input checked="" type="checkbox"/> Jersey Central Power & Light	<input type="checkbox"/> Ohio <input type="checkbox"/> The Illuminating Company <input type="checkbox"/> Ohio Edison <input type="checkbox"/> Toledo Edison	<input type="checkbox"/> Maryland <input type="checkbox"/> Potomac Edison <input type="checkbox"/> West Virginia <input type="checkbox"/> Potomac Edison <input type="checkbox"/> Mon Power

PHONE REPORTING	<ol style="list-style-type: none"> 1. Call 1-888-544-4877 during normal business hours. 2. For type of outage, respond "Street Light Problem". 3. When asked for phone number, respond "I don't have it". 4. When asked if account number is available, respond "no". 5. These responses typically route the call to a representative.
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Street Light Problem Report

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NAME	PHONE NUMBER	FAX NUMBER
COUNTY	MUNICIPALITY	DATE

NEAREST ADDRESS OF LIGHT (Pole Number / Cross Street)	Please Check Situation That Applies	FirstEnergy Use Only Notification Number
	<input type="checkbox"/> Lights Off <input type="checkbox"/> Continuous On <input type="checkbox"/> On/Off Lights <input type="checkbox"/> Other	
	<input type="checkbox"/> Lights Off <input type="checkbox"/> Continuous On <input type="checkbox"/> On/Off Lights <input type="checkbox"/> Other	
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FirstEnergy Use Only	
DATE	SAP NUMBER