

# Streetlight Outages

## Streetlight Outages

To report a problem with a streetlight, please call

**1-800-436-PSEG**  
(7734)

or login to My Account

**[www.pseg.com/myaccount](http://www.pseg.com/myaccount)**

Click on **Outages & Leaks**, then click on **Report Streetlight Outage**.

The following information will assist us in expediting repairs:

- Is the light off at night or on during the day?
- Is the fixture or pole damaged or missing?
- Street and nearest cross street
- Nearest house number
- Pole number
- Your name and phone number

### How do I report a streetlight outage?

You can log into **PSEG.com** and register for **PSE&G MyAccount**. Once logged in, click on **Outages & Leaks**. Next, click on **Report Streetlight Outage**. You can also call **1-800-436-7734**.

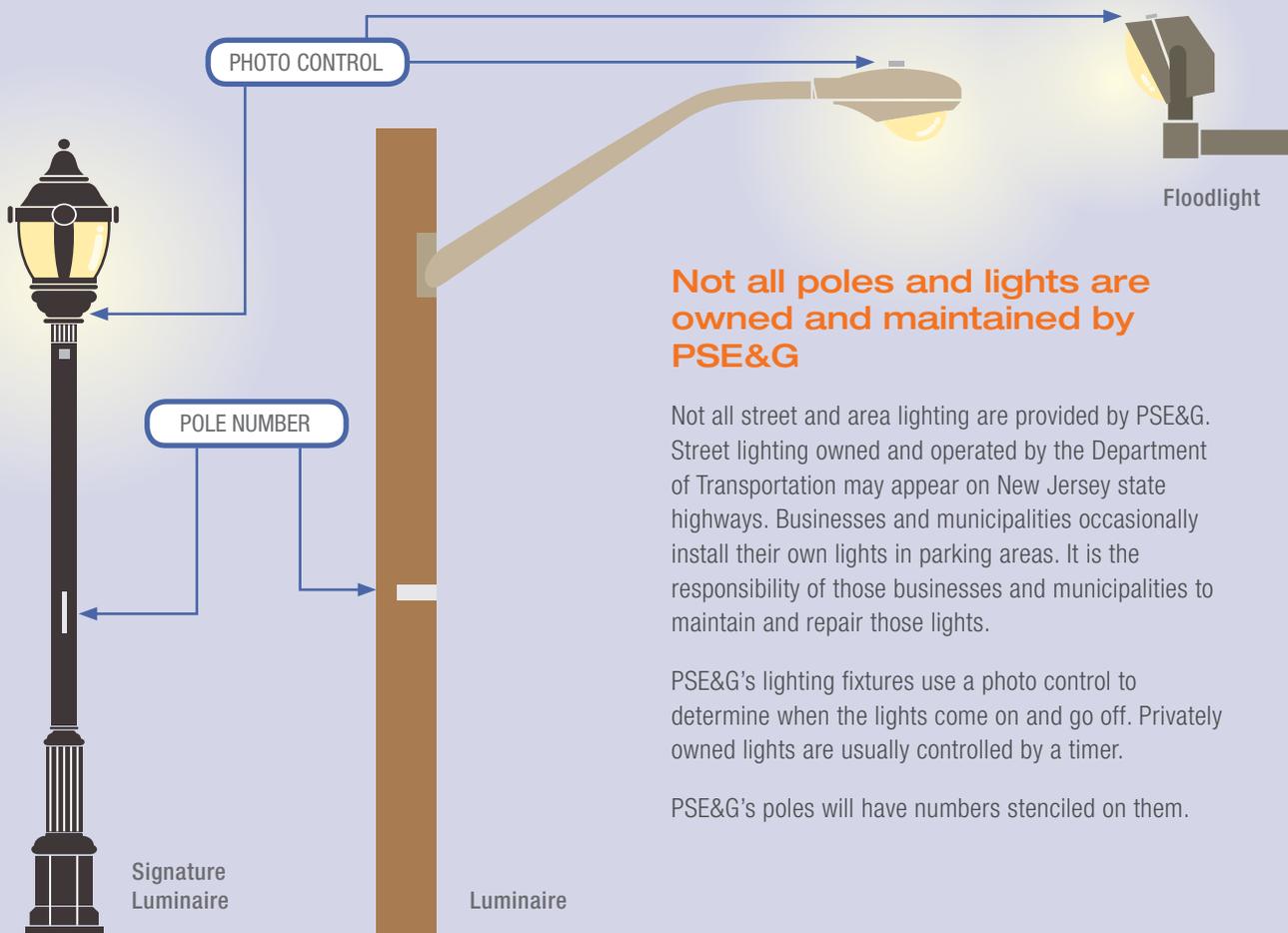
It is important to provide information regarding the location and status of the streetlight. One of the most important pieces of information is the pole number. If there is no pole number on the pole, give the full address of the home or business in front of which the pole is located, or provide the pole numbers of the poles on either side of the malfunctioning light. If the pole is at an intersection, provide the names of the two streets.

Landmarks such as schools, libraries, train stations, etc., are other good identifying pieces of information for pole locations. If the pole is in a parking lot, provide the name of the business where the parking lot is located.

It is helpful to tell us the current condition of the streetlight. Is it out? Is it going on and off? Is it on during the day? Is it making unusual sounds? Are the light, and/or the pole missing? This information should be provided when you report a streetlight outage to help us identify the problem.

PSE&G has more than 475,000 streetlights, decorative lights, and area lights on its system.

We can use your assistance by letting us know when they are not operating properly.



### Not all poles and lights are owned and maintained by PSE&G

Not all street and area lighting are provided by PSE&G. Street lighting owned and operated by the Department of Transportation may appear on New Jersey state highways. Businesses and municipalities occasionally install their own lights in parking areas. It is the responsibility of those businesses and municipalities to maintain and repair those lights.

PSE&G's lighting fixtures use a photo control to determine when the lights come on and go off. Privately owned lights are usually controlled by a timer.

PSE&G's poles will have numbers stenciled on them.

### How does the streetlight get repaired or replaced?

After a report is received by PSE&G, a lamp inspector will investigate the problem. The majority of streetlight malfunctions are related to a light bulb or photo cell. The lamp inspector will replace the complete streetlight head if the repair is more complicated. Once reported, repairs are usually completed within a few days.

If there is no power to the light, the streetlight outage report is referred to the engineering department to investigate. Repairs typically consist of replacement of the pole, or repair/replacement of the supply wiring, and take additional time to complete.

The customer will be provided with the name and phone number of the engineering technician doing the investigation.

Once the source of the problem is determined, the engineering technician will create work orders for the underground or overhead construction department to complete repairs. The customer can call the engineering technician directly for updates on the repair of the light.

### Examples of pole numbers

