

UPDATE

Ohio Edison
A FirstEnergy Company



Electric Service

Electric Service is provided by Ohio Edison, a First Energy Company. For service or billing questions, call 1-800-633-4766.

To report a power outage, call 1-888-LIGHTSS (1-888-544-4877) Please use the information provided on the First Energy website under [Service Requests](#) for any of the following issues:

- Start or Stop Service
- Report a Tree Problem
- Report a Lighting Problem (Street Light Outage)
- Request Electric Work (Builders and Contractors)

Streetlights are essential to our communities, from supporting safety and security to helping to project an image of being a thriving place that is “open for business” to residents and visitors. Ensuring the streetlights come on each night is very important, from both a company and customer perspective, because improved street lighting can help reduce crime in local neighborhoods and communities.

Ohio Edison relies on customers to contact us when they see that a light is out on their street corner or along a road because it’s a critical step in our efforts to make timely repairs.

Here are the best ways to report a streetlight outage:

- Call us at 1-888-LIGHTSS (1-888-544-4877) and say “streetlight” after the greeting.
- Use this link to [report the lighting problem](#) online.
- When reporting an outage, let us know:
 - Your name and phone number (in case we need more information).
 - Address where the streetlight is located (nearest house or business address and the nearest cross street).
 - Number on the utility pole. **HINT: Tie a ribbon around pole and mention it when reporting**
 - What is wrong with the streetlight (damaged pole; broken light fixture; light is off at night, on during the day, or flickers).

If you’re without power, do not rely on your neighbors to report it. Individual customer-reported outages help us pinpoint the damage locations, which can help speed restoration since we can get a crew there faster.

Please always report your outage by:

- Calling 1-888-LIGHTSS (1-888-544-4877)
- Texting OUT to 544487 (LIGHTS)
- Visiting www.ohioedison.com and clicking “Report Outage”

If you spot a downed or low-hanging power line, always assume it is energized and **STAY FAR AWAY**. Report it immediately by calling 911.

For more information on Ohio Edison’s storm preparation and restoration process, visit our [outage information pages](#). You can also follow us on Twitter [@OhioEdison](#) and Facebook at www.facebook.com/OhioEdison for important safety reminders and tips to prepare your family for outages.