

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.