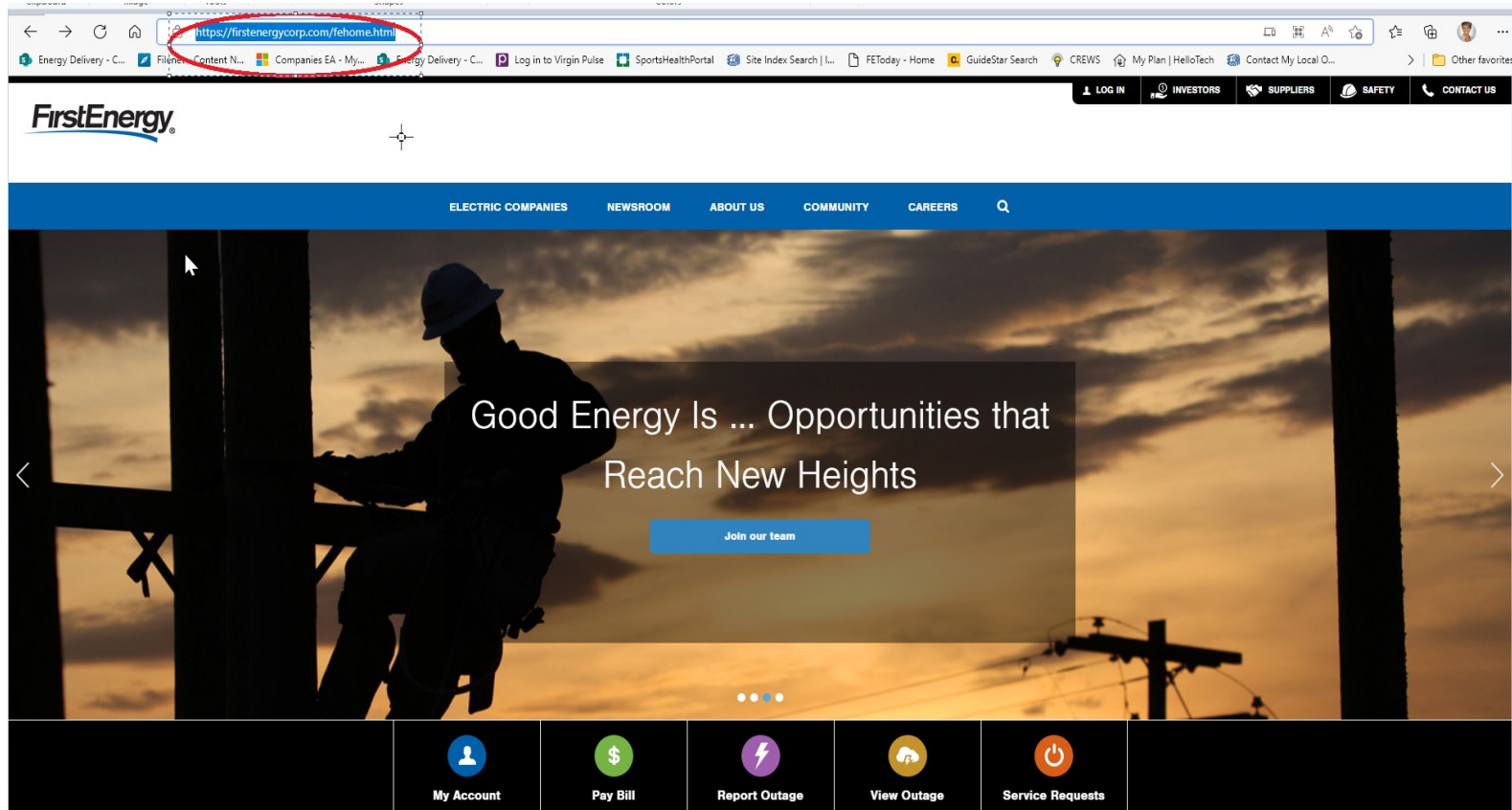
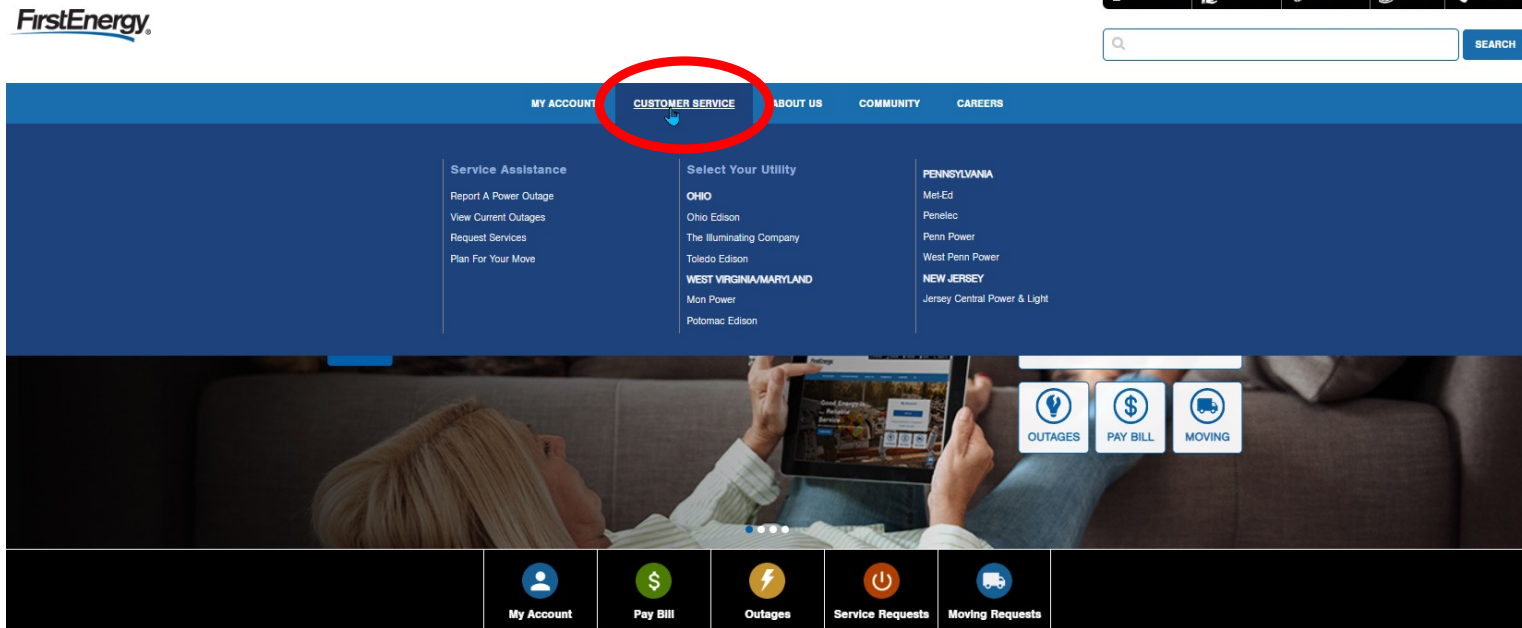


1. Please visit our website at, www.firstenergycorp.com.



2. Please select **Customer Service** from the header menu.

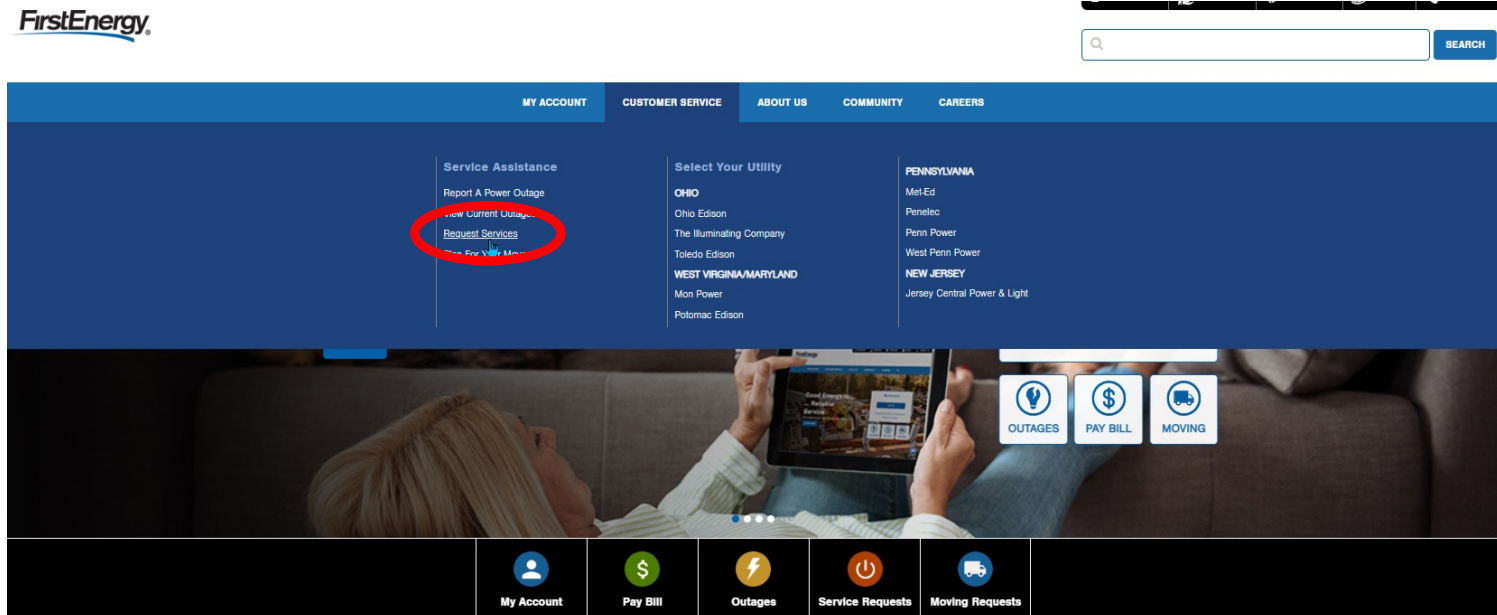


Our Commitment

We are committed to making customers' lives brighter, the environment better and our communities stronger.



3. Please select **Request Services**, from the drop-down menu.



Our Commitment

We are committed to making customers' lives brighter, the environment better and our communities stronger.

4. Please select **Streetlight or Outdoor Area Light Problem**, from the left menu.

The screenshot shows the MonPower website interface. At the top left is the MonPower logo with the tagline 'A FirstEnergy Company'. To the right is a search bar with the text 'FIRSTENERGYCORP.COM' and a 'SEARCH' button. Below the logo is a navigation bar with links for 'MY ACCOUNT', 'SERVICE REQUESTS', 'OUTAGES', 'SAFETY', and 'SAVE ENERGY'. The main content area is titled 'Service Requests' and includes a left-hand menu with links for 'Moving Requests', 'Streetlight or Outdoor Area Light Problem' (circled in red), and 'Request Electrical Work'. The main content area is divided into two sections: 'Moving Requests' and 'Request Electrical Work'. The 'Moving Requests' section includes a list of links: 'Start, Stop or Transfer Service', 'FirstEnergy's Service Territory', and 'Utility Smart Home - IbeX's Connections Service*'. Below this is a blue box with the heading 'Learn More About Moving Requests' and a truck icon. The 'Request Electrical Work' section includes a list of links: 'Establish or Upgrade Service', 'Rules, Guidelines and Restrictions', 'Customer Requirements for Electric Service', 'Search Electric Inspection', and 'Electrical Service Project Tracker'. A 'Feedback' button is located on the right side of the page, and a chat icon is at the bottom right.

5. Please begin answering the following question to report the situation.

Additional questions will appear as you continue.

Please then select if you are reporting a single or multiple streetlights to continue.

The screenshot shows the Penelec website's 'Outdoor Lighting Problem' reporting form. The page is titled 'Outdoor Lighting Problem' and includes a navigation menu with options like 'MY ACCOUNT', 'SERVICE REQUESTS', 'OUTAGES', 'SAFETY', and 'SAVE ENERGY'. A search bar is located in the top right corner. The main content area is framed by a red border and contains the following text:

Outdoor Lighting Problem

If you notice a streetlight or outdoor area light is out, please use this form to let us know about the problem. Thank you for helping to keep our community safe.

Please answer the following questions to determine whether or not you need to report an outage or if this may be a hazardous situation

Is power on in the immediate area of the affected light?

YES NO

Does the light present a hazardous situation such as: broken glass or lens; unstable fixture; exposed wires; damage, leaning, or fallen pole?

YES NO

Select the type of lighting problem.

Streetlight
Single streetlight is supported by a lamppost or pole, on a street, road, or public area.

Multiple Streetlights
Multiple streetlights are more than one streetlight issue for the same city or township.

Outdoor Area Light
Outdoor lighting is on a customer's property, maintained by the utility and leased to the customer.

At the bottom of the page, there is a footer with the Penelec logo, a 'Help' section with links to 'My Account', 'Outages', 'Safety', and 'Save Energy'; a 'Mobile Tools' section with links to 'Billing/Payments', 'Site Map', and 'Electric Vehicles'; a 'Report an Outage' section with a link to 'Report Outage Online' and 'Report by Text Message: Text "OUT" to 544467'; and a 'Connect With Us' section with social media icons for Twitter, Facebook, LinkedIn, YouTube, and Instagram.

6. Please select one of the following methods to continue.

If you do not have an account or your account number, please select **No Account** to continue.

Potomac Edison
A FirstEnergy Company

FIRSTENERGYCORP.COM MY ACCOUNT CONTACT US

SEARCH

MY ACCOUNT SERVICE REQUESTS OUTAGES SAFETY SAVE ENERGY

Home | Outages

Outages

- Report Power Outage
- My Outage Information
- Outage Help
- Streetlight or Outdoor Area Light Problem
- Storm Information
- Planned Outages

Outdoor Lighting Problem

If you notice a streetlight or outdoor area light is out, please use this form to let us know about the problem. Thank you for helping to keep our community safe.

Please answer the following questions to determine whether or not you need to report an outage or if this may be a [hazardous situation](#)

Select the type of lighting problem.

- Streetlight**
Single streetlight is supported by a lampost or pole, on a street, road, or public area.
- Multiple Streetlights**
Multiple streetlights are more than one streetlight issue for the same city or township.
- Outdoor Area Light**
Outdoor lighting is on a customer's property, maintained by the utility and leased to the customer.

<p>Log In</p> <p>Log in to your account to report the lighting problem.</p> <p>Forgot Username or Password</p> <p>Username</p> <input type="text"/> <p>Password</p> <input type="password"/> <p>LOG IN</p>	<p>Quick Access</p> <p>Enter your account number and ZIP Code to report this lighting problem.</p> <p>Register for Online Account</p> <p>Account Number</p> <input type="text"/> <p>ZIP Code</p> <input type="text"/> <p>NEXT</p>	<p>No Account</p> <p>If you do not know your account information, click Next to report the lighting problem.</p> <p>NEXT</p>
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1-800-855-1000

Feedback

7. Please fill out the prompted information and click **NEXT**.

Illuminating Company
A NEXTERA COMPANY

HOME ENERGY FLUOR LAM

MY ACCOUNT SERVICE REQUESTS OUTAGES SAFETY SAVE ENERGY

Home | Outages

Outages
Report Power Outage
My Outage Information
Outage Help
Streetlight or Outdoor Area Light Problem
Storm Information
Planned Outages

Streetlight Problem

Account Info Describe Problem Review & Submit

Account Information
Provide the following information for your lighting problem.

Contact Information

Requestor Name Requestor Email

Requestor Phone Number

Lighting Location

House Number Street Apt/Building/Floor

Rural Route

City State ZIP Code
 - Select -

CANCEL NEXT

8. Please verify and select the address that is prompted and click next.

The screenshot displays the Ohio Edison website interface for reporting a streetlight problem. The page title is "Streetlight Problem". A progress bar at the top of the main content area shows three steps: "Account Info" (active), "Describe Problem", and "Review & Submit". Below the progress bar, the "Verify Location" section prompts the user to confirm the address. A box labeled "You Entered" displays the address "123 JONES STREET FAIRMONT WV 26554" with a "SELECT" button below it. At the bottom of the main content area, there are "BACK" and "NEXT" buttons, with the "NEXT" button circled in red. The footer contains the Ohio Edison logo, a "Help" section with links to My Account, Outages, Safety, Save Energy, and Scams/Fraud; a "Mobile Tools" section with links to Billing/Payments, Site Map, Electric Vehicles, and Newsroom; a "Report an Outage" section with links to Report Outage Online, Report by Text Message (Text "OUT" to 544447), and Report by Phone Call (1-888-LIGHTSS (1-888-544-4877)); and a "Connect With Us" section with social media icons for Twitter, Facebook, LinkedIn, YouTube, and Instagram. The footer also includes copyright information for 2024 FirstEnergy Corp. and various legal links.

9. Please answer the following questions to help provide details around your lighting problem. Once completed, please click **NEXT**.

Met-Ed
A FirstEnergy Company

FIRSTENERGYCORP.COM MY ACCOUNT CONTACT US HELP

Q SEARCH

MY ACCOUNT SERVICE REQUESTS OUTAGES SAFETY SAVE ENERGY

Home | Outages

Outages

Report Power Outage

My Outage Information

Outage Help

Streetlight or Outdoor Area Light Problem

Storm Information

Planned Outages

Streetlight Problem

Account Info Describe Problem Review & Submit

Describe Lighting Problem

Please answer the following questions to help provide details around your lighting problem.

Outage Location

- Select -

- Select -

Public Road

Private Road

Parking Lot

Private Property

Gated Community

Light is out.

Light is always on.

Light is flickering or dim.

Other - Describe Problem

Problem Area

- Select -

- Select -

Front

Side

Back

Additional Information

BACK NEXT

Last Modified: October 13, 2023

10. Please verify that the information you've entered is correct. If you need to make a change, select the **Edit** button. If no changes are needed, please click **Submit**.

PennPower
FirstEnergy Company

Home | Outages

MY ACCOUNT SERVICE REQUESTS OUTAGES SAFETY SAVE ENERGY

Outages

- Report Power Outage
- My Outage Information
- Outage Help
- Streetlight or Outdoor Area Light Problem
- Storm Information
- Planned Outages

Streetlight Problem

Account Info Describe Problem Review & Submit

Review & Submit
Please verify that the information you've entered is correct. If you need to make a change, select the Edit button.

Contact Information

Requestor Name	John Doe
Requestor Email	feccoutbound@firstenergycorp.com
Requestor Phone Number	(800) 686-0022

Lighting Information

Lighting Location	123 JONES STREET FAIRMONT WV 26554
Outage Location	Private Road
Problem Location	Side
Cross Street	front street
Pole Number	W65196-b
Reported Previously	No
Type of Problem	Light is out.
Additional Information	light is out very dark

EDIT SUBMIT

Last Modified: October 13, 2023

Feedback

8. **Please be advised:**

Once your request has been submitted, you will be provided with your **Work Request Ticket Number**. Our Customer Care Team will forward your request to the correct team.

We will assess the problem and attempt to make most routine repairs, such as a bulb or photocell replacement as soon as possible. Sometimes, however, repairs take longer depending on the severity of damage and the amount of work that needs to be done. Our goal is to schedule these repairs as soon as possible.

Please take note of your Work Request Ticket Number. Please refer to that number for future inquiries.

Thank you!