

Report a Street or Area Light Outage

Atlantic City Electric services more than 80,000 street lights throughout South Jersey. We believe street and area lights are an important community safety feature. We thank you for taking the time to make us aware of problems that may include lights that are out, flickering or that have been damaged. Specific information that you can provide regarding the location, address, pole number of the light will help our field personnel make repairs.

Report the street light outage.

- For Atlantic City Electric lights, [click here](#) to report the outage online or call 1-800-642-3780.
- For all other lights, contact the lights' owner to report the outage.

Emergencies

If you discover a downed street light pole, exposed electrical wires or any other hazardous situation on our system, **please call Atlantic City Electric at 1-800-833-7476 immediately** with information that includes the closest address, intersection or landmark:

Reporting Non-Emergency Street Light Outages

While Atlantic City Electric installs and maintains most of the streetlights you see, there are other customers, municipalities and state highway departments that are also responsible for some lights.

- Exceptions include outdoor lights owned and maintained by municipalities, private businesses, and others. Other examples of non-Atlantic City Electric lights include indoor lights and lights attached to buildings; and lights hanging directly from wires without brackets. Atlantic City Electric does not service any of these lights.

Light Repair Response Time

Atlantic City Electric typically responds to non-hazardous street and area "light out" calls within five business days of notification. In some instances, the actual repairs may take up to 30 days. Longer repair periods might be due to damage to underground wiring, the need to special order parts or if the entire pole and fixture must be replaced. Streetlight repairs may also be

delayed during storms or significant weather events. Our field personnel and customer service representatives concentrate on restoring electric service as a priority during significant weather events. If the repairs have not been completed within 30 days, please notify us at 1-800-642-3780.