

SCE Outage Center Street Light Outage Guide

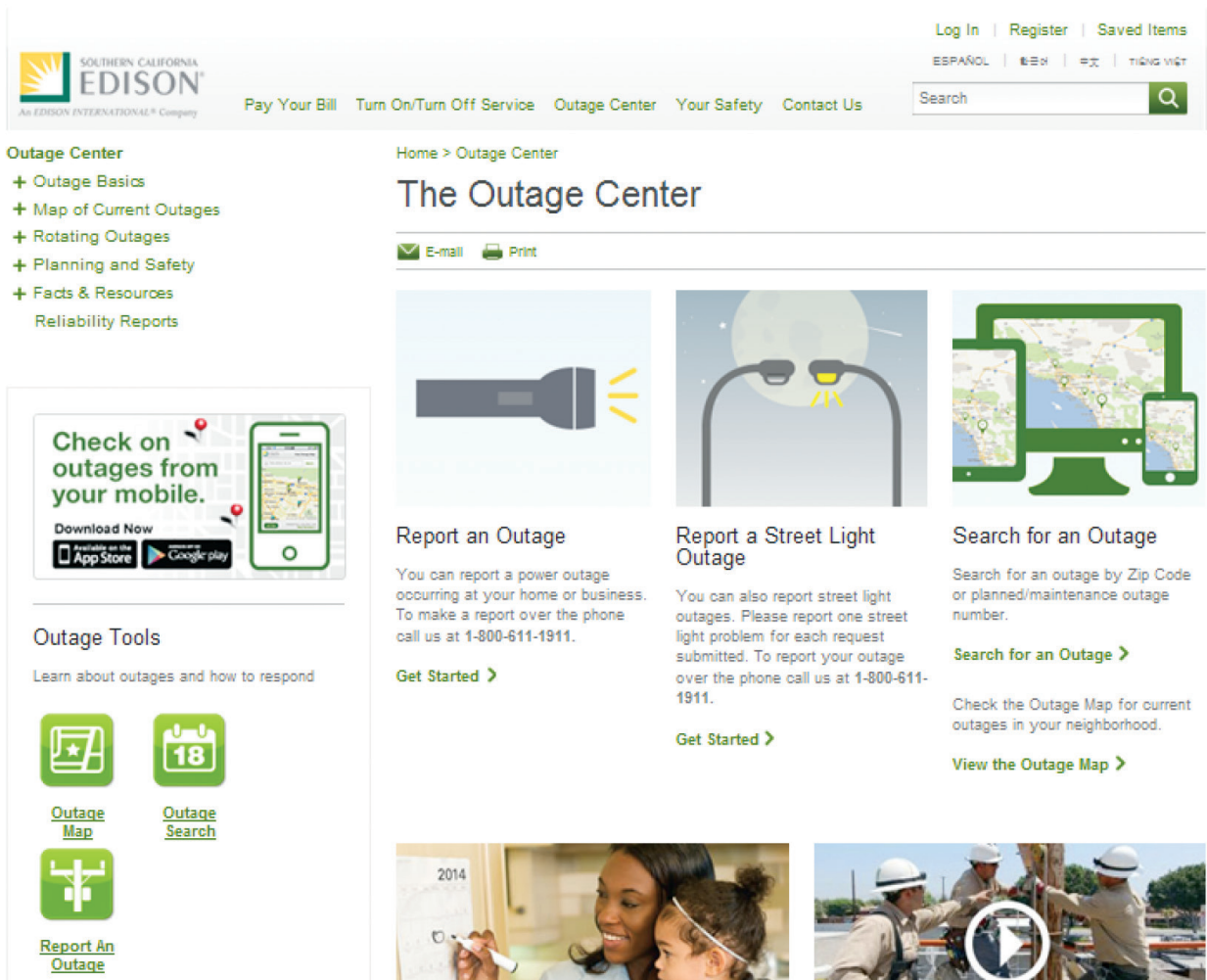
A street light outage can be reported on online, mobile device or calling SCE directly. Once you complete your street light outage problem, a confirmation number will be provided. You can use the confirmation number to check the status of your outage.



Access SCE Outage Center from Your PC

At the SCE Outage Center, you can quickly report a street light outage using your PC:

1. Log on to www.sce.com/outagecenter to get started.



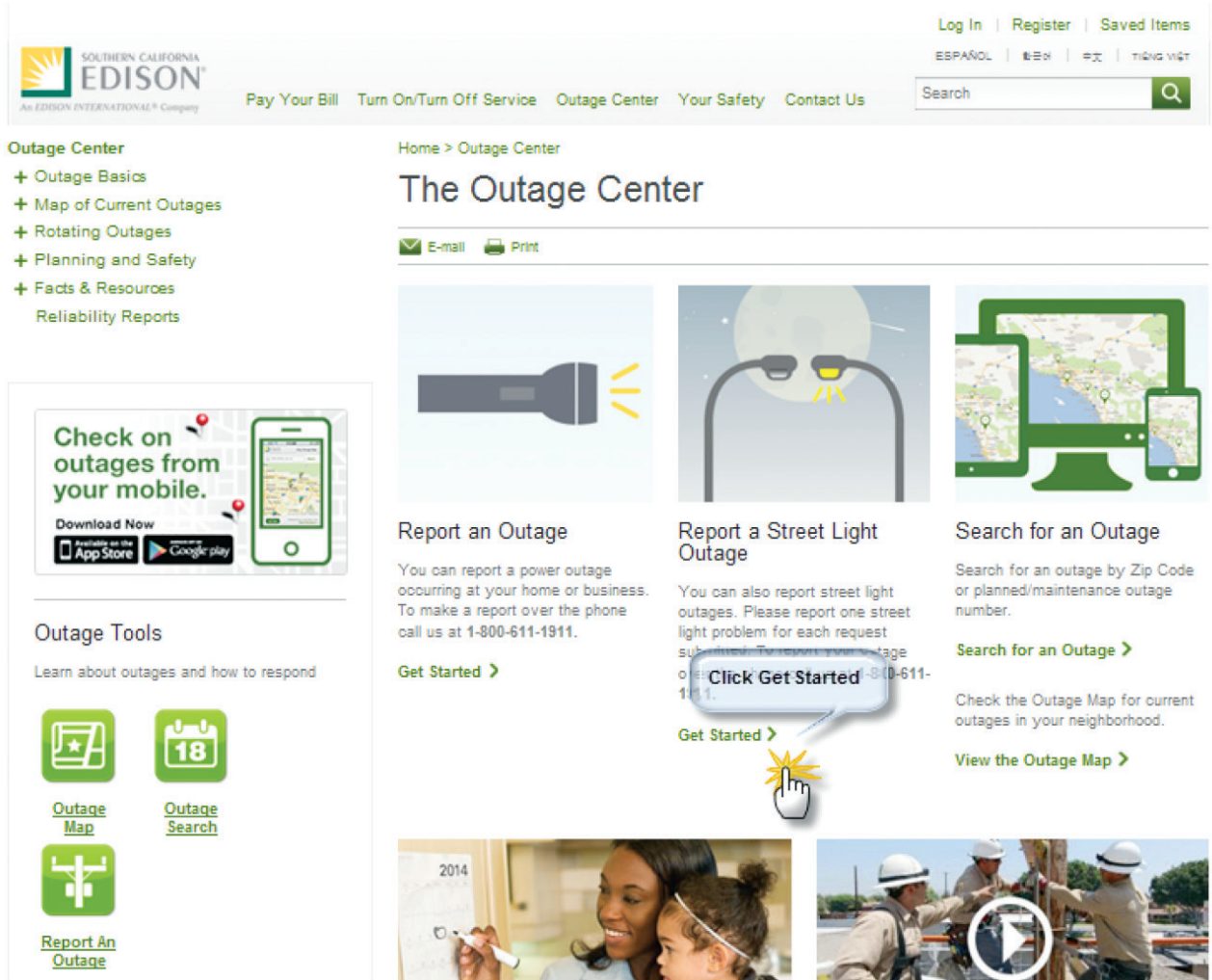
The screenshot shows the SCE Outage Center website. At the top, there is a navigation bar with the SCE logo, links for 'Pay Your Bill', 'Turn On/Turn Off Service', 'Outage Center', 'Your Safety', and 'Contact Us'. On the right, there are links for 'Log In', 'Register', and 'Saved Items', along with language options: 'ESPAÑOL', '한국어', '中文', and 'Tiếng Việt'. A search bar is also present.

The main content area is titled 'The Outage Center' and includes a breadcrumb trail 'Home > Outage Center'. Below the title, there are links for 'E-mail' and 'Print'. The page is divided into three main columns:

- Left Column (Outage Center):** Contains a list of links: '+ Outage Basics', '+ Map of Current Outages', '+ Rotating Outages', '+ Planning and Safety', '+ Facts & Resources', and 'Reliability Reports'.
- Middle Column:** Features three main sections:
 - Report an Outage:** Includes an icon of a flashlight and text: 'You can report a power outage occurring at your home or business. To make a report over the phone call us at 1-800-611-1911. Get Started >'.
 - Report a Street Light Outage:** Includes an icon of a street light and text: 'You can also report street light outages. Please report one street light problem for each request submitted. To report your outage over the phone call us at 1-800-611-1911. Get Started >'.
 - Search for an Outage:** Includes an icon of a computer monitor and smartphone displaying a map, and text: 'Search for an outage by Zip Code or planned/maintenance outage number. Search for an Outage > Check the Outage Map for current outages in your neighborhood. View the Outage Map >'.
- Bottom Left (Outage Tools):** Contains a section titled 'Outage Tools' with the text 'Learn about outages and how to respond'. It features three icons: 'Outage Map', 'Outage Search', and 'Report An Outage'.

At the bottom of the page, there are two small images: one showing a woman and a child looking at a calendar, and another showing construction workers on a site with a play button icon overlaid.

2. Find the **Report a Street Light Outage** section in the Outage Center and click *Get Started* to complete your request.



Outage Center

- + Outage Basics
- + Map of Current Outages
- + Rotating Outages
- + Planning and Safety
- + Facts & Resources
- Reliability Reports

Outage Tools
Learn about outages and how to respond

- [Outage Map](#)
- [Outage Search](#)
- [Report An Outage](#)

The Outage Center

Home > Outage Center

E-mail Print

Report an Outage

You can report a power outage occurring at your home or business. To make a report over the phone call us at 1-800-611-1911.

[Get Started >](#)

Report a Street Light Outage

You can also report street light outages. Please report one street light problem for each request submitted. To report your outage or emergency, call 1-800-611-1911.

Click Get Started

[Get Started >](#)

Search for an Outage


Search for an outage by Zip Code or planned/maintenance outage number.

[Search for an Outage >](#)

Check the Outage Map for current outages in your neighborhood.

[View the Outage Map >](#)

3. Complete all the required fields (Street Name, City, Zip and Nearest Cross Street) on the **Street Light Outage** form and Click **Submit** button in the lower right to issue your request.



SOUTHERN CALIFORNIA
EDISON
An EDISON INTERNATIONAL Company

Log In | Register | Saved Items

ESPAÑOL | 日本語 | 中文 | Tiếng Việt

Pay Your Bill | Turn On/Turn Off Service | Outage Center | Your Safety | Contact Us


Home > Applications > Outage Communications > Report an Outage

Help

If you've had problems with your power for more than a few minutes, please let us know. Reporting the outage online is fast and easy. You can also call SCE at 1-800-611-1911.

> Report an Outage

Street Light Outage

 **Electricity Can Be Dangerous.**

When there is a power problem, leave it to the experts to resolve. Never investigate the source of a power problem on your own. If you see a fallen wire, stay away and call 9-1-1 right away.

Step 1 Describe Outage

Step 2 Setup Notification

Step 3 Confirmation

REPORT AN OUTAGE IN YOUR HOME OR BUSINESS >

Describe the street light problem

You can report problems with street lights here. Please respond to the questions below, and describe the location as accurately as possible. Please only report one street light problem for each request submitted. You can also report this problem by calling us at 1-800-611-1911.

*** Indicates required fields**

Contact Information *

In case we have further questions, please tell us how to contact you. This information will not be used for any other purpose.

First Name*	Last Name*	Phone Number*
<input type="text"/>	<input type="text"/>	<input type="text"/>

What is the status of the street light? Off Flickering Stays On

Is there visible damage to the light or pole? Yes No

If yes, please describe the damage (50 character limit)

Enter Pole Number if known

Tell us the location of the problem.


Repairs are made during daylight hours when all street lights are off. Specific location details ("light in front of red house," "light on SE corner of...") assist our employees in locating the street light for a timely repair. For street name, enter name only. For example, enter Main for North Main St.

Location *	Street Number	Street Name*	Apt/Unit
	<input type="text"/>	<input type="text"/>	<input type="text"/>
	City *	Zip *	
	<input type="text" value="--SELECT--"/>	<input type="text" value="--SELECT--"/>	
	Nearest Cross Street*	<input type="text"/>	

Description Of Location (120 character limit) Landmarks, Special identifiers (gated community gate codes) Etc. Please do not use this space for pole numbers.

Click Submit

SUBMIT



Access SCE Outage Center from Your Mobile Device



You can report a street light outage using your mobile device. Please visit www.sce.com/outagecenter to download our iPhone and Android app. Once you have downloaded the app, find the Street Light Outage section in the Outage Center to complete your request.

Call SCE



You can contact SCE directly at **1-800-611-1911** to speak with a Customer Service Specialist who will be happy to assist with your street light outage problem.

Check the Status of Your Street Light Outage



To check the status of street light outage later, please call us directly at 1-800-611-1911 and provide your confirmation number.