



[NC Electric](#) > [Report Outage or Emergency](#)

Streetlight Outages

Keep your neighborhood safe by reporting a streetlight outage



If You See It, Report It

Before reporting, **jot down the pole number** to help us ensure we're repairing the right light! The numbers are located directly on the pole and come in two formats:

- one letter, four numbers, two letters, two numbers (for example, B1831 RL22), or
- two letters, two numbers (for example, ND66)



To report, call [866-366-4357](tel:866-366-4357)

Contact us directly if it's a public streetlight, or if you pay Dominion Energy to maintain the watch light on your property. For a neighborhood light on private property, ask your Homeowners Association to contact us.

Color-Coded Pole Wrap

For repairs that can't be made by changing a bulb, we will post a **color-coded wrap** on the pole indicating the status of repair.



Blue

There is an **overhead problem** and repairs may take 2–3 weeks.



Green

There is an **underground problem** and repairs may take 2–3 weeks. If extensive damage is found, a yellow wrap may replace the green wrap on the pole.



Yellow

There is **extensive damage** to the underground cable. Special equipment and permits may be required for us to make a fix. Typical repair time is 45+ days.

Report an Outdoor Lighting Concern

Use this form to report one or more lights that are out or not operating correctly.