atlantic city electric

A PHI Company

Atlantic City Electric Streetlight Reporting System

Atlantic City Electric's new streetlight reporting system, a self-service, online map tool enables customers to report a streetlight outage or problem to Atlantic City Electric through its website.

- To report a streetlight outage, customers can visit www.atlanticcityelectric.com. Click "my home" then "report an outage or safety hazard" then "report streetlight outage."

- Customers will need to provide their name and contact information, as well as either an address or the utility pole number for the affected light.

- Customers can also provide a message if additional detail is needed to relay important information to the company. Atlantic City Electric will then provide an update on the status of the reported streetlight.

- Customers should enter an address, pole/coordinate number or cross street information in the search icon.

- Customers will see Green and Red dots on the map. A Green dot represents an active light that has not been reported. A Red dot shows the light has been reported as an issue.

- When hovering over a light, it will provide a pole/coordinate number and whether the light has been reported or not. If it has not been reported, please click on the link to begin generating an order.

- Customers will need to select a Problem Type. The system will offer the option to add up to 100 characters of text to provide a message with additional information to the order.

- When customers are finished filling in all of the information, please click "submit" and the order will be generated and dispatched.

- Customers can also report a streetlight issue by calling the Atlantic City Electric Customer Care Center at 1-800-642-3780.