

# How do I report a street light outage?

There are two ways to report the street light problem. You can contact the provider directly (CoServ Electric, Oncor Electric, or GCEC), or you can report the outage to Public Works. Please have the address or intersection of the outage available.

Public Works uses the below process in reporting to the utility providers. By including Public Works on the notification, we can track the complaints and possible trends in the street lighting.

## To report the problem to Public Works

Call 972-347-9969 or email [treneau@prospertx.gov](mailto:treneau@prospertx.gov). Please provide the electric provider if known and address or street location.

## To report to CoServ Electric

Call 940-270-6813. You will be asked to provide the town and address of the repair.

E-mail [streetlightoutage@coserv.com](mailto:streetlightoutage@coserv.com) and copy Public Works at [treneau@prospertx.gov](mailto:treneau@prospertx.gov), or visit <https://www.coserv.com/contact-us/street-light-outage>.

## To report to Oncor Electric

Call 888-313-4747. You will be asked to provide the town and address of the repair.

Email [contactcenter@oncor.com](mailto:contactcenter@oncor.com) and copy Public Works at [treneau@prospertx.gov](mailto:treneau@prospertx.gov), or visit <https://www.oncorstreetlight.com/>.

## To report to GCEC

Call 903-482-7100. You will be asked to provide the town and address of the repair.

Email [streelight@gcec.net](mailto:streelight@gcec.net) and copy Public Works at [treneau@prospertx.gov](mailto:treneau@prospertx.gov), or visit <http://www.gcec.net/report-street-light>.