

How Do I Report A Street Light Out?

There are two ways to report a street light problem; contact the provider (Oncor Electric or Coserv Electric), or you can report directly to Public Works.

To Report The Problem To Public Works

Call (972) 347-9969. Please provide the address and provider, if known, or street location.

E-mail tristan_cisco@prospertx.gov with the problem and address or street location.

To Report To Coserv Electric

Call 1 (940) 321-7800, you will be asked to provide the town and address of the repair

E-mail Sashford@coserv.com or coserv.com/contact-us/street-light-outage and provide the town and address of the repair. Please notify Public Works at tristan_cisco@prospertx.gov, so we can follow up with the repair.

To Report To Oncor Electric

Call 1(888) 313-4747, you will be asked to provide the town and address of the repair. Or, report at <http://www.oncor.com/community/streetlights/form.aspx>.

Please notify Public Works (972) 347-9969 or by e-mail tristan_cisco@prospertx.gov, so we can follow up with the repair.

Public Works uses the above 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 light outages.