

How do I report a street light outage?

There are two ways to report the street light problem. You can contact the provider directly (Oncor Electric, CoServ Electric, or GCEC), or you can report this 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 Whitney_Rehm@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 and copy Public Works at Whitney_Rehm@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 and copy Public Works at Whitney_Rehm@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 and copy Public Works at Whitney_Rehm@prospertx.gov, or visit <http://www.gcec.net/report-street-light>.