

HOW TO REPORT A POWER OR STREETLIGHT OUTAGE

DUKE ENERGY

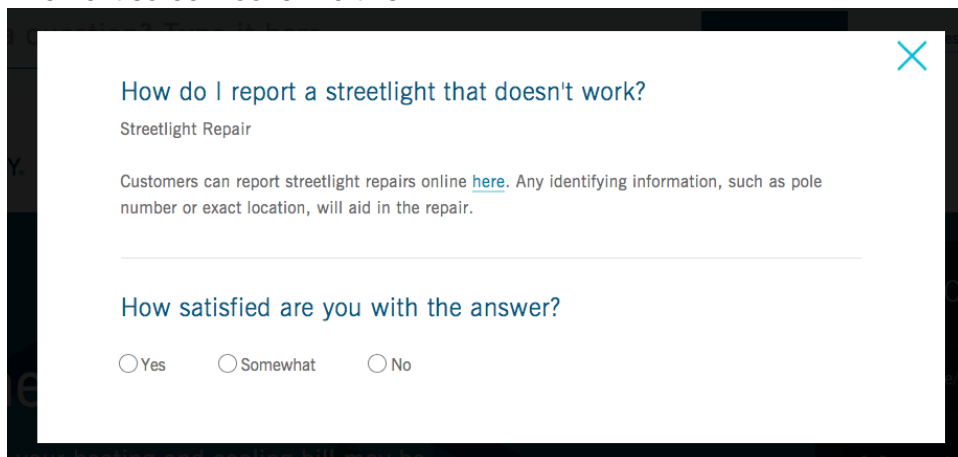
Hello all,

I've gotten calls about streetlights, and while I am happy to help, my time may not always permit me to get to this in a timely manner. Anyone can easily access Duke Energy's website and use their system to access a problem. I went thru the process below for

2301 Kelbrook Court, and it works ... very easy.

Here are the steps:

- www.duke-energy.com
- Click on the state of Florida at the top left of page
- Click on the Magnifying glass icon at the top right of page
- Type in STREET LIGHT at the top where you see "HAVE A QUESTION? TYPE IT HERE"
- You will see a menu with common questions ... Select HOW DO I REPORT A STREETLIGHT THAT DOESN'T WORK?
- The next screen looks like this:



How do I report a streetlight that doesn't work?

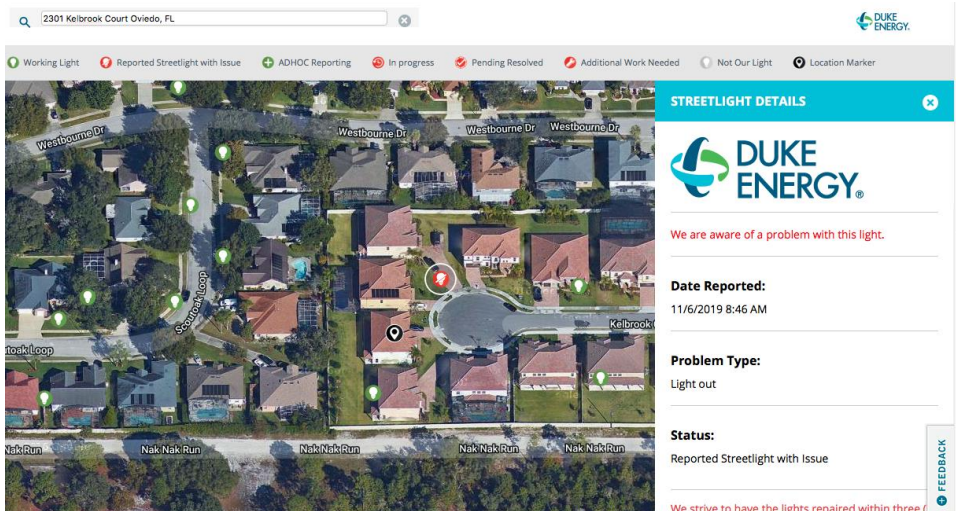
Streetlight Repair

Customers can report streetlight repairs online [here](#). Any identifying information, such as pole number or exact location, will aid in the repair.

How satisfied are you with the answer?

☐ Yes ☐ Somewhat ☐ No

- Click on the work [here](#)
- Scroll down and just above the Google Earth map on the left, type in your address
 - Be sure to put your street, city, state (no zip is necessary)
- You will now see your community, street, house (marked), and streetlight icons
- Select the streetlight location that is out



- A new window will pop-up, and fill this out. This will record the report, and you can reference it at any time for updates
- You can see how when went in again, it shows a report record
- Duke estimates 3-5 business days for repair

Anyone can do this, rather than report to me, which will only add time to getting things done.

Best Regards,

J.R.

	<p>J.R. Krisanda Community Association Manager</p> <hr/> <p><i>Good People, Great Communities</i></p> <hr/> <p>Specialty Management Company</p> <hr/> <p>O: 407-647-2622 F. 407-647-3226 A: 882 Jackson Avenue, Winter Park, Florida 32789 E: JKrisanda@greatcommunities.com W: www.greatcommunities.com</p> <hr/> 
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