

## Reporting Streetlight Outages

With thousands of streetlights to oversee, the County appreciates your help in finding lights that are malfunctioning or in need of repair. It only takes a few simple steps to report a malfunctioning streetlight:

- **Identify it:** Reporting the nearest street name, address and or Pole ID number will ensure proper identification and prompt service. The Pole ID number is found on the front of the pole (facing the roadway). Pole ID numbers for Dominion are typically a horizontal metal strip with black ID numbers. NOVEC Pole ID numbers are usually a vertical yellow strip with the ID numbers in black (please see the attached page for examples of Pole ID numbers).
- **Describe the problem:** The nature of the problem could be - a streetlight is out; a streetlight is cycling on and off; a streetlight is on during the day; a pole or light has been physically damaged.
- **Contact Us:** Requests for repairs are made within 24 hours of receiving notice (Monday-Friday). Simple lighting repairs such as bulb and photo eye replacement are usually completed within 11 working days. Lighting repairs involving underground faults, wiring issues or damaged equipment may take up to 45 days to be completed. Please contact Gayle Bennett at 703-792-6825 or [GBennett@pwcgov.org](mailto:GBennett@pwcgov.org) to report outages or maintenance requests.

Be sure to call 911 in the event that you see a power line down. Report any condition that you consider to be dangerous involving a damaged street light pole or lamp. Never approach or drive your vehicle over downed wiring of any type.

# Streetlight Pole Numbers

Pole numbering examples for the Northern Virginia Electric Cooperative (NOVEC)



Tags similar to these will usually have NOVEC printed on them

Most of NOVEC's poles will be labeled with the following combination...

Three digits, then a space, two digits, a space, one digit, another space and three digits.

Usually there will not be any type of lettering associated with their pole numbering.

Most of their new poles will have the yellow and black tags as shown in the photos above and have NOVEC on the tag.

Tags similar to these will usually have DOMINION printed on them

Pole numbering examples for Dominion Virginia Power (Dominion) or (Virginia Power/VEPCO)

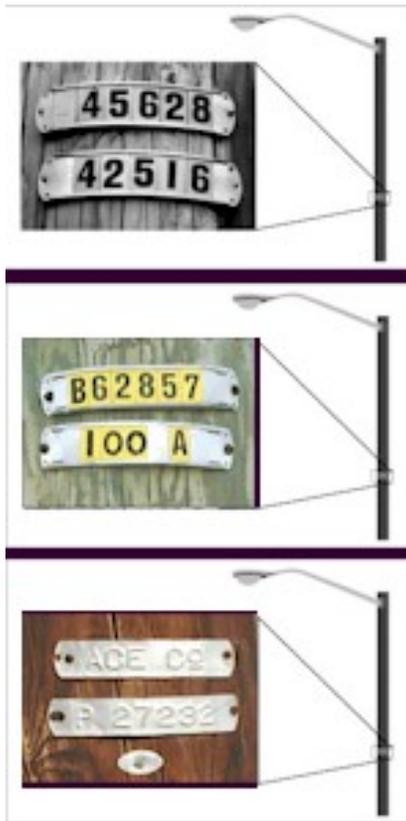


Most of Dominion's poles will be labeled with a combination of letters and numbers. Some of Dominion's concrete poles will have their name stamped in the concrete by the base.

Most pole numbers will be mounted approximately head height and attached to the poles in a variety of ways which may include stickers, banded, painted, badge, etched or burned into the wood pole. Poles which do not have the numbering like the examples above could be private lighting or city/township lights and not the responsibility of the County.

The more information that we can provide to the servicing power company for streetlight maintenance calls which are reported, it will insure a prompt response and repair time. Ultimately we would like to have a pole number supplied with each of these requests.

## Other Pole Number Examples



The pole numbers above should be reported as **45628/42516**, **B62857**, and **P27232** respectively.