



[Menu](#)

[Billing & Payment](#)

[Start, Stop, Transfer](#)

[Programs & Rebates](#)

[Outage & Emergencies](#)

[Customer Support](#)

[Home](#) / [Outage & Emergencies](#) / [Outdoor Lighting Outages](#)

Outdoor Lighting Outages

Report an Outdoor Lighting Outage Online

[Report an Outage](#)

OR

[Check Status of a Report](#)

Streetlight outages are repaired as quickly as possible, but sometimes the damage may be more extensive and take longer than a few days to fix. Damage to underground facilities, the availability of replacement parts, and weather and working conditions may require additional time for repairs to be completed. Providing accurate and detailed information when reporting a streetlight outage helps expedite the process.

Xcel Energy uses a tagging system in Colorado and Minnesota when responding to streetlight repair orders. If the streetlight cannot be repaired on the first visit and further work is required, a tag is attached to the light pole. If you see a tag attached to a non-working streetlight there is no need to complete a streetlight outage report. Be assured that we know about the outage and are working to resolve the issue.

What are the common types of streetlight malfunctions?

- Light Out – light does not come on at night
- Cycling – light goes on and off
- Steady Burn - light does not turn off during the day
- Light Dim – light not as bright as it should be
- Globe Broken, Globe Hanging, Pole broken (MN Only)
- Pole leaning (MN Only)

Do I need the pole number to report a streetlight malfunction?

- No. You may report the problem without the pole number. However if the pole has a number, including that makes it easier for our crews to locate the light.

Do I have to provide my contact information when reporting a streetlight outage?

- Yes. The contact information allows Xcel Energy to contact you only if there is any problem locating the correct streetlight.

If I want to be notified that repairs have been made, what should I do?

- When reporting the outage, you can request to be notified by email when the repair has been completed.

What should I do if a streetlight pole is lying on the ground and/or is hazardously leaning?

- If an outdoor lighting pole is broken, please call Xcel Energy Customer Care at **800-895-4999**. (Except in Minnesota - please continue to use the submission form)

Report an Outdoor Lighting Outage by Phone

In Minnesota, North Dakota, or South Dakota: **800-960-6235**

In Wisconsin or Michigan: **800-628-2121** (choose option 2)

In Colorado, New Mexico, or Texas: **800-895-4999**

Report an Electric Emergency or Power Outage

If your power is out or you have an electric emergency, please do not use the online form. Instead, call the Xcel Energy Electric Outage number at **800-895-1999**.

[Privacy Policy](#)

[My Account Terms & Conditions](#)

[News Room](#)

[Feedback](#)

© 2018 Xcel Energy Inc. All rights reserved.