

# News Release



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## FOR IMMEDIATE RELEASE

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### KEEP THE LIGHTS ON!

#### *City Asks Residents and Business Owners to Report Street Light Outages*

**Norfolk, Va.-** As the end to daylight savings time approaches on October 29<sup>th</sup>, the Department of Public Works is encouraging citizens to help keep the lights on in their communities by reporting burned out or malfunctioning street lights.

“The combined efforts of residents, business owners and city staff are valuable and relevant to the safety of our citizens,” said John Keifer, Director of Public Works. With more than 30,000 street lights to maintain in the City of Norfolk, Keifer asks residents to be vigilant about reporting street light outages. The City can coordinate street light repairs with Dominion Virginia Power.

To report a broken street light, locate the 9-digit poll number located at eye level on the light poll that starts with the letters, “NO.” Citizens must also determine the description of the problem and report whether the light is out, on or off, if there is a broken lens or exposed wires. Providing the nearest address is important to help Dominion Virginia Power crews locate the exact location of the light. The standard response time for repairs is 15 days; however, additional time may be needed if underground cable repairs or replacement are needed.

To report outages to Dominion Virginia Power call 1-888-667-3000 or log onto [www.dom.com](http://www.dom.com). Or report outages to Norfolk Public Works by logging onto our website at [www.norfolk.gov/publicworks/streetlights.asp](http://www.norfolk.gov/publicworks/streetlights.asp) or call 664-7301.

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