



City of New Haven  
John DeStefano, Jr.  
Mayor

Engineering Department  
Richard H. Miller, P.E., L.S.  
City Engineer

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Engineering Department's Street Lighting Management Division is responsible to respond to Street Light Maintenance Services. The following is Department's Contact Procedures:

1. How To Call in a Streetlight Outage:

Citizens are encouraged to call all non emergency streetlight outages at this number (203) 946-6091. In order to repair all **Municipally Owned lighting** within 72 hours, we require the following information:

Problem ( Light Out, Light Cycling On & Off, Light on during day, etc.)  
Street Address closest to the Light Problem.  
Street Light Pole # (The pole # number is facing the street at eye level, e.g. UI co 1234 or SNET 1234).  
Cross Street nearest the Light Problem (e.g. corner of Dyer and Diamond Street)  
Caller Name and Phone number to allow us to follow up.

If there is an emergency, pole knock down due to an accident, Police and Fire Departments can call Street Lighting Maintenance Contractor at 1 800-544-4876 (1 800 LIGHTS ON), 24 Hours a day, 365 Days per year. The response time for emergencies is one and a half (1 ½) hour from the time the call is put in.