

Customer Action Steps when equipment is not functioning

Step 1 ▶

Is outdoor light **operational**?

✓ - If **yes**, proceed to step 2.

✗ - If **no**, skip to step 3.

Step 3

Notify your Outdoor Lighting Smart Attachments Rep or email OLRequests@duke-energy.com and inform them of the status of light and receptacle function.

Smart Attachments Rep notifies crew of a potential feed and/or material issue and generates ticket for repair. Customer is notified once the work is complete.

Step 2

Reset GFCI and 5a circuit breaker buttons located near the top of the pole where the equipment is plugged in.

✗ - If functionality has not been restored, proceed to step 3.

✓ - If power is restored, **problem is solved**.

