



**CHARLOTTE™**

**City Council  
Follow-Up Report**

**October 25, 2013**

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**October 7, 2013 – City Council Workshop and Citizens’ Forum**

**Street Light Outages**

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During the October 7 City Council Workshop, Council member Dulin requested a status update on the street light outages involving Duke Energy.

The Charlotte Department of Transportation staff has been monitoring thoroughfares throughout the city for street light outages. Overall, staff has found the thoroughfares well lit, and outages at expected levels. In addition, staff has surveyed two areas in different sections of the city, and found about a 3% street light outage rate. This level of outages is expected since outages are on-going.

As you may recall, Duke Energy owns and maintains approximately 70,000 street lights within the City limits. Duke Energy’s policy continues to place the responsibility to report street light outages on its customers. However, in response to concerns raised by the City, Duke Energy is planning to implement a GPS based smart phone application to make reporting easier for citizens. Duke is not ready to publish an implementation date but assured the City that the improvements are coming soon. In the meantime, residents can report outages by calling CharMeck 311 or Duke Energy Customer Service (1-800-777-9898), or reporting the outage online at <http://www.duke-energy.com/north-carolina/outages/streetlight.asp>.

In addition, the Charlotte Department of Transportation is in the process of developing a “Light Up the Dark” campaign on how to report street light outages. The campaign will coincide with the end of daylight saving time, November 3.