

# Customer Service Street Lighting

**Marie Hoey**  
**Account Manager for**  
**Suburban Street Lights**

# Customer Service

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- SL-E Rate – Customer (municipality and home owner association) owns lights, ballasts, brackets, photo cells and metal poles, which are underground fed.
- PECO owns all the aerially fed poles, most of which are wooden (unless there are no attached facilities), the tap (Service Location Distribution Charge) and wiring.
- Account – Street lights have no meter. Removals, additions or upgrades need to be reported (e-mail to [marie.hoey@exeloncorp.com](mailto:marie.hoey@exeloncorp.com)).
- An Excel spreadsheet with addresses (not included in the monthly bill) and lumen (no pole #'s) can be e-mailed. Highlight the specific address which has been removed, added or changed with the new light type and wattage.
- Can also continue to use Street Lighting Notification Form (SLN)

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- Price to Compare – A Supplier can provide the energy or generation.
  - (Changes quarterly) For a list of suppliers go to [papowerswitch.com](http://papowerswitch.com)
  - Use the kWh figure under the “Message Center” portion of the bill (middle of first page on the right).
- Smart Ideas – Act 129 Rebate information is available at [peco.com/SmartIdeas](http://peco.com/SmartIdeas).
  - Projects may be on the Wait List.
- PECO-Side Problems – When a street light is not working, customer must first check light, ballast and photo cell.
  - After confirming outage is due to PECO wiring, fax PECO Street Lighting Maintenance form (e-mail [marie.hoey@exeloncorp.com](mailto:marie.hoey@exeloncorp.com) if need form).
  - Allow two weeks for repair.
- If a knocked-down pole belongs to PECO, again e-mail [marie.hoey@exeloncorp.com](mailto:marie.hoey@exeloncorp.com).

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- Rate Calculations – Before making any changes to street lights, request a Rate Calculation which shows how the bill will change.
  - Call Marie Hoey @ 215-841-3612.
- Billing Issues – PECO’s billing system has some limitations.
  - Street light technologies have outpaced our current billing system’s capability.
  - Billing system has been upgraded to accommodate any wattage of LED/Induction.
  - Energy efficient lights currently receive quarterly credits as a means of accurately billing wattages.
  - Quarterly credits are also used as a temporary means of billing for lights for less than 341 hours per month.

# SL-E Street Lighting



Please call **Marie Hoey**  
@ **215-841-3612** and  
**NOT** Customer  
Service 215-841-4000