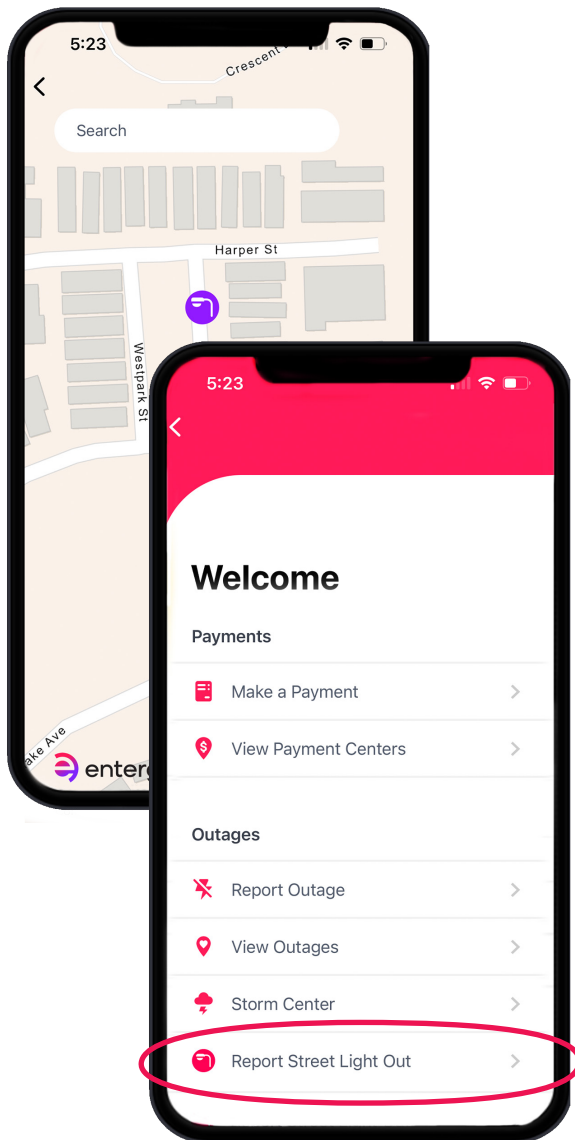


Reporting streetlight outages



At Entergy Mississippi, safety is a core value every day across every part of our business. We realize streetlights play an integral part in safety, including helping improve visibility. Monitoring to identify burned out or broken streetlights and scheduling them for repair is essential.

We rely on and encourage the community to report any streetlight outages they see, and they can do that several ways:

- Customers who have downloaded the **Entergy mobile app** can use the outage map to submit reports for streetlight outages. **This is the recommended process.**
 - Once logged into the app, navigate to the “Outage” section and click on “Report Street Light Out”. The app uses your GPS or you can enter an address to find icons of streetlights maintained by Entergy Mississippi that are clickable, which then reports the exact location of the outage to the company. Location services must be enabled on your cell phone in order to use the GPS feature with the app.
- Streetlight outages can also be reported by:
 - Visiting myEntergy.com and selecting report an outage.
 - Calling Entergy Mississippi at **1-800-9OUTAGE**.

Barring extenuating circumstances such as storms or bad wiring where additional work is required, the light should be repaired within three business days. Again, safety is a core value at Entergy Mississippi, so we make every effort to repair and restore streetlights as quickly as possible.



For easiest reporting, get the Entergy mobile app at entergy.com/app/



Scan the QR code to report your streetlight outage through the Entergy mobile app or online.



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