

# Reporting Streetlight Problems

JEA's service territory has more than

**110,000**  
streetlights.

You can help us by reporting streetlight problems so that we can fix them as quickly as possible.

**JEA offers two easy and convenient ways to report streetlight problems:**

1. Report problems online at [jea.com](http://jea.com). Go to Report a Service Problem.
2. Call JEA's Customer Care Center at 904-665-6000 or 800-683-5542.

When reporting a streetlight problem, please have the location of the streetlight or the number on the pole. Also, we might have some questions, so include your contact information.

Streetlight pole numbers correspond to the street addresses in the neighborhood in which the pole is being reported. Typically, the numbers are white or yellow on a black background and are placed vertically on the pole.



# More Locations. More Convenience.

Paying your JEA utility bill  
**in person**  
is now more convenient than ever.

At JEA authorized payment-only locations, you can pay your bill and your account will be credited within one hour!

**Other stores may accept utility payments, but only JEA authorized locations guarantee your account will be credited within one hour.** Payments may be made with cash, check or money order. Visit [jea.com](http://jea.com) for the most current location listing.

For full-service assistance, please visit one of our Customer Care Centers, Monday–Friday, 8 a.m. – 5 p.m.

