



An Exelon Company

## How to Submit a Trouble Report

BGE has set up the following e-mail account and voicemail trouble line for customers to report trouble at a cell site on a BGE-owned structure:

[lightspeedtrouble@constellation.com](mailto:lightspeedtrouble@constellation.com) or (410) 470-3838

Please follow these simple guidelines when submitting a report via e-mail, but include the items in red for either method:

- ❖ In the “Subject Line” – Include the **CARRIER** and **BGE Site ID**
- ❖ In the body of the e-mail include:
  - **Your Name & Contact Information**
  - **Carrier Site ID/BGE Site ID**
  - **Address**
  - **Brief Description of the Issue**
    - **i.e., equipment issue, safety hazard, access, missing combo lock, copper theft, vandalism, etc.**
  - **Urgency Level – desired completion date**

