

How to report a street light Outage in North Creek Village

Street lights at North Creek,

First, find the pole number of the street light out. The pole number is on a sticker a few feet up the pole. If there are multiple lights out they will need all the pole numbers. Every pole should be marked with a number (01-43).

All street lights in North Creek are private lighting and are NOT handled by the city of Kansas City so please do not call 311 to report any, it will do nothing.

The HOA has a contract with Evergy to maintain the street lights. The number to call is 816.471.5275 option #3.

The customer rep might try to defer to 311 when given the city of Kansas City-be persistent & insistent-it is not a 311 issue.

Give them the account number (2878816468), pole number, address or cross section it's close to.

Evergy has subcontractors that handle these street lights and this is likely the reason why it can take a while to get them fixed and why it's necessary for several phone calls (that's on them, not us or the residents but still has to be dealt with).

We will continue to also turn these in online and send multiple emails addressing the lack of service in this area from them.

-KCPS

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