

Landscape Lighting FAQs

Q: What is the FirstEnergy Landscape Lighting program?

A: FirstEnergy offers a Landscape Lighting and maintenance program for residential customers of our operating companies in Ohio, Pennsylvania, West Virginia and Maryland to assist them with a variety of lighting options and services to meet their needs.

Q: Can a contractor come out to look at my home to make a recommendation for new landscape lighting or enhance my current lighting?

A: Yes, an independent lighting contractor will come to your home and discuss your outdoor lighting needs. They will give you a complete lighting design and pricing for your custom installation.

Q: What does a maintenance visit include?

A. Remove lamps and clean socket contacts. Apply non-corrosion weatherproof sealer to all contacts. Readjust fixtures for seasonal effects. Re-lamp fixtures, if needed. Reset time clocks and inspect photocells. Recommend improvements to lighting system. Repair or replace electrical components, if needed

Q: Do you have post lamps to light a dark driveway?

A: Yes, the post lamp lighting fixtures work well for average size lots. For larger properties, more than one post may be installed. It's not recommended to put landscape lighting fixtures directly in grass.

Q: What is the warranty for these lights?

A: Transformer/timer, fixtures and workmanship on the installations are warranted for one-year parts and labor by the installer. The transformer is warranted for an additional two years, parts only, from the date of installation by the manufacturer. Replacement lamps will be provided if they fail within 30 days from the date of installation.

Q: Can the transformer for the landscape lighting be placed inside the house?

A: Yes, the transformer is Underwriting Laboratory (UL) rated for indoor or outdoor use. However, if you desire photocell control, it must be located outside.

Q: How soon will the contractors call me? How soon will they install the system?

A: You can expect the referred independent contractor to contact you within 3 business days and the lighting is typically installed within 3 weeks of the order date.

Q: Will they remove my old lights?

A: Yes, for an additional fee, which will be added to your estimate.

Q: Is the equipment Underwriting Laboratory (UL) approved?

A: Yes, all the equipment has a UL approval.

Q: What do I need to know for new construction?

A: Generally, low voltage landscape lighting cannot be installed until the landscaping is completed, but certain procedures like installing PVC pipe under sidewalks, driveways, etc. to install the low voltage landscape lighting wires at the time of installation is helpful.

Q: Can you run electrical wires under a sidewalk or driveway?

A: Yes, the contractor can do this assuming there is PVC piping in place. This will be included in the quote for an additional fee.

Q: Why is low-voltage lighting used?

A: Reasons include safety (no shock hazard; safe around children and pets), minimum disturbance to existing landscaping because deep trenching is not required, more energy efficient and often more light output per watt, easy relocation of fixtures when desired, better fixture selection and a lower overall cost.

Q: Are the pathlights available in different colors?

A: Yes, the fixtures are available in several different colors depending upon the individual fixture selected.

Q: What are the payment options?

A: Customers may add the landscape lighting charges to their electric bill for up to 36 months with approved credit*. No down payments or hidden fees. Or you can pay your contractor directly by check (payable to FirstEnergy) or credit card at the time of service.

**Enrollment eligibility may be contingent on our ability to add the program charge to your monthly electric utility bill*