

What is an Emergency?

The following faults are considered as emergencies; if any of the below faults apply please contact us immediately on **0300 200 1003** with the exception of underground cable strikes.

Street Lights

- Knocked over
- Leaning Badly (over 20 degrees)
- Badly Bent
- Broken into pieces
- Loose in ground
- Bowl hanging
- Sparking
- Smoking
- Lantern Spun round more than 30 degrees
- Bracket hanging off
- Bracket fallen off
- Lantern hanging
- Lantern fallen off
- Inspection door missing / wires exposed
- On fire

Illuminated Signs

- Knocked over
- Leaning Badly (over 20 degrees)
- Badly Bent
- Broken into pieces
- Loose in ground
- Inspection door missing / wires exposed
- No Entry sign turned round wrong way
- Sign light fallen off
- Sign light hanging off
- Smoking
- Sparking
- On fire
- So much graffiti the sign cannot be seen

Illuminated Bollards

- Knocked over
- Leaning badly
- So much graffiti the sign cannot be seen
- Smoking
- Sparking
- Broken into pieces or cut badly with knife
- Missing
- Loose on island
- Turned round wrong way (So sign not visible)
- Ground light open / wires exposed
- On fire
- Turned round wrong way (So sign not visible)

Underground cables

- If anyone strikes, hit or breaks an underground cable, they **MUST** contact either UK Power Networks PLC or Scottish & Southern Energy PLC as appropriate. These calls must **NOT** be reported to the County Council as cable strikes are the responsibility of whoever caused the damage.
- UKPN 0800 783 8866
- SSE 0800 072 7282

Glossary

Bowl: The transparent section at the bottom of the lantern through which the light shines

Lantern: The major component at the top of the Street Light in which the lamp sits

Bracket: The 'arm' that holds the lantern to the main street light 'shaft'

Inspection Door: The access panel at the base of the equipment

Sign light: The lantern that emits light onto a flat sign face