

## 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. The contact number operates 24 hours a day all year.

### **Street Lights**

- Knocked over
- Leaning Badly
- Badly Bent
- Broken into pieces
- Loose in ground
- Bowl hanging
- Sparking
- Smoking
- Lump of concrete fallen off (concrete columns only)
- 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
- Badly Bent
- Broken into pieces
- Loose in ground
- Sign light twisted so not lighting the sign
- Inspection door missing / wires exposed
- Sign light fallen off
- Sign light hanging off
- Smoking
- Sparking
- On fire
- So much graffiti the sign cannot be seen
- Regulatory sign turned round wrong way (No Entry etc)

### **Illuminated Bollards**

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

### **Glossary**

Bowl: The polycarbonate 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