

For further information please contact ETSA Utilities on: 13 12 61 or visit our website at: [www.etsautilities.com.au](http://www.etsautilities.com.au)

# Who is responsible for street lighting?

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## Introduction

ETSA Utilities manages public lighting and street lighting assets for local councils and the Department for Transport, Energy and Infrastructure (DTEI). We provide a range of services for these assets, including lighting design, installation and maintenance.

In some cases councils and the DTEI may choose to maintain their own public lighting assets, in which case we simply provide a connection to the distribution network. Most often, those responsible for public lighting choose the full asset provision and maintenance service we provide. ETSA Utilities also coordinates street light out reporting and repairs for these assets.

## Our service standards

ETSA Utilities aims to repair street lights which have gone out and for which we are responsible within five (5) business days in the Adelaide metropolitan and CBD area, Whyalla, Mount Gambier, Mount Barker, Gawler, Stirling, Murray Bridge, Port Augusta, Willunga, Port Pirie and Port Lincoln, and ten (10) business days elsewhere, from the date on which the fault comes to our attention.

If you are the first person to report the faulty street light, we will pay you \$25\* (including GST) for each period (five or 10 days as outlined above) in which the light is not repaired.

While you may make any number of faulty street light reports on any day in respect of street lights for which we are responsible:

- a report made on a Saturday, Sunday, or public holiday will be deemed to occur on the next business day; and
- our liability to pay you \$25 for each period in which a faulty street light is not repaired, relates only to the first 40 faulty street lights you make on that day (including deemed reports).

Should the faulty street light you report not be the responsibility of ETSA Utilities, we will pass on the information to the relevant party who is responsible for the repair, however in these circumstances no payment is applicable.

## How to report a faulty street light

To report a faulty street light, please call ETSA Utilities on 1800 676 043, or visit our website at [www.etsautilities.com.au/slo](http://www.etsautilities.com.au/slo). You should provide the location of the faulty street light by specifying the closest street address (ie street number, name and suburb) and advise how far the light is from that address and in what direction (eg opposite no.16 Smith St, Glandore; 50m north of the intersection of Brown and Jones Streets, Marion). The details provided need to uniquely identify the street light. Where the light is on a highway with no street numbers, then some other specific identifier is required such as: The 5th light south of the intersection with road XXXX, on the western side of highway YYYY, near the town of ZZZZ.

## How to get street lights installed or changed in your area

If you want street lighting installed, changed or upgraded in your area, please submit a request to your local council or DTEI for main roads and highways.

If your local council or DTEI agree to your request, they may request ETSA Utilities carry out the design and construction work.

ETSA Utilities cannot initiate any changes without the direction of the appropriate council or DTEI.

## Moving towards more environmentally-friendly public lighting

The use of mercury vapour lamps does not mean that mercury vapours are discharged from these lamps when in use. All street light lamps are completely sealed and mercury vapour lamps, as well as all fluoros, contain very minute amounts of mercury.

In line with ETSA Utilities' Environmental Plan to minimise the impact of waste on the environment, used street light lamps are separated and sent to an approved Environment Protection Agency (EPA) recycling plant, which separates the mercury.

ETSA Utilities is currently working with government bodies and lighting manufacturers to make South Australia's street lighting more efficient and cut greenhouse gas emissions.

In addition to traditional street lighting options, developers and councils have the option to select energy efficient 42-watt compact fluorescent lamps. LED lighting is also being assessed to determine its suitability as an energy efficient street lighting option.

Over time ETSA Utilities aims to provide more sustainable lighting choices for councils and DTEI to meet a target of a 30% reduction in greenhouse emissions from street lighting by 2020.

\*Payment is applicable for lights owned by ETSA Utilities only. Payments will not be made for the following: vandalised street lights, street lights that are on during the day, flickering street lights, street lights that cannot be located due to insufficient information or street lights found to be working when we attend.