

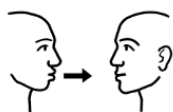
Street Lighting



This easy read document explains how to tell us if there is a problem with street lighting.



Street lighting helps prevent accidents and crime on public roads.



If there is a problem with the street lighting, then it is important to tell us about the problem.



We dip street lighting between 10:00 pm and 7:00 am, to save energy.



These hours are typically when there are fewer vehicles and people around.



This is not a fault and so does not need to be reported to us.



We will only have the lights on at full brightness in areas where we believe they are necessary to keep road users and pedestrians safe.



You can report a problem with a streetlight by [completing an online form](#).



You can also [contact our Customer Services Centre](#).

We are not responsible for all roads.



Faults on trunk routes – the A1, A46, A453, A52 and M1 should be reported to National Highways.

You can contact National Highways by

- Telephone: 0300 123 5000
- Email: info@nationalhighways.co.uk



We are not responsible for repairing lighting owned by other organisations such as. This includes lights in



- Car Parks



- Garage Areas



- Parks

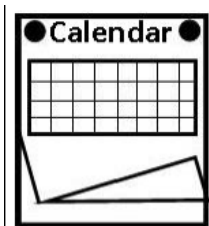
- Recreation Grounds

These are the responsibility of the landowner.

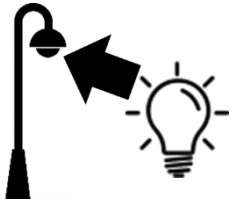


We are responsible for all street lighting on public roads. This means we can only repair problems with lighting on public roads.

How we approach fixing a streetlight



When you report a streetlight problem, we try our best to inspect it within 10 working days.



If the light needs a new bulb, then a maintenance team will be sent out as soon as possible.



We prioritise repairs where a column is at risk of falling over or has exposed electrical wiring, because these pose the biggest danger to the public.

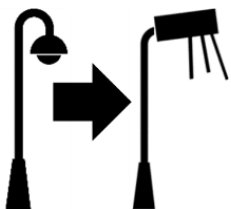


Some faults will need to be fixed by an electricity company.



These faults can take much longer to fix.

Upgrades to street lighting



We are replacing all the old orange streetlights in the county with new LED ones.



These use 60 per cent less electricity and are much cheaper to run.

Customer Service Centre



Our Customer Service Centre can answer most of your questions and help with information and form filling.

There are several ways to contact them, including:



Web: [Use our online contact form](#)



Telephone: 0300 500 80 80

Text Relay: 18001 0115 977 4050

People who have hearing or speech difficulties and prefer to communicate via text can use the Text Relay service through the [Relay UK app](#).



Sign Video

People who use British Sign Language to communicate can use the [SignVideo app](#) to speak with us.



Links in this document

Report a street lighting or other highways fault

nottinghamshire.gov.uk/highwaysrequestform

Nottinghamshire County Council – contact us form

nottinghamshire.gov.uk/contactform

Relay UK app

www.relayuk.bt.com/how-to-use-relay-uk/download-app.html

SignVideo app

signvideo.co.uk/download

For plain English web pages version of this information, go to:

[Street lighting | Nottinghamshire County Council](https://nottinghamshire.gov.uk/transport/roads/street-lighting)

nottinghamshire.gov.uk/transport/roads/street-lighting

and

[Report a streetlight defect | Nottinghamshire County Council](https://nottinghamshire.gov.uk/transport/roads/street-lighting/report-a-streetlight-defect)

nottinghamshire.gov.uk/transport/roads/street-lighting/report-a-streetlight-defect

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