

# Streetlighting

## Mini guide



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## Streetlighting in Milton Keynes

There are over 58,000 streetlights on the roads and redways across Milton Keynes. Any streetlight on the adopted highway is maintained by the City Council. Lights on unadopted highway are the responsibility of the

landowner, this may be a developer, other organisation or private individual. You can find out if a street is adopted highway or not using the [MyMKMapping tool on our website](#). Any adopted highway is shaded in blue.

There is no statutory duty for the council to provide streetlights but once they are installed the council must maintain them to provide minimum safe lighting levels and to meet UK safety standards.

## Types of fault

These are the most common faults report with streetlights:

- Light on all day (dayburner)
- Light flickering/flashing
- Light not on at all
- Water in the light (lantern)
- Light too bright
- Lamppost (column) damaged
- Lamppost door is broken or open and wires are exposed
- Section of lights are not working
- Underpass lights out or vandalised

Example of a 'dayburner' light on a redway. This streetlight has not yet been upgraded to LED so the light is still orange.





On top of each light is a sensor which activates the light when it is dark. A fault with the sensor will cause it to either to be on constantly or not come on at all after dark. Most lights are fed from one power source nearby called a feeder pillar.

If this pillar is damaged or vandalised then the whole section of lights may be out. A damaged lamppost or exposed wires is a safety issue so we will prioritise this type of repair. Do not touch a damaged lamppost.

Most lampposts will have over 230 volts running through them. By law, only qualified street lighting engineers may touch or open a lamppost.

## **Report and repair process**

All streetlighting faults are logged to be inspected by a qualified streetlighting engineer to assess the problem. Once this is done then a repair can be scheduled in line with our Codes of Practice which can be viewed on our Highways section on our website [www.milton-keynes.gov.uk](http://www.milton-keynes.gov.uk)

Some repairs will take longer to plan, especially those which include cabling works, repairs to a feeder pillar or to several streetlights at once.

The electric supply must be disconnected first before works can take place. We request the connection and disconnection from the National Grid (formerly it was Western Power Distribution). Once they have scheduled and completed this part, we can access the streetlight safely and carry out repairs.

### **When reporting a streetlight fault**

Include as much information as possible about the location and the type of fault. This will help the engineer to locate the correct streetlight. You can also look at our Common Faults sheet to see what the problem might be. If possible, include the reference number from the front of the lamppost.

Report the streetlight on our Report It section on our website. There's also an asset mapping tool on this section so you can pick the right streetlight.

Please take care to choose the right streetlight otherwise the engineer may visit the wrong streetlight and the faulty light won't be repaired quickly.

If you prefer, you can call our Customer Service team on 01908 252353 to report an issue or email them at [customerservices@milton-keynes.gov.uk](mailto:customerservices@milton-keynes.gov.uk)

## Festival lights

No weight may be attached to our street lights without prior approval from MKCC Highways team and any unauthorised items will be removed. This includes hanging baskets, advertising signs, posters and Christmas or other festival/event decorations. Dog waste bins may not be attached to columns and should be on a separate pole.

Lights in public spaces are subject to regulations under UK law to make sure they are safe and are fitted correctly. Parish, town or community councils may submit applications to the Street Lighting Team at MKCC Highways for consideration. Any lamppost that will have decorations or other item attached must have a structural test beforehand to check the suitability of the column.

## LED upgrade

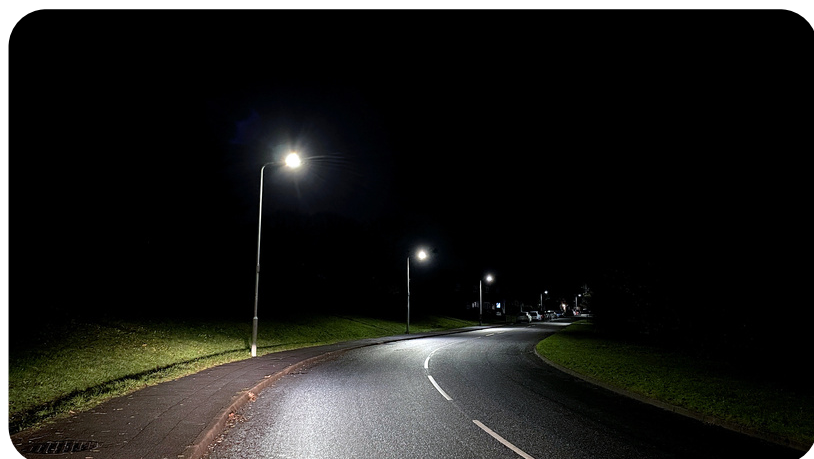
We're now entering the final phase of our LED upgrade for all the streetlights on the public highway in MK. There are 30 residential estates that are included in this phase which will start from April 2023 and will take around two years to fully complete.

Light-emitting Diodes (LEDs) are a more energy efficient way of lighting our highways. LEDs use less energy, reduce light pollution and cost less to maintain compared to the older orange lights. The LEDs don't contain any harmful chemicals either which the older ones do such as mercury or sodium.

The light can be targeted exactly where it is needed and we can dim the lights for off-peak times to save on energy too.

By switching to LED for all our streetlighting, we can control the brightness of the lights, reduce our energy costs and our carbon footprint.

More information about LEDs including Frequently Asked Questions, can be found on the Highways section of our website [www.milton-keynes.gov.uk/highways](http://www.milton-keynes.gov.uk/highways)



LEDs provide targeted light downwards onto the road or footway, reducing light pollution and energy use. The old sodium orange lights give off 360 degree light.

# Traffic signals and pedestrian crossings

Dangerous and emergency situations on the highway should always be reported to the police on 999. To report traffic signals that are not working call 01908 252353 (office hours) or 01908 226699 (out of hours).

## Traffic Signals

We are responsible for the design, installation and maintenance of traffic signals, pedestrian and cycle crossings. Traffic signals help to manage the flow of traffic and reduce road accidents and hazards. Traffic signals are set up so that they change after a certain time has elapsed (calibration) to manage the flow of traffic and to give pedestrians time to cross. If this seems unusually long or short it may be that the signal needs to be recalibrated.

Many of the traffic signals in MK are older models so it can be harder to repair or replace these as the parts are not readily available anymore. We are looking at new technology to replace these old models including the Urban Traffic Management and Control (UTMC) project which began in CMK 2019.

## Temporary Traffic Signals

Some roadworks may require temporary traffic signals to provide a safe working area whilst work is being carried out. This may be by us or our service provider, Ringway or it could be utility and construction companies. If any of these temporary signs are not working correctly or have been damaged please report on 01908 252353.

Any contractor working on the highway must get permission from our Streetworks team before they start any work and there is a charge for this. For more details see the Permits and Licences section. They must stick to the conditions in their permit.

## Pedestrian crossings

There are five types of illuminated crossing in the UK, Pelican, Toucan, Puffin and Pegasus and Zebra. Apart from the Zebra crossing which has lit Belisha beacons, these are controlled crossings with traffic signals. Pedestrians press the button when they wish to cross the road and the signals respond by moving to amber then red.



Raised Zebra crossing



Pelican crossing



Toucan crossing

## Contact details

### Report faults with illuminated items

For reporting a street light fault, remember to include the reference number from the lamppost.

#### Phone

01908 252353

Monday to Friday 9am to 5:15pm.

#### Email

customerservices@milton-keynes.gov.uk

#### Online

Use the Report It section on [www.milton-keynes.gov.uk](http://www.milton-keynes.gov.uk)

## Emergencies

Dangerous and emergency situations on the highway should always be reported to the police on 999.

For an out of hours emergency (weekends/evening/Bank Holidays) such as wires exposed from column or traffic light failure, call 01908 226699.