

Street lighting

How to identify the issue

When reporting a streetlight issue to us, please include as much information as possible to help our engineers identify the problem and make the right repairs. This can help us to fix the fault more quickly.



Light on all the time 'Dayburner'

The street light is on during the day and doesn't switch off. Use the lamppost column reference number to report this to us. Street lights use sensors so they come on at sunset and go off at sunrise. If the light is on during the day this would suggest an issue with the sensor. This is considered a Low Priority as the light is working however we will still aim to get it repaired quickly.



Block of lights out

If there is more than one light in a row, this could mean an issue with the electricity supply, a cabling fault or the feeder pillar is damaged. Report an issue like this to us using the street name and one of the column reference numbers. We'll need to do an investigation to determine what the issue is. This can take longer to fix especially if the issue is a cabling fault.



Lamppost door

This is classed as an Emergency. Please phone this into us on 01908 252353 during office hours or 01908 226699 out of hours. We'll get this made safe within 2 hours. The cables inside the street light column are live so it is a safety hazard. When reporting, use the lamppost reference number or if you can provide a location and street name.

**Report any highways issues using the Report It tab on the website
www.milton-keynes.gov.uk or call 01908 252353**



Lamppost Column

Sometimes the lampposts are hit by vehicles, or can be affected by tree roots pushing at their base.

The lamppost column may be leaning which needs reporting to us so we can check what the issue is. If necessary we will replace or repair any dangerous columns.



Traffic Lights

If there are any issues with traffic light signals they need to be reported to us straight away so we can investigate and make repairs. This may include the lights not working at all or some of the 3 lights being out.

Phone us on 01908 252353 during office hours or 01908 226699 out of hours.



Feeder pillars

If a feeder pillar is damaged it could affect a large number of lights so we need to assess this urgently. Report this using a location giving a street name if possible or the nearest lamppost column reference number.

Report any highways issues using the Report It tab on the website www.milton-keynes.gov.uk or call 01908 252353.

All planned works for Milton Keynes including ours may be viewed on One.Network.