

Improving YOUR Street Lighting

Important information - please keep



Working with



Hampshire
County Council

BENEFITS OF YOUR NEW STREET LIGHTING

The new street lighting has many benefits including:

- the latest in lighting technology to reduce energy use and cut carbon emissions, including the ability to dim lighting remotely
- remote monitoring technology enables lights to be dimmed by 25 per cent between midnight and 5am, which saves energy whilst maintaining high quality lighting
- lighting shining directly onto roads and pavements, reducing the impact on the night sky
- targeted lighting improvements for safer streets and roads
- improved visibility and better quality 'white' light
- preserving or sympathetically replacing heritage lighting
- quicker response to lighting faults through a new centrally controlled system



NEW LIGHTING IN YOUR STREET

In APPROXIMATELY six weeks we will start replacing the lights in YOUR street. To give you an idea of what to expect, these are the answers to some frequently asked questions.

Hampshire County Council is carrying out a major work programme to improve street lighting across Hampshire in partnership with SSE Contracting. This vital work will make sure that lights in both urban and rural areas meet the latest standards, including being more energy efficient.

We will either replace the old street lights and lanterns completely or upgrade the lantern. We will be using modern lighting that shines white light directly onto the roads and pavements. If you would like to find out what we are doing in your street please go to the work schedule page on www.lightsoninhampshire.co.uk.

I. Why are we doing this?

It's simple - thousands of older street lights are in a poor condition and need replacing. Some are more than 40 years old and just don't meet modern standards. Orange light makes it more difficult to see colours at night and the older designs shine light in all directions, including into the night sky. The new white lighting will be directed onto roads and pavements, helping to reduce traffic accidents, crime (and the fear of crime) and make the streets safer.

2. Will the project help save energy?

Yes, the energy used will be more efficient and better directed.

Most lighting stock over 15 years old will be replaced on a like-for-like basis with white fluorescent light in residential areas, giving greater clarity and colour representation. Carbon emissions will be reduced through the introduction of remote lighting management, with a central control room having the ability to change lighting times and levels.

3. Will the new lights be brighter / a different colour to the ones they're replacing?

Any new or replacement lighting is designed to British and European lighting standards and will be 'white' light. The aim is to provide the right standard for the type of road, traffic flow and local conditions. Some roads will have noticeably brighter lighting for these reasons.

4. Where will the new street lights be located and will they be in a different position?

Most street lights are replaced like-for-like but they must comply with the British Standard and Hampshire County Council design specifications. New replacement lighting columns will be sensitively placed on boundaries wherever possible or where they cause the least intrusion. Some designs will be limited by the available electrical supply, position of trees and other street signs. Street lights placed in different positions are sometimes required to ensure the highest safety criteria is met.

5. Who will do the work?

SSE Contracting will be carrying out the work on behalf of Hampshire County Council. SSE Contracting is the largest street lighting contractor in the country and part of the Scottish and Southern Energy Group.

6. What happens next?

Before the work starts we'll mark the new positions for the street lights on the public highway, **usually** by a circle. These positions are designed to make sure that lighting levels are correct. We take great care positioning the lights and work closely with the local council to make sure there's minimal disruption.

7. Will there be holes in the pavement / road?

It isn't possible to install new street lights and electrical cable without digging some holes. However, we'll try to dig as few as possible and fill them in again as soon as we can. Our engineers use barriers, signs and cones for safety. If the road is very busy or narrow we may have to use traffic lights to protect our workforce.

8. Will I still be able to park on the street?

You obviously can't park where our engineers are digging. We will, however, try to keep as much parking space available as possible.

9. Can I park on my driveway?

You should be able to use your driveway as normal unless we're working directly outside your home. If we are, we may have to ask you to move your car elsewhere for a while. If you need to park close to your home (for example because you have a disability) please speak to one of our engineers and they will help you.

10. Will the bins still be collected?

Bin collections should take place as normal. If necessary, we will move wheelie bins or dustbins to a single collection point away from the work site and return them when empty.

11. What if I'm expecting a delivery?

If you're waiting for a delivery to arrive, please speak to one of our workmen. If you run a business, one of our engineers will contact you before the work starts to discuss what access you need and when. If no one has contacted you and you have some concerns, please call Hampshire County Council on 0845 603 5633.

12. Will we need to visit your premises?

We will **not** need to visit your premises when working in your road. If a member of the team does knock on your door, please ask for proof of ID and call the free phone number on the card to confirm their identity.

13. Why are there two street lights outside my house?

Once the new street lights are in place, the local electricity company will lay the supply cables, connect the new lighting and disconnect the old. The old street lights can then be removed. We try to do this within a few days but it may take a little longer as we have to ask the local electricity company to do the work. The work is planned carefully so the street isn't left without lighting.

14. Will it affect the electrical supply to my house?

There should be no interruption to your home's power supply during the work.

15. What happens to the old street lights?

No waste material is sent to landfill. The existing street lights, both concrete and steel are completely recycled, as well as the lanterns.

16. What if I don't want a street light outside my house?

The new lighting is designed to meet the latest standards which mean they can't always be replaced in their existing locations. We do offer to check the layout and if there is a convenient alternative we will **consider** reasonable requests from residents to relocate a column before it is installed.

17. Will the lights shine in my windows?

The majority of modern lanterns have optical controls designed to limit or counteract intrusion into properties. On occasions where a light shield is felt necessary, you can request one by emailing hampshirepfi@ssecontracting.com. For street lights that have been replaced as part of the programme there will be no charge to fit a light shield. However, if the street light in question is older and not part of the maintenance and replacement programme, a charge will be incurred.

18. If I have obtained permission for a dropped curb and a street light is in the way, what can I do?

If you would like the street light repositioned then contact hampshirepfi@ssecontracting.com. There may be a cost involved in the repositioning but each case is individually assessed.

19. How do I contact you if I have a query?

Please refer to the back page for all of our contact details.

20. When will the work be starting and how long will it take?

The replacement work usually starts **approximately** six weeks after you receive this information and is completed generally within two weeks.

PHOTOS



The old lighting gives an orange glow and does not meet modern illumination standards.



A picture of the same street after the new street lights have been installed shows the more focused 'white' lighting, helping to make the streets safer.

OUR PROMISES TO YOU

We will:

- reuse or recycle existing material as much as possible



- keep your street as clean and tidy as possible



- keep disturbance to a minimum



- work safely and put up any necessary warning signs and barriers



- listen to your suggestions about our work



- be polite and respect your property



HOW YOU CAN HELP

BE AWARE A CONSTRUCTION SITE IS DANGEROUS

PLEASE

- Remind your children not to play on or near the excavations and barriers
- Obey any signs
- Do not cross any barriers
- Try to keep away from the works



PARKED CARS

PLEASE

- Help us by parking your car away from where we are working



IF YOU HAVE ANY SPECIAL NEEDS

PLEASE

- Let us know as soon as possible so that we can help



IF YOU ARE NOT HAPPY WITH OUR SERVICE

PLEASE

- Let us know straight away by calling: 0845 603 5633 or writing to us at the address on the back of this leaflet



NOTES

A public meeting is happening in your area,
for more information visit our dedicated website
www.lightsoninhampshire.co.uk

CONTACT US

➔ **Phone:**

Hampshire County Council: 0845 603 5633 (office hours only)
SSE Contracting: 0800 048 2437 (out of office hours)

➔ **Website - Information and to report a fault online:**

www.lightsoninhampshire.co.uk or www.hants.gov.uk/street-lighting

➔ **Email:**

hampshirepfi@ssecontracting.com

➔ **Address:**

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Working with



Hampshire
County Council