



Customer Care Charter

Since 2003 **Lighting For Staffordshire** have been delivering street lighting maintenance and replacement services for **Staffordshire County Council**. Operational delivery is provided by **E.ON Energy Solutions Limited** who are responsible for managing all aspects of the day to day Apparatus Renewal programmes and Planned Maintenance activities including routine and emergency fault attendance and rectification. These activities will be delivered according to the following standards and expectations.

Apparatus Renewal

All items of apparatus, street lights, illuminated signs and bollards, which exceed their anticipated lifespan or fail to meet rigorous structural standards, will be replaced.

The programme will be planned in five-year phases and any necessary consultation will be held with appropriate local authority conservation offices, where appropriate, before renewal is undertaken.

Residents will be notified a minimum of one month before planned renewal work commences under normal circumstances, and details will also be published on the internet and updated as required (website address below).

Routine Maintenance

All apparatus will be inspected at least once every three years to ensure its' electrical safety, optical performance and structural condition are acceptable.

Any apparatus not meeting acceptable standards will be repaired or replaced.

Lamps will be renewed on a planned basis to maintain lighting standards.

Inspectors carry out night time checks on all units once a month to check that they are correctly lit. Outages will be logged for repair

Any item not lit will be reported for repair.

Faults and Emergencies

We will endeavour to repair most faults within 5 working days of receiving notification.

Emergency faults, where there is a significant risk to the public or property will be attended with 2 hours of notification.

The site of any emergency will then be attended until the apparatus has been made safe. A full repair will normally be made within 25 working days.

Power failure faults relating to the electrical network will be referred to the relevant electricity supply company for repair within 25 working days.

Customer Enquiries and Complaints will be dealt with promptly in line with the **Customer Concerns Procedure**, click [here](#) for more details.

Reporting a fault? Telephone the Highways Hotline on **(0300) 111 8000**

(Highways Hotline is operated by Staffordshire County Council)

Contact Us:

For general enquiries, write to **E.ON Energy Solutions Limited, Staffordshire PFI Team, Woolsthorpe Close, Bilborough, Nottingham, NG8 3JP**. Call us on: **(02476) 191 261**, or e-mail us at: lightingforstaffordshire@eonenergy.com or visit our website at: www.lightingforstaffordshire.net