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Report street lighting fault

The council is responsible for maintaining approximately 24,000 street lights and over 2,500 illuminated traffic signs and bollards across the greater Peterborough area.

Street lights should operate from dusk until dawn, while lights in pedestrian subways are usually on 24 hours a day.

Report street lighting fault

To report a problem with a street light or illuminated traffic sign or bollard please contact our street lighting team. When reporting, please provide:

- > the location of the street light (street or road name, outside which house number)
- > the marked number on the post (usually found on the side facing the road)
- > a description of the fault e.g. 'light off at night', 'light on in daytime' or 'damaged due to vandalism'.

Non-emergencies

Telephone 01733 453523 (There is a voicemail messaging service available for out-of-hours routine messages)

Email: street.lighting@peterborough.gov.uk

Normal street lighting repairs are attended to within 7 days of report. We aim to inspect the unit and carry out repairs to fix the fault in one visit if possible. If however, particular difficulties have arisen, such as an electricity supply cable fault, or if we have problems accessing the column for example, the repair may take longer.

Emergencies

For emergencies where there is an immediate danger to life, please call as appropriate:

01733 453523 during normal office hours (Monday to Friday 8am to 6pm)

0845 6043127 out of hours (weekdays between 6pm and 8am, and anytime over the weekend). Emergencies will usually be responded to within one hour.