



SA Power Networks - street light fault reporting help

Street light fault reporting combines SA Power Networks street light data with Google maps, to provide customers with an easy interactive way to notify SA Power Networks when a street light is in need of repair.

You can report a fault in 3 easy steps:

- ① **Search** - for the location of the street light
- ② **Select** - the light which needs to be attended
- ③ **Submit** - enter your details and submit

Minimum requirements

Internet Explorer 7 or newer, Firefox, Chrome and Safari.

Javascript enabled.

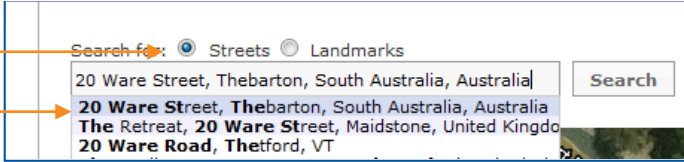
Step 1: Search

Below are some examples of how you can search for the location of a light:

By: Street / suburb

1 Select the '**Streets**' option

2 Type in a street address or suburb and 'left' mouse click from the suggested locations in the list

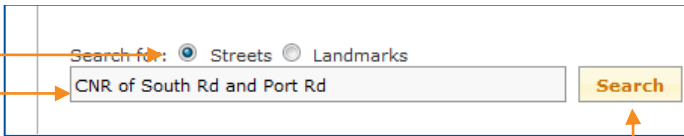


By: Intersection

1 Select the '**Streets**' option

2 Enter '**CNR of**' and then the name of the two streets which intersect, separated by an '**and**'

3 Click '**Search**'



By: Bus / train / tram stop

1 Select the '**Streets**' option

2 Enter the bus stop address (as suggested in the example) and 'left' mouse click from the suggestions in the list

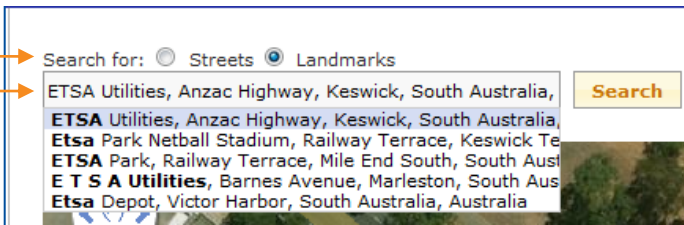


By: Landmark / point of interest

1 Select the '**Landmarks**' option

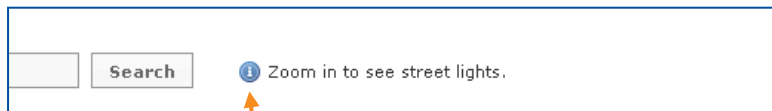
2 Type in a landmark or point of interest and 'left' mouse click from the suggested locations in the list

i Note: Not all landmarks are available

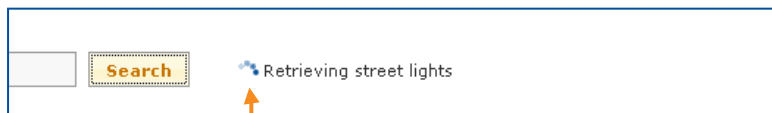


On screen instructions

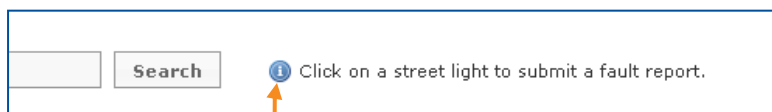
A banner next to the Search button provides guidance and information to assist you in using the tool:



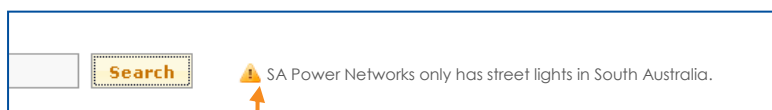
Zoom in to a closer level to display lights (minimum of 50m / 200ft) (*lights will be displayed on screen as green circles and red diamonds*)



Map is in the process of loading the street lights



Select the light that needs to be reported (*Green is available to be reported, red has previously been reported*)



Search for a new location in South Australia (*SA Power Networks only maintain lights in South Australia*)

Locating a light

Once the searched location is displayed, depending on the amount of detail entered in the search you may need to zoom in further, pan around or use satellite view to locate the light to be reported.

Zoom In

Lights will only be displayed at a minimum zoom level of 50m/200ft.

To zoom in closer try one of the following methods:

- 1 Double 'left' click your mouse on the map
- 2 Use the scroll wheel on your mouse
- 3 Click the + on the on screen controls (*dependant on internet browser*)



Pan around

To help find the light you may need to pan around.

To pan around try one of the following methods:

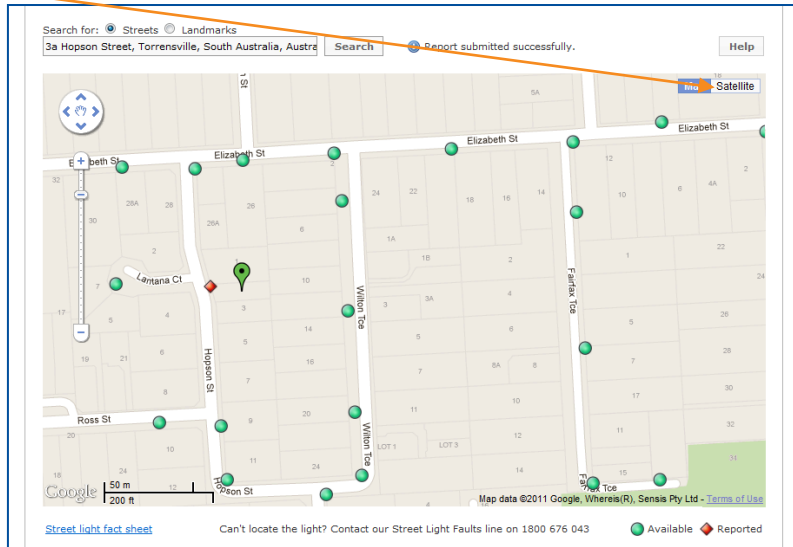
- 1 Press and hold the 'left' mouse button and move the mouse to the required area
- 2 'Left' click the arrow buttons in the direction you would like to go



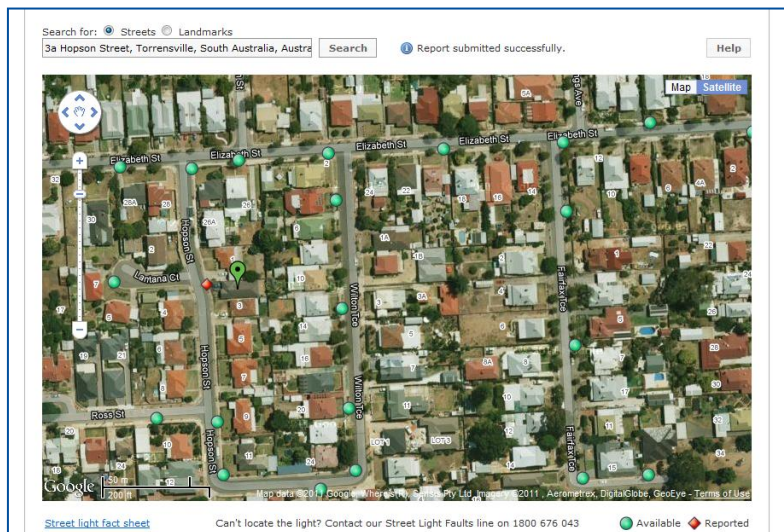
Satellite view

To help find the light you may find the satellite view useful.

- 1 To select satellite view 'left' click the 'satellite' view button

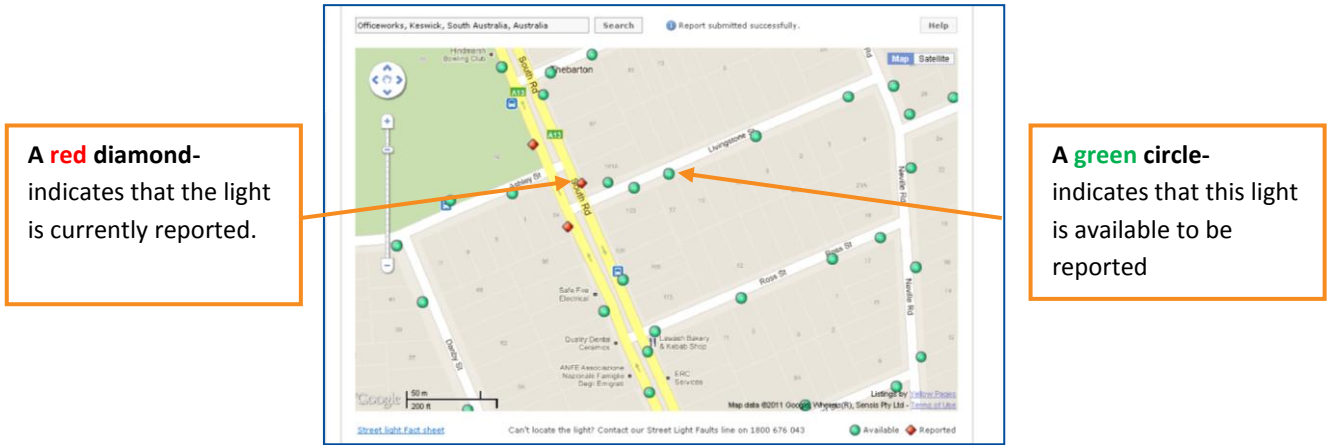


- i Result of the same location:



Step 2: Select

- 1 Select the light if it is available to be reported by 'left' clicking with the mouse button



- i Once a light has been selected the following fault report screen will be displayed:

The screenshot shows the 'Submit street light fault' form overlaid on the map. The form includes the following fields and options:

- Type of fault:** A dropdown menu with the text 'Please select the problem with this light'.
- Your contact details:** Fields for 'First name', 'Last name', and 'Contact number'.
- Send me an SMS on job completion.**
- Your postal address:** Fields for 'Address line 1', 'Address line 2', 'Suburb', and 'Post code'.
- Buttons for 'Submit' and 'Cancel'.

The map in the background shows the same street light locations as the previous screenshot, with a red diamond indicating the selected light. The form also displays the user's IP address as '159.13.16.138'.

Step 3: Submit

1 Select the fault with the light

2 Enter your contact details. Your details are saved for each report until you close your browser

3 Indicate if you would like to receive an SMS when the light has been attended

4 Enter the words in the image (if prompted)

5 Click Submit

The screenshot shows a web form titled "Submit street light fault" with a close button (X) in the top right corner. The form is divided into several sections:

- Type of fault:** A dropdown menu with the text "Please select the problem with this light" and a list of options: "The light is off at night" (highlighted), "The light is on 24 hours a day", "The light is flickering", and "The light fixture or pole is damaged".
- Your contact details:** Fields for "First name", "Last name", and "Contact number". A checkbox labeled "Send me an SMS on job completion." is present.
- Your postal address:** Fields for "Address line 1", "Address line 2", "Suburb", "SA" (with a dropdown arrow), and "Post code".
- Image:** A CAPTCHA image showing the words "impagi create" with a "Type the two words:" input field below it. To the right of the input field are reCAPTCHA icons.
- Buttons:** "Submit" and "Cancel" buttons at the bottom right.

Numbered callouts 1 through 5 are connected to the form by orange arrows:

- 1 points to the "Type of fault" dropdown menu.
- 2 points to the "Your contact details" section.
- 3 points to the "Send me an SMS on job completion." checkbox.
- 4 points to the CAPTCHA image and input field.
- 5 points to the "Submit" button.

6 Once you have successfully completed the fault report you will be presented with a reference number

Please keep a copy of this number for future reference

The screenshot shows a confirmation message titled "Fault report submitted" with a close button (X) in the top right corner. The message contains the following text:

Thank you for submitting your report. It has been forwarded to our Customer Service Team for processing.

For information regarding repair timeframes and other frequently asked questions, please refer to the [Street light fact sheet](#).

Please record your reference number should you need to enquire with our Customer Service Team on 1800 676 043.

Reference number: **SL-8617-101**.

At the bottom, there are two buttons: "Report another light" and "SA Power Networks homepage".

Callout 6 points to the reference number "SL-8617-101".

Questions?

If you have any difficulties in using the tool or cannot locate the light on the map you would like to report, then please contact our Street Light Customer Service Team on **1800 676 043**.