

Street lighting update 24<sup>th</sup> March 2021

Corner bell crossing/SH1

Finally after many months I have got some progress on this, NZTA's contractor Fulton Hogan are dealing with this.

Fulton Hogan have finally received quotes from their contractors and have submitted pricing to NZTA for approval – The job requires replacement of 1 street light pole and thrusting (or horizontal drilling) of a new cable between street lights.

Multiple streetlights out in Huntly Main St.

Due to the large number of lights out I was expecting a bit more of a quicker response, but to date nothing appears to have been done.

A bit of background, last community board meeting I volunteered to deal with this issue.

The evening of the 24-02-2021 I done a night time survey of the street lights not working in the Main St area (I excluded the lights that were out due to the SH1/Bell Crossing issue).

I tried to raise a service request through the web form, but the final step would not complete (I've had this issue previously and raised this but it seems it has not yet been addressed).

25-02-2021 I raised the service request via email and received a service request # 2B003D, and was advised that it had been sent to the roading team for response.

08-03-2021 Monday morning on my way to work I done a drive by, no sign of any repairs been done, that afternoon I followed up, a reply was received the next day with a different service number (2B4F0G), Same response – sent to Roading team for their response.

15-03-2021 Another Monday morning drive by – still no progress on the repairs, another email was again sent asking why, A reply the next day, with another different service request number (2B819I) and (RDG02666/21 and RDG02667/21). Again, stating that the “Roading Alliance who will undertake an on-site inspection within the next 5 working days”

They have advised me that a roading representative will be in touch with an update as soon as possible after the inspection.

22-03-2021 Regular Monday morning drive by, still no apparent repairs. Another email sent.(below)

*“Another week has gone by, a quick check again on my way to work this morning and it appears that no repairs have been done.*

*Still waiting on someone from roading to make contact.*

*Can you please advise me of the what kind of repair time frame Waikato DC expects from it's street lighting contractor.*

*It is nearly a month since I made this request and this is extremely poor, attached is a picture showing the river side of main st in Huntly with most of the under verandah street lighting out.*

*I will assume that the roading alliance team has made their inspection, can you tell them I would like to see the results of their inspection and compare it to the list of lights that needed repair.*

*Greg McCutchan  
Huntly Community Board”*



Lights on left side out – right side going.

So far there has not been any response.

It's been a month since the 1<sup>st</sup> request for service was made by me, A previous request was made by Rewi but went nowhere.

I'm not sure what is gong on here, but every time I ask about the service request another service request number is generated – Is this normal?

It appears that the request for service 1<sup>st</sup> requested on the 25-02-21 did not get a job number until the 15-03-21 (RDG02666/21 and RDG02667/21). As I do not know the inner workings of the request for service system Waikato DC operates - I have no way to determine if this is the case or not.

As far as my email to Waikato DC on the 22-03-21, I'm trying to figure out what WDC expect from their contractors, are WDC holding their contactors to account when they don't perform, and to compare which lights the roading contractor saw not working.

There is an observation that is becoming apparent, it appears that there is a problem with the service request system, Rewi's request just seems to have disappeared, it looks like

mine may have been heading that way as well, but it seems that my repeated follow ups may have kept things on track and eventually got a RDG number after 3 weeks.  
It begs the question, "How often does this happen with other people who make service requests?"

Does WDC need an external audit of it's service request system?

Greg McCutchan