

## **Cape Light Compact - Municipal LED Street Lights FAQs Frequently Asked Questions and Answers**

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### **1. What was the Municipal LED Street Light retrofit project all about?**

Answer: In 2014, the Cape Light Compact and their member Towns (or Fire Districts located in member Towns) completed the conversion of all town-owned streetlights to LEDs as part of a multi-year energy efficiency project (except for the Towns of Eastham and Aquinnah who are still served under the NSTAR Electric S-1 Tariff). This cost-effective investment of nearly \$6 million converted approximately 15,700 fixtures resulting in long-term energy and maintenance savings with improved light quality and roadway safety.

### **2. Who do we call when a municipal owned streetlight is out?**

Answer: Call 1-800-544-4876 (800-LIGHTS-ON) to report a problem with a municipal owned street light. Please report the nature of the problem, pole # (ex: 99/9), street name, closest house no. and nearest cross street. Each Town or Fire District who owns their streetlights has an Operations & Maintenance (O&M) agreement with Siemens Industry, Inc. who maintains this outage reporting call center and provides the O&M services.

### **3. What is the term of the streetlight Operations & Maintenance (O&M) contract with Siemens?**

Answer: The new O&M contract went into effect on a town-by-town basis at various months in 2014 for a 3-year term with the ability to extend for one additional 2-year term. The Compact will coordinate with all Towns in May, 2016 to evaluate and decide as a group on notification to Siemens of an extension.

**4. If the lights come with a 10-year warranty, why do we pay anything for O&M?**

Answer: Please see the table below that describes how the various contract items are shared by the Compact and its member communities. The 10-year warranty is a product warranty only; it does not cover the labor cost associated with removing a failed fixture, shipping to/from manufacturer, and installing a replacement fixture. The estimated costs are approximately 25-30% of current costs and provide a low-cost insurance policy against premature failures which must be repaired at no additional expense. The warranty includes the contractor's 24/7 call center/online portal, monthly administrative costs, and on-call electricians/equipment available on a 24/7 basis should an emergency response be required.

<b>Task</b>	<b>Funded by</b>	<b>Applicable Contract</b>
Audit of existing fixtures	Cape Light Compact	Investment Grade Audit (IGA)
Design of new LED system	Cape Light Compact	Energy Management Services (EMS)
Supply & install new LED fixtures	Cape Light Compact	Energy Management Services (EMS)
Make adjustments as requested within 60 days post completion	Cape Light Compact	Energy Management Services (EMS)
Repair outages, day burners	Member communities	Operations & Maintenance (O&M)
Emergency repairs due to vehicle or weather damage	Member communities	Operations & Maintenance (O&M)
Pole transfers	Member communities	Operations & Maintenance (O&M)
Police details	Member communities	Operations & Maintenance (O&M)
Electrical troubleshooting, misc. work as requested, addition, removal, or modification of LED fixtures	Member communities	Operations & Maintenance (O&M)

**5. How do communications with NSTAR work when they remove and/or relocate an existing utility pole with a Town or Fire District-owned streetlight?**

Answer: The terms and conditions of the streetlight Purchase and Sale Agreement and/or License Agreement between the individual Cape Light Compact Member Towns (or Fire Districts located in member Towns) and NSTAR Electric and/or Verizon,

more fully describe the communications involved.<sup>1</sup> However, as a guide, the typical process is as follows:

1. NSTAR Electric will be the point of contact<sup>2</sup> for the Towns (or Fire Districts) as the primary purpose of the attachment to the utility pole is to provide electricity for lighting. Note: Utility poles often are jointly owned by NSTAR and Verizon New England, Inc. and either company may be designated as the entity who “set poles” that vary from Town to Town.
2. NSTAR will provide notice via phone call or e-mail, no less than three (3) business days in advance, to the primary designated contacts in the affected Town (or Fire District), when an existing streetlight Facility may need to be rearranged or relocated on an existing or new pole in the same location, except in the case of a pole removal or relocation, when the pole is not needed by NSTAR, in which case NSTAR shall provide no less than thirty (30) days advance notice.
3. In the case of an emergency incident, where the Town Police and/or Fire Department report a damaged pole to NSTAR, the Town Police and/or Fire Department shall also notify the DPW/Highway contact(s) in the affected Town (or Fire District).
4. The Town (or Fire District) primary contact(s) will arrange for the pick-up & storage of the streetlight and typically will, through Siemens Industry, Inc. (“Maintenance Vendor”), provide for the attachment of the streetlight on the new pole.
5. NSTAR will be contacted by the Town/Fire District, or the Streetlight Maintenance Vendor on behalf of the Town/Fire District, when the streetlight is reattached and ready for power.
6. NSTAR will reconnect the streetlight to their distribution system, at no cost to the Town/Fire District, in a timely manner following notification by the Town/Fire District or Maintenance Vendor that the streetlight is reattached.

## **6. What is the process if a Town (or Fire District) wants to add a new streetlight?**

Answer: Two submittals must be completed and sent to the NSTAR Account Executive: (1) Application and Pole Attachment License and (2) Work Order for New Service.<sup>3</sup> When NSTAR approves the Pole Attachment the Town Streetlight Maintenance Vendor can then be contacted by the Town to schedule the installation of the new

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<sup>1</sup> These agreements reside with each respective Town or Fire District.

<sup>2</sup> The NSTAR contact is the Account Executive assigned to each Town

<sup>3</sup> The required NSTAR forms can be obtained from the NSTAR Account Executive.

light and notify NSTAR that it is ready for power. NSTAR will schedule the power connection to the street light when the Town pays the NSTAR bill for the Work Order for New Service.

**7. I have a Private light, can I get it converted to an energy efficient LED fixture?**

Answer: The Municipal LED Street Light Project included all fixtures on an NSTAR S-2 (Customer Owned, Rate Code 82) Street Lighting electric bill. The Compact supports all cost-effective energy efficiency efforts and will consider providing incentives for metered dusk to dawn publicly-owned and/or privately-owned outdoor lighting on a case-by-case basis and customers should contact the Compact. Customers should have their electric bill for the lights available and call the Compact energy efficiency staff at 800-797-6699 to review available incentives and eligible fixtures for these additional street lights.

Please note for Private streetlights that are on an NSTAR S-1 (Rate Code 79 or 81) the customer must speak with NSTAR Electric by calling 800-592-2000 to ask when an energy efficient option might be available as these fixtures are the property of the utility. Private streetlights not owned by NSTAR, but by individual electric customers (and therefore potentially eligible for retrofit by customers directly), are typically billed on a general electric service rate or the S-2 customer owned streetlight rate instead of an S-1 streetlight rate.

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