<u>HWTN Streetlight Outage Reporting:</u> City Of Milwaukee Online

Almost all HWTN streetlights *not inside Lake Park* and ***not** along either side* of Lincoln Memorial Dr are maintained by the City Of Milwaukee. Outages reported via phone don't always translate well into clear, traceable reports. Therefore, it's recommended to report via the following **online method** (or via MKE Mobile Action App *detailed elsewhere*).   *This* guideline applies to outages within HWTN boundaries, including *both* sides of streets defining its boundaries but usually not to outages actually within Lake Park or along either side of Lincoln Memorial Dr (for which there's a separate Mke County Online reporting guideline).

NOTE: If you're reporting **3 OR MORE ADJACENT** outages then you must call 414-286-CITY (286-2489) to report that "emergency" instead of using this procedure.

1) Go to website "**city.milwaukee.gov**"

2) Point to "CLICK OR CALL FOR ACTION" at upper right of homepage, then click "**Click For Action**".

3) Click green "**Log In**" button at upper right above map. If you don't have an account, click "Sign Up" at bottom of login window to create one. The "Log In" and "Sign Up" buttons at upper right will be replaced with a silhouette icon when you're logged in.

4) Scroll down list on left side of page and click "**Electrical Services**".

5) Under "Electrical Services" click "**Street And Alley Lights**".

6) Under "Street and Alley Lights" scroll down and click either "**Street Light Out**" *OR* "Street Light Cycling". You can come back to here later for each ADDITIONAL outage you've found.

7) See scrollable section at left and a map at right. Here you'll enter information about ONE streetlight outage. Don't enter info about multiple streetlights here but only that for a SINGLE streetlight. **Each streetlight outage should have its own report**.

8) On map at right, left-click "**+/-**" at lower right to zoom in/out. Left-click/hold on the orange & white locator pin and drag it to the general location of the faulty streetlight. Left-click/hold on map (not pin) and move to see a different area. Drag pin and zoom/move map as needed to keep pin in view and move it to streetlight's location. Zoom in ("+") to see building outlines near the pin. As you move pin around you'll see the "closest address" automatically appear in the "Address (required)" box at left. Adjust pin's location and ensure placement on correct street, side of street and position along street. The "final" address in the "Address (required)" box is the one included when you submit the report. The pin interpreter doesn't always provide a precise address versus the pin's position (e.g. if you're clearly mid-block on the W side of Downer, it may still display a corner address on nearby Belleview). If you'd like to do better, you can type a specific address in the "Address

(required)" box, which may relocate the pin. Remember that a report with an imperfect "Address (required)" entry is better than no report at all. Your additional short text description (**see below**) will further clarify the outage location.

9) In the "**Description**" box, type the outage's location and your contact info. NOTE: It's strongly recommended you abide by the following to prevent the "system" from rejecting the report, or city workers from misinterpreting the request.

- Do not use more than 600 characters total (including spaces).

- Do not use any words or terms greater than 15 characters each.

- Do not use the "Enter" key as you type in the box.

- Use the letters N, S, E and/or W to indicate directions *relative to* streets or intersections. For example "**E** side of Terrace Ave, just **N** of Bradford Ave".

- You can *eliminate* the N, S, E or W designations for *street names themselves* for simplicity (e.g. instead of referencing N. Wahl Ave, just use Wahl Ave).

- Enter your full name and phone number so you can be contacted *if needed*. Reports are taken more seriously with a name and phone. Under normal circumstances the city won't contact you. Do not use spaces or dashes in your 10 digit phone number, just your area code and 7 other digits (e.g. 4141231234). Indicate the request is for HWTN.

- Use one of the **example formats below** for clarity/simplicity:

    N side of Bradford Ave, just **W** of Wahl Ave. Requested for HWTN by John Doe 4141231234

    SW corner of Park Pl and Lake Dr. Requested for HWTN by Mary Doe 4141234567

    E side of Downer Ave, **N** of Hartford Ave, middle of block. Requested for HWTN by John Doe
        4141231234

    Note: Only a few streetlight poles are clearly tagged with numbers. It's not essential but if you see a pole number include it in the description (e.g. "pole 2307").

10) Verify "Address (required)" and "Description" text boxes both show what you intend.

11) For "Privacy" option ("Private" or "Public"), click option so that **"Public" shows at the right**.

12) You do not need to include any photos.

13) Click "**Submit**" button at bottom to complete the report. You should see a small popup indicating "Success!" along with a **report number**.   Save the **report number**, date and descriptive info for later reference. Click upper right "X" in small popup window to close it. Click orange "**Create new issue**" button at upper left *only if needed to report another separate outage*.