



Street Light Outage Application

<https://www.menashautilities.com/>

[Local Ownership](#)[Low Rates](#)[Utility Commission Meetings](#)[Value of Public Power](#)[Job Opportunities](#)[Community Involvement](#)[Scholarships](#)[Kids Corner](#)[Our Environment](#)

About Us

Menasha Utilities is a municipally owned and operated electric and water utility, serving more than 9,000 customers in Menasha, Wisconsin. We strive to provide low-cost, reliable service with a community-focused, personal touch. We are your friends and neighbors who share your values and understand your needs.

Menasha Utilities was founded in 1905. While a lot has changed over the past century, the focus of the utility has not. Today, we still offer our customers some of the lowest electric rates in the area - rates significantly lower than those in territories that are served by most investor-owned utilities. And, since we live and work in the community, we provide reliable energy with superior customer service.

Menasha Utilities also provides our customers with clean, high-quality water that meets or exceeds all state and federal standards. Our water quality and capacity are monitored every day by well-trained system operators.

IDENTIFIED ISSUES

Customer called in and customer service collected information on a note card.

Information was entered from an existing Access database.

Communication with line crew was inconsistent with no tracking.

Customer Service didn't ask correct questions

IDENTIFIED WORKFLOWS

Meeting with Supervisor + GIS + Line Crew

Identify workflow. How would street light repairs be completed.

Line crew needed location number on the pole and street address.

Supervisor needed to know what problems were being fixed and type of fixture.

IDENTIFIED WORKFLOWS

GIS needed to know change in light size for billing purposes and mapping changes.

ESRI upgrades to PRO 3.1 and Enterprise 11.1

Use Experience Builder and Survey 123





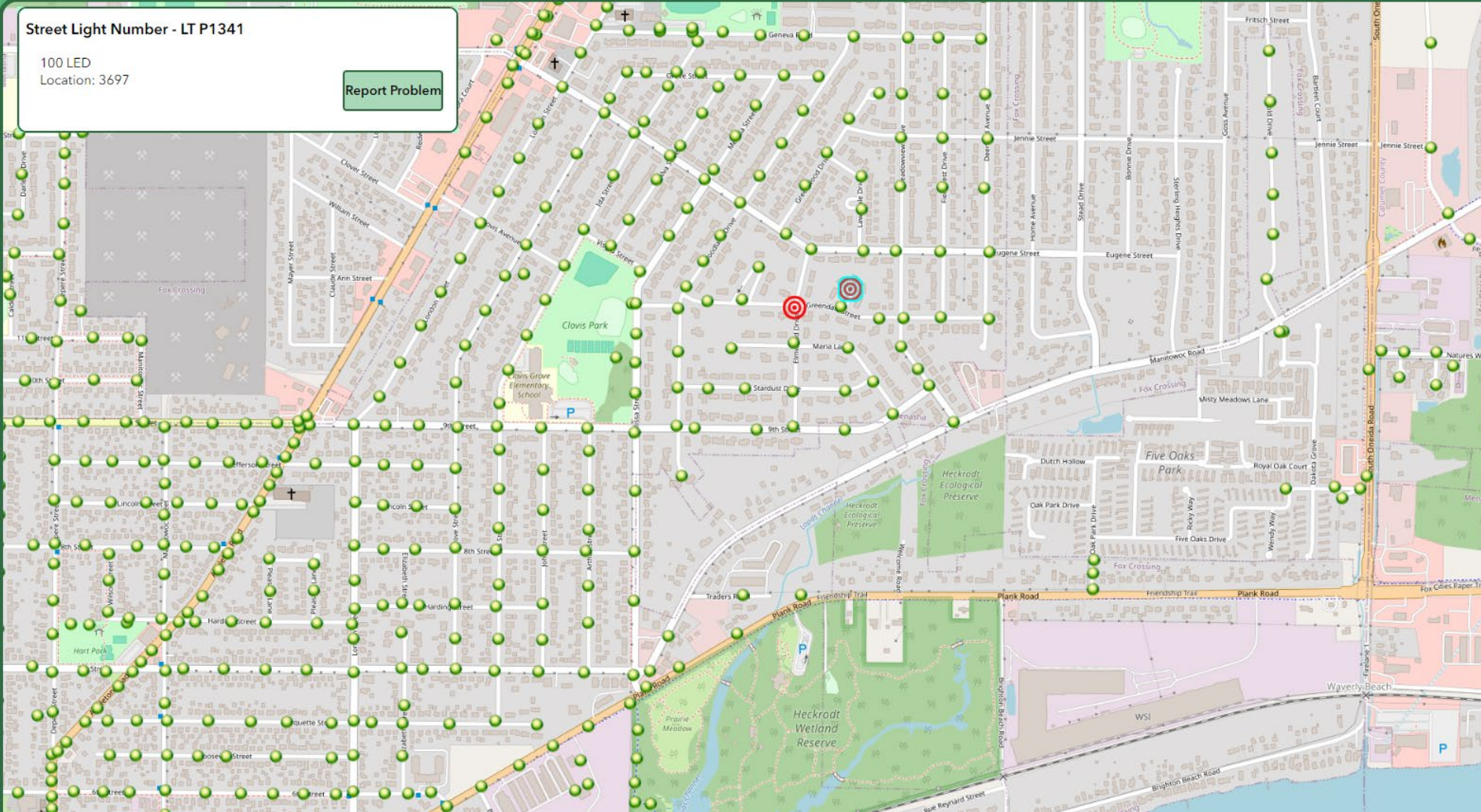
Street Light Outage Map

Find Address or Location

Street Light Number - LT P1341

100 LED
Location: 3697

Report Problem



Typical Wooden Pole Location Number. Aluminum and Fiberglass Poles may not have a Location Number on them.

Street Light Outage Status

Legend

- MU Light
- In Progress
- Outage

Street Light Outage Form Public

DH

- XLSForm
- Update
- Files
- Tools
- Publish
- ...

MU Street Light Outage Public

- 📄
- 🗺️
- 🔍
- 📄
- 🔄

Location *

Name *

Phone *
In case more information is required

() -

Email *
For status updates only

Problem *

Comment

✓

- Form
- Details
- Options
- Map
- Media
- Linked Content
- Scripts
- Schema

Reported Street Light Outage for Light LT P1460



Electric GIS

To: Electric GIS

Cc: Dan Hutter; Kurt Melchert

****** Do Not Respond To This Email. This Email is Not Monitored ******

Thank you for reporting a street light outage at location 3695.

We will repair this light soon.

We will keep you posted as the repair progresses.

Your help is appreciated.

Thank you,

Menasha Utilities

****** Do Not Respond To This Email. This Email is Not Monitored ******

Upcoming Event

Spring Donation Drive

Menasha Utilities is hosting a Donation Drive, collecting non-perishable food items for local food pantries! Bring in 4 or more non-perishable food items and receive a FREE gift!

Find more details...

[More](#)

[See All](#)

Upcoming Event

Go Paperless in March to be entered into Bill Credit Drawing!

Pay your bill the easy way with Paperless Billing! It's simple, convenient, and...

[More](#)

Recent News

End of Winter Moratorium April 15

Do you have a past due Menasha Utilities account? Please be advised that the Winter Moratorium ends on April 15, and customers with delinquent account balances are urged to take care of those...

[More](#)





Street Light Outage Map

Street Light Outage Map

Street Light

Edit Outage

New Outage

< 1709825580000

Status

Reported Outage

Repair

Repair Describe

Repair Comment

Date Completed

MM/DD/YYYY

Assigned To

Date Assigned

MM/DD/YYYY

Find Location or Address

Street Light Number - LT P1460

Location - 3695
100 watt LED

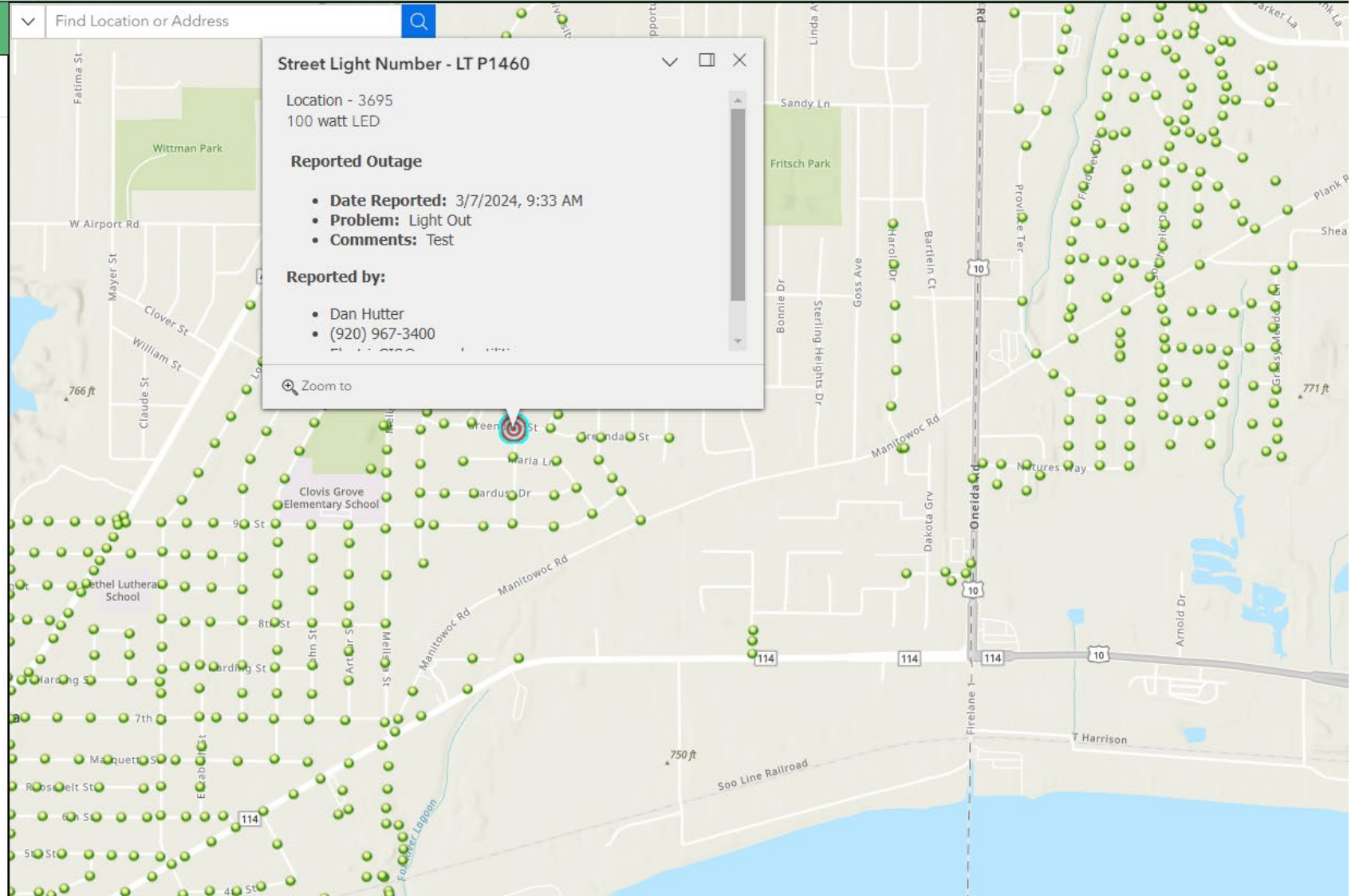
Reported Outage

- **Date Reported:** 3/7/2024, 9:33 AM
- **Problem:** Light Out
- **Comments:** Test

Reported by:

- Dan Hutter
- (920) 967-3400

Zoom to





Street Light Outage Map

Edit Outage

New Outage

< 1709825580000

Status

Reported Outage

Repair

• Could Not Find Problem

Replaced Photo Eye

Replaced Lamp

Replaced Fixture

Replaced Ballast

Replaced Driver

Replaced Lens

Replaced Pole

Replaced Base

Replaced Fuse

Replaced Fixture With LED

Wire / Cable Fault

Insects

Find Location or Address

Street Light Number - LT P1460

Location - 3695
100 watt LED

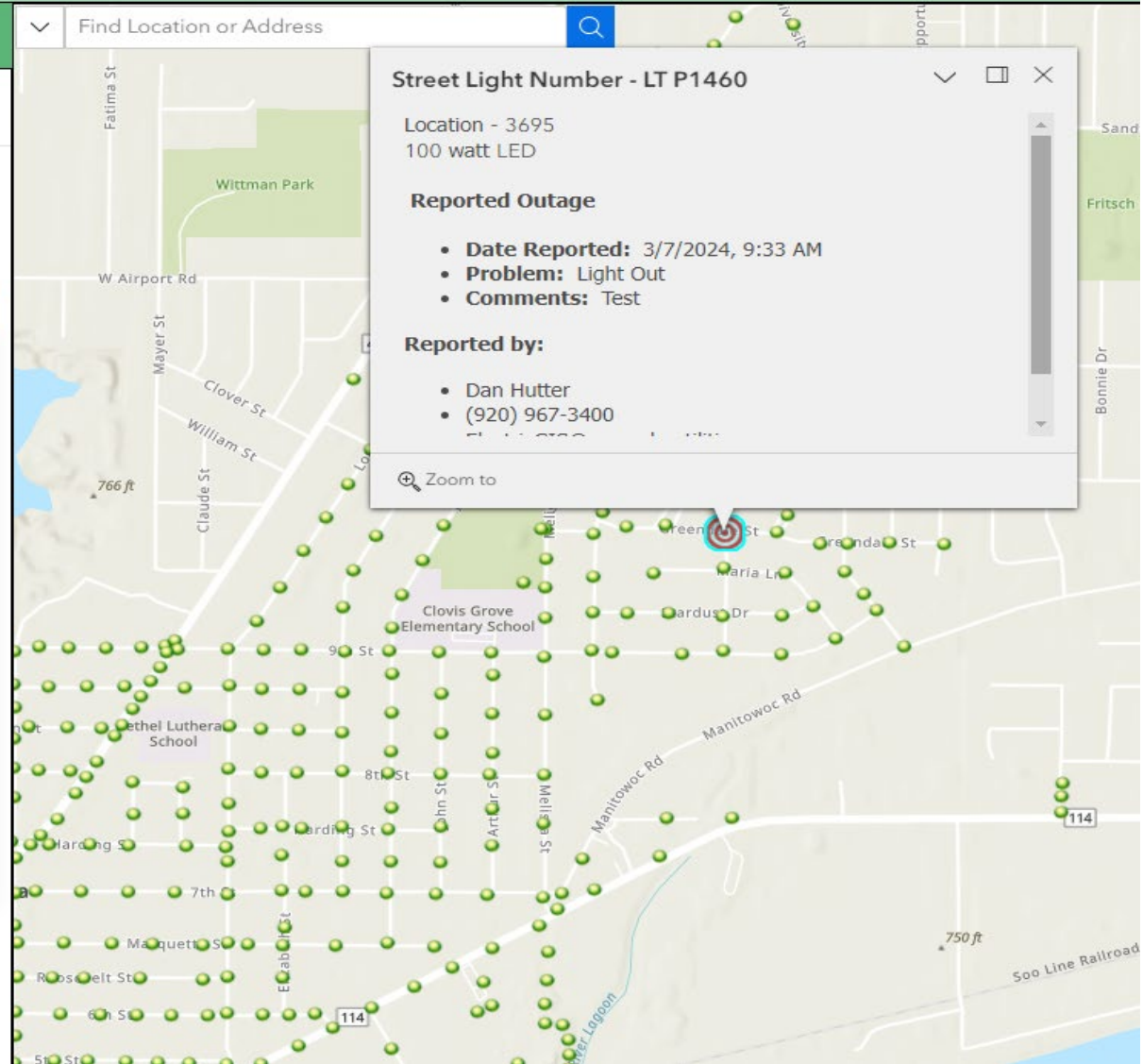
Reported Outage

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Reported by:

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Zoom to





Street Light Outage Dashboard

Active Reported Outages

1

In Progress Outages

1

Completed Outages

110

Street Light Repair Codes

- 0 - Could Not Find Problem
- 17 - Photo Eye
- 41 - Lamp
- 8 - Fixture
- 1 - Ballast
- 0 - Driver
- 1 - Lens
- 0 - Pole
- 0 - Base
- 1 - Fuse
- 13 - Replaced Fixture with LED
- 8 - Wire / Cable Fault
- 1 - Insects / Clean
- 8 - Other

Promoting our Technology Plan

Accepted by the residents of Menasha

Promoted to our Commission

Supported by Customer Service

Used by the Police Department

Promoted by Managers using Facebook,
mailings and Public Power Week

ESRI PRODUCTS USED

ARC PRO

Enterprise

Experience Builder

ARCGIS Online

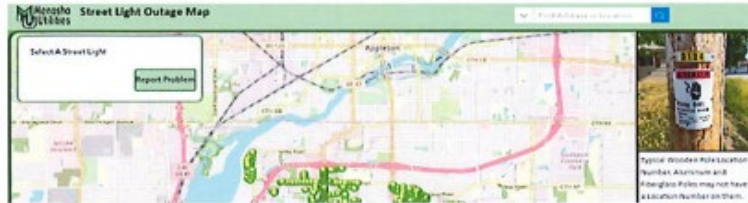
Survey 123

Microsoft Power Automate


STREETLIGHT OUT?

Help us keep the lights on.

Our new Streetlight Outage Reporting Tool makes it easier than ever to report streetlights that may be out, cycling on and off, have broken glass or exposed wires, or a leaning or broken pole in your neighborhood.



Streetlight Outage Map

1. Visit menashautilities.com
2. At the bottom of the home page, click the icon. 
3. Click **Street Light Outage Map**.
4. In the top right corner, enter the address, the location number on the pole, or use the map to locate the light.
5. Choose the location from the drop down menu.
6. Select a streetlight from the map. ●
7. In upper left corner, click **Report Problem**.
8. Enter the information on the form, then click **Submit**.

You will receive an email confirmation from your submission. Once the light is repaired, you will receive an email confirming the light has been fixed.





QUESTIONS?

<https://www.menashautilities.com/>