

SIEMENS

Infrastructure & Cities

Town of Chilmark / Town Office
401 Middle Road, P.O. Box 119
Chilmark, MA 02535
Attn: Executive Secretary

Siemens is pleased to submit the following information for our Streetlight Maintenance Services with the Town of Chilmark. Please feel free to distribute the following pertinent information to the appropriate Town employees.

Siemens is available 24 hours per-day using the following numbers:

- 1-800 LIGHTS-ON (1-800-544-4876) or 978-262-9010

Use the Above Numbers To:

- Report All Streetlight Outages
- Report Streetlight Related Emergencies
- Discuss Scheduling of Work
- Discuss Service Related Questions

2. Chris McElroy (Service Account Manager II) Phone: 978-262-9010, Cell: 781-460-7934
Christopher.mcelroy@siemens.com

Lisa Pistenmaa (Service Coordinator) Phone: 978-262-9010
Lisa.pistenmaa@siemens.com

(Operational, Scheduling of Work or Service Related Questions)

Should you have any questions, please do not hesitate to contact us. We look forward to continuing our wonderful, long-term relationship with the Town of Chilmark.

Siemens Contact Procedures:

1. How To Call in a Streetlight Outage:

Town Employees, Police and Fire Departments, Residents, can call 1-800 LIGHTS-ON (1-800-544-4876), 24 Hours per-day, 365 Days Per-Year. In order to repair all Municipally Owned lighting within 7 calendar days, we require the following information:

- Problem (Light Outage, Cycling on and off, Light on during day, etc.)
- Street Light Pole Number (Pole # is facing street at eye level)
- Street Address closest to the Light Problem
- Nearest cross street to the Light Problem
- Callers Name and Phone Number (In Case Driver Cannot Find Outage or has questions)

Without this information, Siemens may not be able to repair the outages within 7 calendar days.

Outages can also be reported by Internet at <http://www.usa.siemens.com/its-service> or by Fax at 978-262-9020.

