

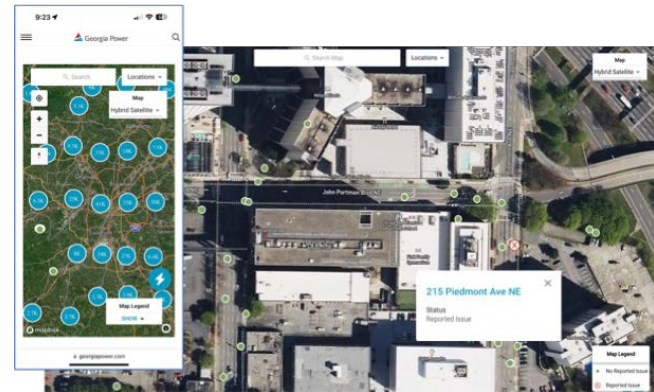
Getting on the Same Page with Communities & Stakeholders

There's no denying that streetlights are essential to the well-being of communities. They play several key roles in improving the lives of residents, increasing driver and pedestrian safety, improving security, preventing crimes, promoting economic development, enhancing accessibility, and strengthening the sense of community. Despite the key role that they play, community engagement around streetlight services often leaves much to be desired. The TerraGo Community Engagement Module helps put an end to these problems, once and for all.

SHARED DIGITAL DATA TRANSFORMATION

Streetlight outage reporting process is almost always a cumbersome task with plenty of room for error. If someone reports an outage using their address, by calling 311 or entering it manually on a web form, there can be multiple lights near that location. Some utilities require folks to report outages with a specific pole ID, which is not only difficult for the customer, but can also create more problems. Pole tags are often damaged or missing, and people simply make errors. The result is expensive, wasted truck rolls to the wrong locations, where crews replace the wrong fixture. Even if they somehow end up at the correct streetlight, replacing a fixture blindly often just wastes money and doesn't fix the problem, for example, if it's a bad photocell, networked lighting control, power supply or other issue.

Fortunately, the industry is moving towards smart, connected LED streetlights. Problem solved, right? Not so fast. First, many cities and utilities miss the opportunity to engage the community on this energy-saving, carbon-reducing, vastly better lighting deployment. Citizens and businesses simply want to be "in the know". When are my lights being upgraded? When will crews be working in my neighborhood? What are the benefits to the community? Secondly, many organizations have deployed smart LED streetlights without taking advantage of them to transform their operations. The lights work smarter but the people are still using paper forms and old school methods.



FEATURES

- Custom-configurable applications for any use cases including customer outage reporting and lighting construction/deployment programs
- View all lights within the service territory on a publicly available map
- The public map is available on any web browser through computers, mobile phones, or tablets
- Citizens can report issues on known or unknown locations

2024 Smart 20 Award Winner

PSIA
Public Safety
Improvement
Award



Where are our crews?



AWARD-WINNING COMMUNITY ENGAGEMENT

Whether the focus is improving outage management or converting to Smart LEDs, below are three examples of organizations that are doing the right thing to get on the same page with their communities.

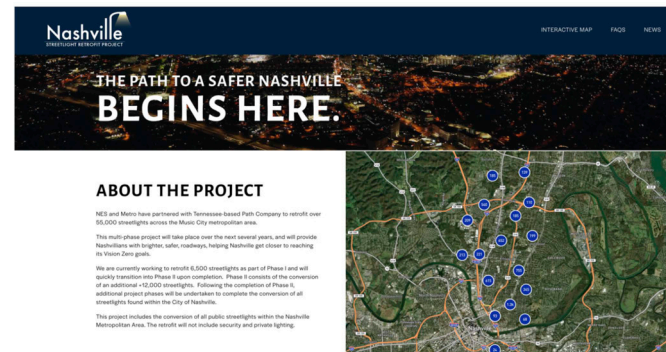
Philadelphia won a Smart 20 Award at Smart Cities Connect for making this connection with its citizens and businesses, using the TerraGo to share live updates on its conversion of 130,000 streetlights to smart LED. Likewise in Nashville, the Streetlight Retrofit Project is a collaboration between the Metropolitan Government of Nashville and Davidson County (Metro), Nashville Electric Service (NES), and Tennessee-based Path Company, retrofitting over 55,000 streetlights across the Music City metropolitan area to enhance driver and pedestrian safety and generate system-wide energy savings. Another outdoor lighting leader and pioneer, Georgia Power manages close to a million streetlights in its service territory. In order to streamline its engagement and improve services for the communities it serves, Georgia Power provides an interactive map that makes it as simple as a click of a mouse or a tap on the phone to report an outage, easily, accurately and efficiently.

ABOUT TERRAGO

TerraGo Streetlights gives your smart streetlight programs the best of both worlds, with out-of-the-box, field-proven, award-winning smart streetlight features *and* a platform entirely customizable by configurable to your exact requirements. TerraGo Streetlights provides six modules that span the full system life cycle, seamlessly integrated to deliver everything your program needs and nothing it doesn't.



Planning	Inventory	Installation	Maintenance	Work Orders	Community Engagement
Analytics-as-Service	Analytics-as-Service	Analytics-as-Service	Analytics-as-Service	Analytics-as-Service	Analytics-as-Service



BENEFITS

- Engages citizens and customers using the same shared platform and data
- Enhances engagement, communications, customer satisfaction, data quality and operations efficiency
- Improves resolution times with better outage report data quality including location, photos, descriptions and more
- Reduces wasted truck rolls as operations can see the precise location, required equipment, lights, controls and surrounding area prior to dispatch
- Filters alerts from smart controls and displays known outages to prevent duplicate reports from citizens or customers