



October 3, 2008

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**Re: Savings through Street Light Services**

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Roadway lighting services have become an increasing priority to many municipalities as a defense against lawsuits arising from accidents and crime. Municipal by-laws and provincial regulations also call for diligent maintenance of street lighting systems.

Langley Utilities Contracting Ltd. is Ontario's premier roadway lighting maintenance and cable locating service, and has been in business since 1989. Our company has developed innovative methods and procedures that reduce costs to taxpayers by up to 59% while providing a more efficient and effective service. Street lighting maintenance, locating and relamping services now account for over 85% of our business.

The following chart shows the difference between the initial Local Distribution Company costs and the substantial savings upon Langley Utilities contract acquisition.

Comparative Savings For Street Lighting Contracts					
Ref #.	Contract Duration	Langley Utilities	Local Distributor	Savings	% Saved
1025	1 Year	\$72,000	\$158,000	\$86,000	54%
1001	1 Year	\$120,000	\$290,000	\$170,000	59%
1002	1 Year	\$340,000	\$790,000	\$450,000	57%
1068	1 Year	\$800,000	\$1,500,000	\$700,000	47%
1070	1 Year	\$1,200,000	\$1,900,000	\$700,000	37%

The attachment provides a full profile of our company, along with a list of references.

Please call us to discuss how we can bring these savings to your community.

Yours very truly,

D. Shane Hastings  
President

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## Corporate Profile

Langley Utilities Contracting Ltd. was incorporated in Ontario on September 11, 1992. We have completed a wide variety of jobs with hydro and local distribution companies and large and small municipalities, we have attained an extensive and well regarded track record in all of the work that we do. A list of our references is attached as an appendix.

As municipalities began competitively contracting street light maintenances services we began to change our focus from overhead power line maintenance and construction. Langley has since taken on numerous street lighting contracts and we have developed innovative maintenance methods in the process. These methods have resulted in greater efficiency and lower costs, which we have been able to pass on to our customers.

### ASSESSING YOUR CURRENT SITUATION

To assess the quality of your existing service Langley Utilities has come up with a method of assessment and approximate costing to taxpayers based on the approximately 200,000 lights Langley currently maintains. While driving arterial and non-arterial roads at the speed limit count all outages for 30 minutes and apply them to the following chart.

STREETLIGHT ASSESSMENT CHART			
SERVICE RATING	ARTERIAL 30 MIN OUTAGES	NONARTERIAL 30 MIN OUTAGES	APPROXIMATE COST**
<i>EXCELENT</i>	0 - 15	0 - 10	\$59
<i>GOOD</i>	16 - 30	11 - 20	\$45
<i>FAIR</i>	31 - 45	21 - 30	\$33
<i>POOR</i>	GREATER THAN 45	GREATER THAN 30	\$27
**ASSOCIATED COST PER LIGHT FIXTURE (3000 OR GREATER)			

Multiplying the number of fixtures by the approximate cost should indicate the annual budget that street light maintenance in your community, at the indicated service level, should cost. This includes all of the lamping materials and the labour / equipment charges for all regular maintenance services, as provided by your current supplier.

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## LEGISLATION AND LIABILITY

Many of our customers have chosen to seek Langley's services for reasons other than the substantial cost savings that also accrue.

- Safety and Liability – residential and business customers feel safer when their neighbourhoods have well maintained lighting. There is an inherent liability present in an area with failed street lighting. Langley is proud to make people feel safer through excellence in street lighting.
- Municipal Act – The Municipal Act sets response time standards in which failed streetlights must be repaired. Langley is proud to be proactive in seeking out and fixing failed lights.
- Ontario Energy Board Act – Local Electricity Distribution Companies and their affiliates are regulated by the Ontario Energy Board Act. For those that are more than 50% owned by Municipal Corporations the restrictions exclude streetlight activities. Although this matter is before the OEB, municipalities are finding that the less expensive and more efficient service by Langley makes it worthwhile not to await the outcome of any hearings.

## OUR VALUES

Langley's actions are driven by six core values:

- Respect of the safety of staff and the general public
- Respect of the individual
- Respect of the customer and its needs
- Respect of the ethics of our conduct
- Respect of the environment
- Respect of the company and its needs

## THE SAFE CHOICE

As driven by our values, Langley Utilities makes safety a primary concern. We have a dedicated Manager of Safety & Training who ensures all safety practices are followed diligently. We have incorporated all EUSA programs, work procedures and safety rules into our own safety program. The Health & Safety programs instituted within our company include:

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- First Aid
- C.P.R.
- Pole Top Rescue
- Bucket Rescue
- Work Area Protection
- Fall Protection
- Electrical Awareness
- Rubber Glove Technique
- Confined Space Rescue
- Traffic Control
- Safe Motor Vehicle Operation
- First Day of Employment Orientation

Training is provided for all staff on a monthly basis. Daily tailboard conferences are held and recorded. Occupational Health & Safety Act training is provided to all staff members upon their admission to the company and is repeated on a yearly basis.

Langley has complete liability coverage, job bonding, and certification from the Workplace Safety and Insurance Board. Langley Utilities is currently a member with the Electrical Utilities Safety Association of Ontario, the Canadian Union of Skilled Workers (CUSW), and the Ontario Electrical League. Letters of certification can be provided to verify our member status, insurance coverage and bonding capabilities. In addition we have a full list of references to show our track record of excellence.

## **THE BACKBONE**

### Staffing

Street light maintenance is our primary business. As a result, all of our staff foremen, administrators, linemen, apprentices, and our managers are extensively involved in such work. We have crews that specialize in the many additional services we offer and many sub-contractors with years of experience in the many facets of street light maintenance. Street light maintenance can only work with a well-managed experienced crew that has a commitment to exceptional work, and that is exactly what Langley Utilities has to offer.

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Our street light cable locating staff is equally qualified. Accurate locating of street light cables has saved our customers thousands of dollars in accidental damage, as well as the inconvenience caused to residents and businesses in the affected area.

When assuming a new street lighting contract there can be a displacement of current manpower, material and equipment from the local distribution company. Langley Utilities is willing to accommodate a degree of this displacement to ease the transition.

Our top priorities are worker safety and customer satisfaction.

### Equipment

Langley Utilities has acquired an extensive fleet of equipment and vehicles to use for street light maintenance and related services. Our vehicles have certified documentation and a systematic maintenance. Our maintenance program utilizes a technical support system consisting of licensed shops and mechanics through which we carry accounts. These shops are located in Brampton, Vaughan, Toronto, North York and Clarington.

## **A CUT ABOVE**

### Accessibility

Langley Utilities is available at our toll free number twenty-four hours a day, seven days a week to provide fully qualified crews and certified equipment upon request in any emergency situation.

Langley Utilities also has crews working in the field in various locations on various shifts. In order to keep in contact with them we have our own MIKE communication system that allows us to dispatch our crews immediately in emergency situations. We can also arrange the use of one of our phones in your office for emergency use.

### Electronic Record Keeping

Langley Utilities has developed a proprietary Work Order Management System and Street Light Maintenance Database that is used from the initial trouble call through to the final completion archive. The database is set-up to monitor for repeat or over-lapping outages and disperses data into appropriate work lists. Field employees receive all of their work orders electronically and process them in the field on hand held personal computers. The devices are equipped with cameras that can be utilized as required. The electronic format ensures that all field data is

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completely filled in, to minimize ambiguity in billing and to build and maintain an accurate database for each customer. The database is SQL based which typically for ready data export to customer systems.

### Commitment

Langley Utilities has a “no call back” goal for all of our street light maintenance contracts and is very successful in achieving this. However, in the instance of a call back, we place the call on a priority response list and advise supervisory staff of the situation. The problem is then further investigated to determine any malfunctions in lamps and photo eyes due to manufacturers’ defects and, through further troubleshooting, to determine if any supplementary work is needed on fuses, short circuits or underground faults.

Langley Utilities is a signatory to the Canadian Union of Skilled Workers (CUSW), who are affiliated with the Power Workers union. CUSW is employer friendly and our Collective Agreement states that maintenance contracts cannot be interrupted as street light services are now deemed a vital service by the Municipal Act. The Act also sets schedules for repair times and periodic road patrols, to ensure that public safety is not compromised. Langley Utilities is well aware of the requirements and endeavors to regularly better them.

## **ADDITIONAL SERVICES**

### Parks, Walkways and Parking Lot Lighting

Langley Utilities has gained extensive experience from numerous lighting contracts with parks, residential walkways and parking lots. Park lighting also includes sport fields, tennis courts, playgrounds etc. This service is available on a contract or a “one off” basis, as required by the customer.

### Underground Faults

We have experienced underground fault locate and repair teams. These teams are fully trained and equipped to respond and repair “no power” problems. Our teams will locate faults, make appropriate repairs and then complete any necessary site restoration.

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### Pole Inspections

Our inspections involve an above and below ground visual inspections and a hammer test where required. If the inspection discovers any public danger we immediately call the appropriate crew and have the problem addressed. The Langley designed Structural Inspection reports are completed for each pole. These reports record all appropriate information including a full description of each pole's height, type and material.

### Pole Removal, Replacement and Relocation

This service is generally required on accident and construction sites to repair damage or accommodate new construction layout.

### Underground Street Light Cable Locates

This service may become necessary in the case of excavation by construction crews, to ensure that underground cables are safe from damage. With this locate service we have proven that we limit damage to a city's streetlight plant by completing locates for street light conductors. We also have proven experience in saving the city and the tax-payers money by being able to track damage to the street light system. We are able to provide a complete report, with supporting documents, to the city so they can recover their costs from the contractor who damages the street light system. By implementing this locating service you should be able to see a significant decrease in the underground faults and, when faults do occur, research can be done in the locating division to ensure accountability for the contractors. Combined with the efficiency of our crews and the effectiveness of our Locate Database this service is quickly becoming sought after by cities and municipalities in southern Ontario.

### **References**

A list of our current references is attached.

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