

COMMONLY ASKED QUESTIONS AND CONCERNS

1. Will digging occur on my property?

There will be no digging or disturbance of private property as we work to install our all-fiber network. The only disturbance on private property will be at the invitation of a customer to conduct a scheduled install. At that time, the entire process will be reviewed in detail with the specific customer.

2. I am having trouble communicating with construction workers.

We will ensure that there is always someone with the construction crews who can communicate to residents who have questions or concerns.

3. I am bothered by the noise from the jackhammering that is being done in the street near my property.

While the majority of the work will be in the right of way (grassy area between the curb and sidewalk), there are a number of street crossings where we will need to tie the network together. With the street crossings, we are required to physically locate any existing utilities we will be crossing which means opening some windows in the street. Unfortunately, this is a noisy process but it will be very limited. Our crews should only be working during normal business hours and the number of crossings in relation to the overall build is limited.

4. There are spots where the construction crew dug down into the ground in the right-of-way, will those areas be refilled?

Yes, the areas will be refilled. The construction crew must dig to lay the cable. To do so, they must remove the sod; the sod gets replaced, in most cases, the same day. Please remember that it is July and the temperatures are high; therefore, if you would be kind enough to water those areas, it will help to put it back to its original state. We trust that our residents will do their part because we know they take pride in the Borough. We thank you, in advance, for your help.

5. How long will this construction last?

We do not expect the initial build-out to run longer than 120 days; however, we do anticipate that over time our network in South Williamsport will continue to expand as residents become aware of our services and are looking for competitive options and high-speed connectivity. These expansions will be geographically confined and should be short-term construction efforts.

6. Can I have information on the construction company and the internet service.

Yes! Flyers can be obtained in your local municipal office.