

Do I need to mark private utilities/underground items on my property?

Yes. You will want to mark all private underground items (water lines, electric, cable, gas lines, etc.) when you order Fiber Optic Broadband Service from Lumen.

After you place the order with Lumen, they will request a One-Call Locate to mark the underground utilities that were installed by a utility company. The locate service does not know about, and therefore cannot mark, any private underground items you had installed (directly or through a contractor).

- The list of items includes anything buried that Lumen needs to know about to run the fiber from the road to your house/business buildings. Some common items include: an **underground sprinkler** system; **LP gas lines**, **well water line**, **septic systems** including the *holding tank*, *drain field*, and *laterals*; **cable** to a satellite dish or TV antenna; **underground fence** wires; **service to outbuildings, etc., etc., etc.**

You should determine the type of visible marking of these underground items that works best for you and your property. Some ideas include using flagging tape on a wooden stake, spray painting the ground, using marking flags (metal sticks with a flag). You will only need to mark the underground items that are in the path between the road and your house/business where the fiber optic cable will be buried.

- In addition to marking anything buried underground, you should also prepare a site plan showing where these items are and share the site plan with Lumen before they trench the fiber cable on your property. The site plan should show the location of the underground items and their relationship to the road and house/business building to receive the fiber drop. You can also mark your proposed drop placement along with the location for fiber to enter the building. If you mark a proposed drop placement path, please do not use anything that has caution or label the path as a utility type such as electric, gas or communication as this would be construed as that utility is in place and should be avoided.
- A Lumen technician will visit your home/business before the drop is placed so you should have the opportunity to discuss then.

Can I provide Lumen with a recommended path for the Fiber Optic Drop and where the Fiber cable should enter my house/business?

Yes.

Lumen will welcome your suggestion on the drop placement along with the location where you want the fiber to enter your house/business and will work with you to determine the optimal path for the Fiber Optic Drop. When you order Fiber Optic Service, be sure to notify Lumen you want to provide input on the drop placement and have a site plan prepared. You should add your proposed fiber path to your site plan showing all underground items. Share the completed site plan with Lumen during the technician's visit to mark the location of the drop. If you cannot be at your house/business when Lumen marks the drop, provide the site plan by placing in a sealed bag and attaching it to your fire address number or something that would be visible to Lumen personnel. Additionally, you may want to mark the location for the Fiber Optic trench using stakes, paint, or marking flags. If you mark a proposed drop placement

path, please do not use anything that has caution or label the path as a utility type such as electric, gas or communication as this would be construed as that utility is in place and should be avoided.

What happens if an underground item is damaged when Lumen trenches the Fiber Optic Drop?

While Lumen will do their best to avoid underground items, it is possible the trenching machine damages something that was unknown, or the location was not precise. If this happens and you feel your safety is at risk call 911 immediately and when it is safe to do so turn off the connection to underground item that was damaged (power, water, gas, etc.).

Work with the Lumen crew to document the damages by taking pictures and writing a description of the damage. Lumen, as part of the Broadband project, will repair/restore the damage so you can use the underground utility item again. Once Lumen has completed the repair/restore, you should immediately turn the underground service back on to ensure it works while the Lumen crew is onsite. If you are unsuccessful in working with Lumen to resolve the repair/restore, please use the "Contact Us" at boulderbroadband.com to send an email to the Committee so the matter can be escalated to Lumen.

***Please note the Town of Boulder Junction is not involved in the repair/restore of personal property.**