

Answers to Your Questions About Fiber Optic Cable Installation

What is going on? Companies are installing new fiber optic service directly to residents of Salina.

What is the benefit? Access to high speed internet and increased variety of providers.

Why do they have to do this? State Law authorizes access to rights of way and utility easements for providing utility services.

How long will it take? Over the next one to two years, fiber will be installed in most neighborhoods around the City.

Will there be pedestals or boxes in my yard? It depends on the type of installation. Most Fiber is able to be installed underground due to the nature of fiber, but that decision is up to the individual fiber companies.

Will my yard be returned to normal? All work undertaken must be within utility easements or right of way. City Code requires that all areas be repaired to the same standards as before installation.

What do I do if there is damage to my property? First, wait until you see that all work has been completed and restoration attempts have been made. Second, contact the customer service number on the flyer left on your door or yard signs posted in the neighborhood where work is being conducted.

What do I do if my other utilities go out? First, contact the utility provider emergency number to report an outage. Second, if there are contractors actively working in the area during the outage, notify them of the situation.

What if I don't want them in my yard? Utility services have a right to place their services within the right of way and the utility easement.

What is the city doing to protect me? The City has implemented improved permitting, site monitoring, policies and procedures to keep contractors in check and a commitment to make sure utility companies repair any damages during construction.

Contractors - The Fiber Companies will use contractors and their sub-contractors to complete the infrastructure installation. Most companies provide informational door hangers in advance of their work. Sub-contractor vehicles and equipment may not be marked with the contracting company's name, but when asked, all workers should be able to identify the contracting company.

After Construction - The construction area will be restored within a few days after construction is complete. The contractors will restore the right of way to as good as or better than condition prior to excavation. Construction in your area does not mean that new or improved service will be available to you soon. It could be many months or never at all. Companies are not required by state law to serve every property in Salina.

I have crews from an internet service provider company digging in my yard, are they allowed to do this?

Yes. The internet service providers in Salina have agreements allowing the use of Public Utility Easements and Public Right of Ways that adjoin your property, in a similar manner as other utility companies that operate in the city. In all cases, the contractor should have a permit authorized by the City of Salina, allowing them to conduct the work they plan to perform.