

City Utilities' Fiber Expansion Project (FEP)

Overview

City Utilities has partnered with Lumen (formally Centurylink) to provide fiber to your home.

- CU will provide the backbone infrastructure and fiber to the neighborhood by utilizing the utility's right-of-way and easements.
- Lumen, operating as Quantum Fiber, will provide fiber from the street to your home when requested by the homeowner.

City Utilities has contracted with The Broadband Group Network Services to manage the project and ADB for the construction of this project, who will utilize multiple sub-contractors.

Construction

Prior to construction, a doorhanger will notify you of our upcoming presence in the neighborhood. Soon after, USIC will do locates of the existing underground facilities. Once this is complete, construction should start within ten days unless there are weather delays.

Contractors will utilize boring technology to dig underground and minimize disturbances to the surface. However, there will be places that require contractors to dig holes to expose facilities. Any holes created will be filled as soon as possible.

Installed equipment will consist of:

- Pedestals: Used to serve individual homes.
- Underground Vaults: Used to gain access to the fiber.
- Cabinets: Used for fiber distribution to large areas and generally located outside of neighborhoods.

We ask that if you have a question or concern, please don't engage the workers in the field. Instead, call our hotline at (417) 575-7800. We are happy to assist you!

Yard Restoration

Contractors have been instructed to restore yards to previous condition. When possible, contractors will cut out existing grass and soil, just like sod. They will replace the original grass after construction is complete. Extra watering of these areas will help ensure proper restoration.

Damage

During construction, it is possible that we may hit or damage other underground facilities. The most common are sprinkler systems, which are not locatable and often in the right-of-way. If you notice damage, contact us and we will get it fixed. While rare, it is also possible that we bore through a sewer lateral to a home, which are also not located. If you or a plumber discover damage, please contact us immediately. Keep your receipts and we will assist you getting reimbursed if we are able to confirm that damage was caused from our construction.

City Utilities has setup a special email address and phone number for any questions, concerns, or issues regarding the Fiber Expansion Project.