

Construction FAQs

1. **There are people marking my front yard's utility easement and/or parkway. What's going on?**

   If you see markings or people on your front yard's utility easement, parkway, or street, it's likely our team preparing your neighborhood for state-of-the-art fiber internet.

   These markings, called **utility locates**, show where underground equipment is buried—they're our roadmap for safely bringing Cityside Fiber to your home. This process is a state requirement known as "**811 Call Before You Dig**," performed by licensed professionals to protect public utilities.

   Here's what to expect:

   Locate Request: Before any construction starts, Cityside submits a request through 811.

   Marking the Underground: Utility companies have up to ten days to mark any buried equipment in your yard.

   Painted Guidance: Locations are typically marked with chalk-based paint, color-coded by utility type. These will be removed after construction, installation, and testing are complete.

   Typically, the first 18–36 inches behind the sidewalk in your front yard is part of the public utility easement, so markings in this area are normal. Thanks for your patience, things might look a little messy now, but it means your neighborhood is about to get lightning-fast internet!

American Public Works Association Color Code

Each utility type has its own color that is sprayed in temporary chalk-based paint lines.

- ○ Proposed Excavation
- Electric
- Water
- Communications
- Reclaimed Water Irrigation Slurry
- Temporary Survey Marking
- Sewer and Storm Drains
- Gas-Oil-Steam

Source: *digalert.org/delineation*

2. How deep will you dig, and will my driveway be disturbed?

The depth varies based on city requirements and other factors—typically about 18” for street construction and 12” for service installation to the home. We usually avoid going under driveways by running fiber between homes, so your driveway stays intact. When necessary, we use directional boring to carefully lay fiber beneath pavement without disturbing your driveway.

3. How long does construction take?

Construction time varies depending on your neighborhood’s layout and design. Our goal is to get it done as quickly and efficiently as possible within local and state guidelines.

4. What hours will the construction crew work?

Our crews work during daylight hours, usually between 8:00 a.m. and 5:00 p.m. Each city has specific guidelines and will provide that direction in the permit provided to Cityside.

5. What if something gets damaged during construction, or I have questions or concerns?

We take every precaution, but if any damage occurs, we repair it promptly and professionally. If you have any concerns or questions during construction, please email Construction@citysidefiber.com and provide your name, phone number, and address.

6. How do I advocate for Cityside Fiber to become available in my neighborhood?

The easiest way? Spread the word! Like us on social media and let your neighbors know. If you live in an apartment, condo, or HOA community, chat with your property association about bringing Cityside Fiber to your community or building. Enter your address into our system, and we will review your location. Or submit your HOAs information on our website at citysidefiber.com/hoa-projects.

Next Up: *Construction Methods* ⟶



Construction Methods

1. What is Microtrenching?

A faster, cleaner, and less disruptive way to bring fiber to your street—without cutting corners on reliability.

How it works:

Cut: A specialized machine slices trenches 12–18 inches deep (2 inches wide), running parallel to the curb and then across the street, at typically every other home as needed.

Debris Removal: A machine vacuums up the debris as the pavement is cut by a large blade, keeping the street tidy.

Fiber Placement: The fiber, safely housed in a protective conduit, slides into the trench.

Trench Filling: Flowable, durable cement fills the trench covering the conduit. Depending on the plans for your street, this unfinished filled trench may look like this for a few weeks.

Street restoration: Varies depending on City or HOA plans that have been approved.

Trench filling completed (Cityside is finished) – The city or HOA may have plans to grind out the entire street and resurface with new asphalt.

Grind and Cap – Cityside crews will grind out a section above the trench line (2” deep and 12” wide) and then fill with new asphalt and level with the existing roadway. Your city or HOA may have plans to add a slurry seal at a later time. The multi-colored street markings will remain during this time as we test the system. If there are any multi-colored markings left after this time, our crews will come back and clean them up with a pressure washer.

2. What is Directional Boring?

When we need to go underground, we take a precise, careful approach to install your fiber under the grass and/or sidewalk in the parkway without disrupting your street, if possible.

How it works:

Machine Placement: We park a directional boring machine at a strategic entry point, usually a street corner or lot.

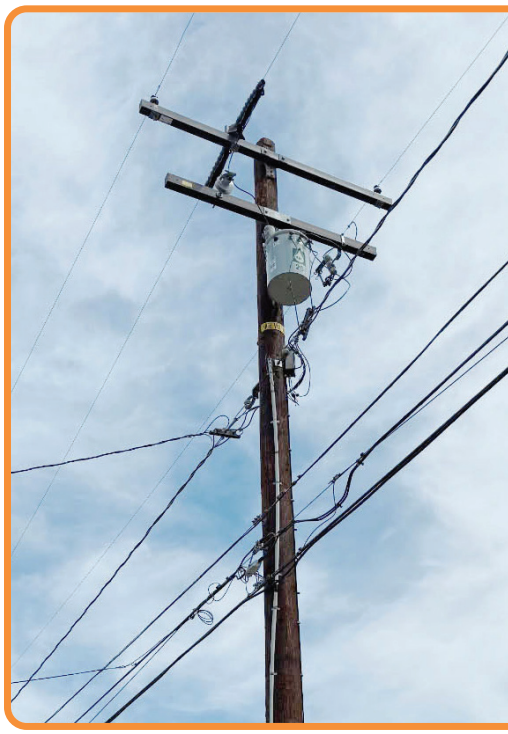
Directional Boring: The machine tunnels up to 500 feet underground, guided by a skilled operator to avoid existing utilities.



Work Zone: Most of the work happens in the right-of-way (2 - 4 feet from the sidewalk into your yard), keeping private property mostly untouched.

Digging: A hole is dug at every alternate property line to access the fiber and complete the connection.

3. What is Aerial Work?



Sometimes, the only way to get fiber to your home is above ground. Aerial installation keeps things efficient, safe, and minimally disruptive.

***Cityside Fiber is a Certified Public Utility Company (just like So Cal Edison - cpuc.ca.gov). As a certified public utility, Cityside has the legal authority to access the "Easement" in your backyard to climb on the utility pole(s) and install the fiber-optic cable systems (given that the pole owner has approved our attachment in accordance with applicable law).*

Our teams will knock on the door and will provide notification doorhangers to notify you when we need access to your backyard to gain access to the utility poles.

How it works:

Utility Pole Assessment: Our team evaluates existing utility poles to find the safest path for fiber.

Stringing the Fiber: Fiber cables are carefully pulled along the poles and secured with protective attachments.

Connection to Homes: From the pole, fiber is routed to your home using a neat, drop line.

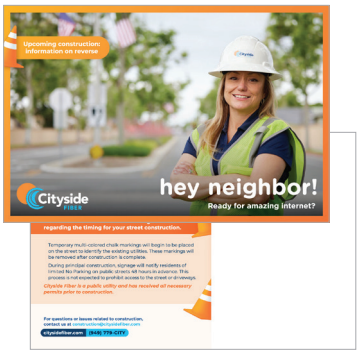
Connecting your Neighbor: After construction, we may need to access your easement through your gate to connect your neighbor's home when they sign up for service. We will provide you with notice as to when we will need access to your easement/yard.

Testing & Cleanup: Once installed, we test your connection to ensure top speeds, and we tidy up the site, so it looks just as good as before.

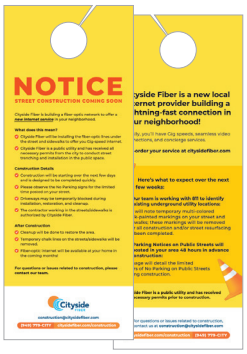
Next Up: *Construction Noticing* ⟶

Construction Noticing

Cityside Fiber uses multiple methods to notify neighborhoods about upcoming and iminent construction. Here's what to look for:









- Postcards
- Letters – mailed and/or dropped at doorsteps
- Door hangers
- Street signage
- Temporary No Parking street signage
- Emails – typically via HOAs or if you have pre-registered for service

See construction and restoration videos at citysidefiber.com/construction