Ezee Fiber Construction Frequently Asked Questions

The City understands residents' concerns about construction safety, property damage, and restoration. The following information explains what to expect and how to report a problem.

1. **Is this a City project, and am I required to purchase service?**

   No. Ezee Fiber is a private telecommunications company installing its network under a franchise agreement with the City of Fircrest. This is not a City or City-funded project, and Ezee Fiber and its contractors are not City employees. Construction near your home does not require you to purchase Ezee Fiber service to change internet providers.

2. **Why did the City of Fircrest allow Ezee Fiber to install fiber-optic infrastructure in our community? Could the City have denied the franchise?**

   Federal and Washington State laws limit a city's authority to prohibit telecommunications providers from installing infrastructure within public rights-of-way. Under the Federal Telecommunications Act of 1996 (47 U.S.C. § 253) and Washington State law (RCW 35.99.040), cities generally cannot prohibit or unreasonably restrict qualified telecommunications providers from accessing public rights-of-way to provide telecommunications services.

   The City cannot arbitrarily deny a telecommunications franchise simply because we do not want them in our community, because other providers already serve the community, or because residents may not wish to subscribe to the company's service.

   However, granting a franchise does not mean the City endorses the provider or gives up its authority to regulate construction activities. Ezee Fiber and its contractors must comply with applicable City requirements governing permitting, public safety, infrastructure protection, and restoration.

3. **Will I receive advance notice of construction?**

   Ezee Fiber's communication plan includes advance construction notices through mailings, door hangers, and posted information. Schedules may change due to weather, utility conflicts, or field conditions. Contact Ezee Fiber directly for information about construction activities near your property.

4. **Are crews allowed to dig in my yard?**

   Ezee Fiber and its authorized contractors may perform construction within public rights-of-way and utility easements that run through your property where they have the legal authority to install telecommunications infrastructure.

Public rights-of-way may include streets, sidewalks, planting strips, alleys, and portions of what residents consider their front yards. Utility easements may also exist along front, side, or rear property lines.

The boundaries of rights-of-way and easements vary by property. Landscaping, fencing, or other private improvements do not necessarily mean an area is outside a public right-of-way or utility easement.

Contractors are not authorized to enter or perform construction on private property outside areas where they have legal access rights without the property owner's permission or other lawful authorization. Residents with questions about right-of-way or easement boundaries may contact the City's Public Works Department.

5. **What should I expect during construction?**

   Construction activities may include utility markings, underground boring, excavation of access pits, installation of conduit and utility access boxes, and restoration of disturbed areas. Different crews may complete separate stages of work, so a crew leaving does not necessarily mean work is finished. Temporary traffic, parking, sidewalk, or driveway restrictions may occur during construction.

6. **How long will construction take near my property?**

   Construction duration varies depending on the work involved, weather, and site conditions. Some activities may take only a few hours, but crews may need to return for additional work. Neighborhood construction may continue for several weeks. Contact Ezee Fiber for anticipated construction schedules near your property.

7. **How can I identify Ezee Fiber construction crews?**

   Construction crews should have company identification or be able to identify the contractor they represent. If you have questions or concerns about someone working in your neighborhood, contact Ezee Fiber. Report suspicious activity or suspected criminal activity to the Fircrest Police Department.

8. **What do utility flags and paint markings mean, and how can I protect private underground features?**

   Flags and paint markings identify utilities or proposed work areas. Please leave them in place until construction is complete.

   Before construction begins, notify Ezee Fiber of privately installed underground features, including sprinkler systems, invisible pet fences, landscape lighting, private drainage systems, or other improvements. These features may not be marked or identified through the utility locating process, so advance notification can help reduce the risk of damage.

9. What is being done to prevent damage to existing underground utilities during construction?

Ezee Fiber and its contractors are responsible for protecting existing underground utilities. This includes coordinating with utility providers to identify and mark underground facilities before excavation, following applicable utility locating requirements, and using appropriate construction practices to minimize the risk of damage.

Following recent utility damage incidents, Ezee Fiber has committed to additional precautions, including having an independent utility locating contractor re-mark underground utilities in affected construction areas before drilling resumes.

The City will continue working with Ezee Fiber to address concerns and reinforce compliance with applicable safety and construction requirements. Although precautions reduce risk, utility damage can still occur.

10. What should I do if I see a damaged utility or unsafe condition?

For suspected gas leaks, downed electrical lines, or other immediate safety threats, move away from the area and call **911 from a safe location**. Do not approach damaged utilities or attempt repairs.

For water leaks, sewer backups, or City utility emergencies, contact the City of Fircrest at (**253) 564-8900**, including after normal business hours.

Promptly report other construction safety concerns, such as open holes or excavations, unsecured work areas, or unsafe pedestrian routes, to Ezee Fiber.

11. What should I do if construction damages my property?

Report property damage directly to Ezee Fiber as soon as possible. Provide your address, the date of the incident, photographs, a description of the damage, and your contact information. Keep copies of correspondence and any claim or reference numbers provided by Ezee Fiber.

Do not enter excavations or attempt repairs near exposed utilities. If a concern involving construction within the public right-of-way remains unresolved, contact the City's Public Works Department for assistance.

12. Who is responsible for restoring disturbed areas, and when will restoration occur?

Ezee Fiber is responsible for restoring areas disturbed by its construction activities in accordance with applicable requirements. Temporary backfill or patching may occur before permanent restoration is completed. Weather, seasonal conditions, and construction schedules may affect the timing of final restoration.

Contact Ezee Fiber directly for restoration schedules or to report incomplete repairs, settlement, drainage problems, or unsuccessful lawn and landscape restoration.

13. **What is the City's role in overseeing construction, and what if my concern remains unresolved?**

    The City administers applicable permits and oversees compliance with construction requirements within public rights-of-way. Ezee Fiber and its contractors are responsible for safe construction, protecting existing infrastructure, and restoring disturbed areas.

    Residents should contact Ezee Fiber first regarding construction schedules, property damage, restoration, or other project-specific concerns.

    If an issue remains unresolved, particularly ones involving City streets, sidewalks, utilities, or public rights-of-way, residents may contact the City's Public Works Department. Provide your address, a description of the concern, photographs if available, and any correspondence or reference numbers from Ezee Fiber. Public Works will review the information and coordinate appropriate follow-up.

Contact Information

For questions or concerns related to Ezee Fiber construction, please use the following contact information.

For immediate emergencies or threats to life or safety, call 911

Concern	Contact Information
Ezee Fiber construction questions, property damage, and restoration	**Ezee Fiber Customer Service** (253) 300-6500 Support.WA@ezeefiber.com
City utility emergencies, including after-hours	**City of Fircrest Public Works** (253) 564-8900
City construction concerns and unresolved issues requiring follow-up	**City of Fircrest Public Works** (253) 564-8900 PublicWorks@cityoffircrest.net