Comcast Cable/Fiber Install
August 2025

Neighbors,

We are writing to summarize the city's response to our concerns about the Comcast install. We shared your concerns about the poor communication from Comcast, sloppy construction, property destruction and impact to work productivity. We also shared your quotes and images of issues experienced. The city was kind enough to respond to our letter, which we have summarized below.

Under Minnesota state law, telecommunications and utility providers have the legal right to access and use public rights-of-way and easements for the construction, installation, and maintenance of their infrastructure, including fiber-optic networks. These rights-of-way and easements typically include streets, sidewalks, and boulevard areas that may extend into yards. Waconia may regulate the timing and placement of this work through permitting, they cannot prohibit utility companies from installing infrastructure in these areas when they are in compliance with state law and local permit requirements—as Comcast has been.

Ongoing conversations between the city, Comcast, Universal and DNG addressing issues and implementing changes:

- **Door hangers**: The city acknowledged the communication issues and now require time-stamped photos of each door hanger distributed before locates occur to ensure proper notice is given.
- **Service outages:** It was determined that USIC crews for CenturyLink and Lumen were only marking single cables or conduits, instead of both, which contributed to the problem. Work did not resume until this issue was resolved.
- **Improved safety:** City now require potholing at all work locations to provide visual confirmation before digging. While this temporarily worsened the appearance of some rights-of way, it was necessary to improve accuracy and safety and has helped reduce outages.
- **Ongoing communications:** Weekly meetings between the city and Universal to review progress, address potential issues and discuss reroutes. Universal has been responsive and remains obligated for repairs.
- **Contractor accountability:** As of September 5th, Universal decided DNG will complete the remaining obligations but will no longer be allowed to work in Waconia. The city is supportive (so are we!).

While we are disappointed with the level of negative impact to the neighborhood, we appreciate the dialogue with the city and their commitment in reacting to the wide-spread issues and making necessary changes.

For any questions or issues, you can contact one of the following:

- **Universal Services Project Manager:** Dillon Lewis – 651-247-9397 or dlewis@usi-universal.com
- **Comcast**: 651-432-3000 or WaconiaConstruction@comcast.com (this email address can be used to report concerns regarding installation and restoration and for any project specific questions)
- **City of Waconia:** Jason Clark, Public Services Technician – 952-856-4496 or jclark@waconiamn.gov

Regards,

Sierra Board.