

Frequently Asked Questions - CONSTRUCTION

When will construction happen in my area? Can I see a map?

We will not be releasing maps or timelines regarding construction or service availability. That would release proprietary information that could be misused by competitors. Instead, we are proactively notifying residents before work begins in their neighborhood.

When construction reaches my neighborhood, where will it occur?

The network is primarily being installed through existing public rights of way and utility easements using directional boring. These areas are City-owned strips of land designed to allow the City to build and maintain streets, curbs and gutters, storm sewers and underground utilities. We will be installing fiber vaults to contain fiber equipment in some yards. These are boxes that sit underground so you will only see the top of the box upon completion, similar to how you see the top of a water-meter cover. Often the fiber vaults will be co-located next to existing utilities for minimum overall impact.

Will construction damage my property?

Throughout the process, construction crews will be as minimally invasive as possible. Following construction work, they will restore landscaping and clean up after themselves when finished. If anything out of the ordinary occurs on your property during this process, you will be notified. If your lawn is affected by construction and you haven't been notified, please call our [construction hotline - 970-962-2011](tel:970-962-2011).

How do I identify construction crews?

Pulse teams can be identified by the "Pulse Approved Contractor" signage on vehicles and employee badges.

I've heard that you are using directional boring as your construction method. What is that?

Directional boring is a low-impact way to install and connect underground utilities such as pipe and conduit. It is an alternative to the traditional construction method of trenching where crews open up large areas of ground for installation. Directional boring crews use equipment to drill a small hole in an area to open up space in the ground for the conduit. Then they pull the conduit through that same hole without impacting the area above the borehole. Research shows that this is a less disruptive and more efficient process for our community. Below is a photo of our crews in a boring area.



CONSTRUCTION HOTLINE: 970-962-2011

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What precautions are happening for COVID-19?

As we continue construction work as an essential service, we have increased safety measures to ensure the health and safety of city staff, construction crews and the residents in our community. This includes:

- All Pulse team members are adhering to City of Loveland directives and maintaining appropriate social distancing measures in the workplace. We are either working remotely or in split shifts.
- Reduced construction crew sizes to maintain social distancing while maintaining a safe work environment
- Performing daily temperature checks for field crews
- Cleaning and sanitizing standards have been increased - equipment and vehicles are being sanitized more frequently. Crews also carry extra wipes and hand sanitizer in their trucks.
- Crews are wearing gloves and maintaining appropriate social distancing measures when distributing construction information materials to residents.

Our full statement on COVID-19 safety measures can be found at [LovelandPulse.com](https://lovelandpulse.com).

Is this construction for 5G?

No. Right now, we are working to install the City of Loveland's 100% fiber optic network, Pulse. This network will bring high-speed internet service to all residents and businesses in the city of Loveland and you will have the option to subscribe to service when it is available. 5G is a wireless technology not currently available in Loveland. You can find more information about fiber networks and wireless networks, like 5G, at [LovelandPulse.com](https://lovelandpulse.com).

Why not run the fiber-optic line on power poles?

For the most part, the Pulse fiber-optic network will be built underground. There are areas where we may need to follow the electric system above ground but these will be evaluated on a case-by-case basis. An underground network has several advantages over an overhead network installation. Underground networks are more reliable because there is no interference or damage from weather or animals. They are also preferred aesthetically by communities.

I saw Pulse construction in my neighborhood. Can I sign up for service?

Work is happening in multiple areas of the city at once. Work being completed now may be one part of a multi-step process. We will contact you directly to let you know that the service is available. We recommend filling out the Early Interest Form at [LovelandPulse.com/EarlyInterest](https://lovelandpulse.com/EarlyInterest).



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