

Google Fiber FAQ

1. What is Google Fiber and why is it coming into Leawood?

- Google Fiber is a high-speed internet service using fiber optic cables. Google has been approved by the Kansas Corporation Commission (KCC) and has agreed to the City of Leawood's regulations through a utility franchise agreement. Under Kansas Law, Google Fiber may place their service in the Right-of-Way and Utility Easements dedicated to the City.

2. Who hired these contractors and who is paying for the installation?

- Google Fiber hired Ervin Cable Construction (ECC) to manage the buildout of their fiber optic system. ECC has hired multiple subcontractors and has several field superintendents monitoring the subcontractors. Google Fiber is paying for all the installation costs.

3. Is the City regulating the construction activity?

- The City is not administering this installation for Google Fiber but has multiple staff working closely with Google Fiber, ECC, and their subcontractors to ensure Leawood regulations are followed. The City meets weekly with Google Fiber and ECC to review permits, confirm communication efforts, and discuss construction issues such as utility hits and restoration. The City also has a full-time Right-of-Way Technician in the field working with the superintendents and inspecting restoration of the right-of-way.

4. Why is Google Fiber using the front yard?

- Google Fiber is placing their fiber in the City's right-of-way to avoid impacts to resident's rear and side yards. The right-of-way on residential streets typically extends 12 feet from the back of curb towards your house.

5. What is the timeline for this construction?

- A letter notifying you of the incoming work is mailed approximately 2 weeks prior to construction. A yard "dart" will be placed in your yard 2 days prior to construction. The construction takes approximately 2-4 weeks to complete.

6. What is the white flag in my yard, and can I remove it?

- Upon completion of underground construction, white flags are set to denote where newly placed sod needs watering. To ensure a complete watering schedule, these flags need to remain in place until removed by the contractor.

7. My sod died/grass mat didn't produce grass. What should I do?

- A contractor for Google Fiber will be replacing dead sod and grass mats that didn't take with new sod and watering it for 20 days. They will place a white flag in the area to indicate the location needs watering. If you feel your sod needs replacing, please call Google Fiber at 1-877-454-6959.

8. My irrigation system, driveway, invisible fence, mailbox, or sidewalk was damaged. Who should I call?

- Please report this to the Google Fiber customer service line at 1-877-454-6959. A case will be opened. Irrigation issues are typically resolved within 15 days.

9. The street, curb, or streetlights were damaged. Who should I call?

- Please call the City of Leawood's Public Works Department at 913-663-9130. They will communicate with the contractor and have the issue corrected.

10. There is a tree in the right of way. Can Google Fiber avoid it?

- The City requires Google Fiber to avoid damaging trees as much as reasonably possible. Google Fiber is required to "pot hole" and identify the location of other utilities it will be crossing with their installation. In certain cases, those existing utilities are near trees and some tree roots may be impacted when the contractor pot holes the existing utility. If this occurs to the detriment of the health and safety of the tree, the responsibility and expense for the removal and replacement is upon the permittee. Should you experience this, please contact Google Fiber at 1-877-454-6959.

11. The construction crew hit an existing utility (Gas, Water, etc.). Are measures being taken to avoid this?

- Before starting work each construction crew is required to request existing utilities be located by contacting Kansas811 (Kansas One-Call). Locating existing utilities is very effective but not 100% accurate. A construction crew will be removed from working in Leawood if they are found to have bored conduits without having utilities located. The City is now requiring each crew utilize a vac-truck to help identify the location of existing utilities and reduce the number of service line hits. Hand tools are still used when locating utilities in rocky areas and near tree roots. This equipment is louder, messier, and takes more time. However, crews will work to minimize these impacts.