



Dear Residents,

Comcast is coming to your community. We are in the process of starting construction in your community, we wanted to reach out to you early to explain what the construction process will look like.

What can you expect during this expansion?

- The Comcast network construction will provide your community with additional options for home and business communication services. These services will include high-speed internet, television, home security, phone, and mobile services.
- 1 – 2 Weeks prior to any ground construction in your community Comcast will call Texas 811 to identify gas, power, and communications lines in the utility easements. These utility easements are located either in your back yard or front yard. Texas 811 will notify a company that will come out to your home to mark the utilities in the ground by spray painting the ground with the utility location. They will need to get access to your private property to access the utility easement. The name of the company that will come out is **USIC**. USIC will have visible logos on their trucks and their employees.
- 1 – 2 Weeks after **USIC** has located the utilities in your easement an **Aspen Utility** employee will be stopping by to deliver an orange door tag three days prior to construction starting in your yard. This orange door tag will have particularly important contact information in the event you need to reach out to someone during this construction process.
- Please allow our construction teams to gain access into your backyard to complete their tasks.
- Our construction teams will have proper signs and logos that will identify these employees with **Aspen Utility** our construction partner that will be conducting the important work in your community.
- Comcast wants to ensure we deliver on our timeline commitment with your community, and we need your help. Please give the **USIC** and our construction team **Aspen Utility** access to the utility easement that is only accessible via your private property so they can perform their important work.
- If there are any damages to your property, please contact our construction team (The Aspen Company) at the email listed on the door tag **aspen_damages_kingwood@theaspencompany.com** or contact them directly at 281-578-1000 Monday-Friday 8am-5pm.
- For more details and the most up -to-date information on this project, please visit **texas.comcast.com/expansion**.

Thank you,

Joe Robles

Comcast

Sr Manager, Business Development