

Folsom Lake Estates Homeowners Association

Board Meeting

February 11, 2025, 6:45pm
Granite Bay Public Library
6475 Douglas Blvd., Granite Bay

IN ATTENDANCE

Board Members: Brian Mulrooney, Marcie Shelton, Sharon Russo, and Chris Vadnais

Unit 1 & 2: Susan Moss and ~ 60 HOA members (list available upon request)

Presenters: Shawn Thomas, Aaron Sanchez, and David Amick of Astound; Dieter Wittenberg of Placer County; and Leah Brackenbury of TAK Communications.

High-Speed Internet Presentation/Q&A to FLE Community by Representatives of Astound Broadband, Placer County, and TAK Communications:

Summary

(Full presentation is available at [Fleha - Astound 2-11-25-Jasmine.mp4](#). The slides that accompanied the live presentation are attached below.)

Representatives from Astound Broadband, TAK Communications, and Placer County presented their plan to provide high-speed, reliable fiber optic internet service to 289 homes in Folsom Lake Estates through a 5-mile underground fiber network. They outlined the construction process, service offerings, and installation details. The project is a collaboration with Placer County, funded through general Placer County reserve funds, grants, and an investment from Astound.

The construction project consists of installing the fiber (inside conduit) in the streets throughout the neighborhood. It will be carried out in 6 phases (i.e., neighborhood sections) over 6-8 weeks, using micro-trenching technology to minimize disruption. The presenters discussed the service offerings, including speeds up to 5 Gbps, and explained the installation process, including the use of micro ducts and fiber drops to connect homes. They addressed residents' concerns about the installation process, potential damage, and service reliability, emphasizing their commitment to the community and willingness to work with individual homeowners. They also discussed networking equipment recommendations and plans for future expansion.

Project Construction Process

The project's permitting process is 90-95% complete, and Astound expects to complete the remaining requirements within the next week. Construction should begin in the next couple of weeks, if weather permits. It's possible that they might work simultaneously on two phases.

The trenches will be dug, the excavated material will be captured and hauled off, and the openings will be backfilled with a concrete slurry. When weather conditions are optimal, Astound will place a coat of asphalt over the trenches to make them smooth. Vault boxes will be placed on each property within existing utility easements.

Workers will redirect traffic during construction for safety. Temporary restoration to the streets will be made at the end of every work day so that vehicles can drive over the work areas.

Communication with the neighborhood is a priority. Notifications will be provided to residents before construction starts, including flyers delivered door-to-door and information posts in the park and around the neighborhood that will be updated as work progresses.

Service Lateral Installation Process (Bringing Fiber from Street to Residences)

Residents can expect to receive marketing materials that explain how to sign up for service during the construction phase. Once a customer registers, Astound will order the service laterals to install the wiring inside the house, which can take from 24 hours-5 days from the registration date. There is no pressure to sign up for service and no expiration on the offers.

Astound discussed the process of installing service laterals from the street to each house, emphasizing that they are experts at placing the fiber without interfering with the existing utility and irrigation lines. Astound will attempt to use existing infrastructure on each property for the installation, and will discuss options for new conduit installation/trenching (12-18" deep) in cases where it's necessary. There is no grounding or power requirement on the conduit.

Astound assured residents that any damage that might occur to existing utilities or irrigation lines during the process will be repaired immediately.

The scope of work and restoration process will be discussed with each homeowner before starting any work. Homeowners can dictate where the conduit is installed. Astound will provide free conduit to any residents that prefer to install their own. The installation fee (currently \$39.95) covers the cost of the drop burial up to the house; homes that require excessive work will be discussed on a case-by-case basis. The company will run fiber inside the house to a location with power and connectivity, but may recommend hiring an electrician for complex interior wall installations.

Astound will provide a modem at no charge, and customers can either lease routers from them or purchase their own equipment. Astound offered recommendations for routers/networking equipment, suggesting the EERO system for larger homes.

Astound Broadband Reliability

Astound addressed concerns about the reliability of the company's service, explaining that the network is fully redundant and has backup power. (That said, they suggest that residents consider installing a backup power option to maintain internet service during potential power outages.) They further clarified that the service is not throttled and that the speed will remain consistent across the neighborhood. If Astound notices a particularly high usage level in a certain pocket of the neighborhood, they have the ability to make adjustments to ensure that homeowners in that section receive the contracted speed.

They emphasized the company's commitment to the community and desire for this to be a successful project. They stressed their openness to answering questions at any time and resolving issues in a timely manner. They are local (physical store in Rocklin and plans to open another location in Auburn) and do all of their own repairs.

Once the fiber optic is laid, Astound will own and maintain the wiring. Their proprietary network extends from Canada to central CA, and doesn't interact with any other networks. They currently provide service in 16 states within the U.S.

Astound Packages and Rates

David Amick will be handling all Astound sales in the neighborhood. He discussed various internet/tv/cell/land line options and stressed that there will be promotional offers. Additional details are available online at <https://www.astound.com/california/placer-county-coming-soon/> and <https://www.placer.ca.gov/Broadband>. **Questions should be emailed to broadbandsurvey@placer.ca.gov – NOT to FLEHA** (Note that a dedicated email address for FLE questions is being established at Astound and will be provided shortly).

Next steps

- Astound team to begin construction in the next couple of weeks, weather permitting.
 - Astound team to complete the remaining 5-10% of the permitting process.
 - Astound team to provide updated phase maps and information to residents before construction starts in each phase.
 - Astound team to notify residents before installing drop boxes/vaults on their properties.
 - Residents to contact Astound if they want to install their own conduit for the fiber connection.
 - Residents to sign up on the Astound website or Placer County broadband page if interested in the service.
 - David Amick (Astound representative) to assist residents with pricing questions and service options.
 - Astound team to fix any irrigation or utility lines damaged during trenching.
 - Residents to call Astound customer service if they experience any issues with their service after installation.
 - Residents to consider backup power options to maintain internet service during potential power outages.
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Placer County Broadband Infrastructure Grant Program

Shawn Thomas
Vice President, Operations
Astound Broadband

Services Offered



Astound offers services to over 78,000 homes and commercial locations throughout Placer County. The following are speed tiers and packages. The rates shown reflect the retail broadband pricing for the project area and are consistent with the entire Astound service area in California.

300 Mbps Internet	\$69.95
Up to 300 Mbps download & upload. Unlimited data.	
500 Mbps Internet	\$89.95
Up to 500 Mbps download & upload. Unlimited data.	
600 Mbps Internet	\$89.95

1 Gig Internet	\$99.95
Up to 1000 Mbps download & upload. Unlimited data.	
2 Gig Internet	\$129.95
Up to 2000 Mbps download & upload. Unlimited data.	
5 Gig Internet	\$350.00
Up to 5000 Mbps download & upload. Unlimited data.	

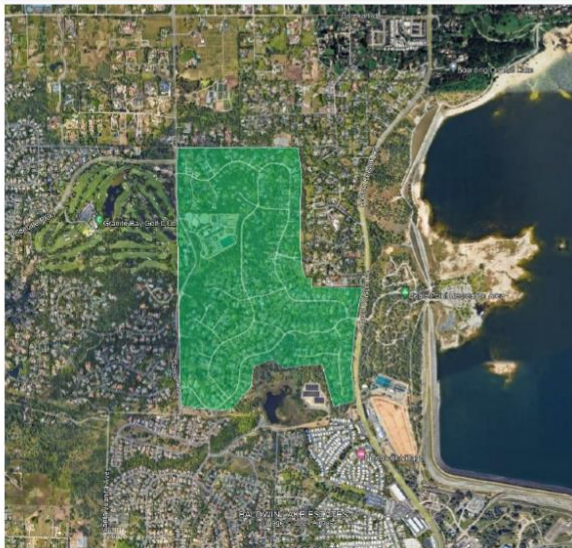
Residents who are interested in obtaining broadband service from Astound can visit our website <https://www.astound.com/california/> to perform a serviceability check to see if their address is ready for broadband services.

Services Offered



Up To 300 Mbps*	Up To 600 Mbps*	Up To 1000 Mbps*	Up To 2000 Mbps*	Up To 5000 Mbps* Fastest Speed
WHAT YOU GET <ul style="list-style-type: none">✓ 2-Year Internet Price Lock✓ FREE Modem✓ \$100 Gift Card**	WHAT YOU GET <ul style="list-style-type: none">✓ 2-Year Internet Price Lock✓ FREE Modem✓ \$100 Gift Card**	WHAT YOU GET <ul style="list-style-type: none">✓ 2-Year Internet Price Lock✓ FREE Modem✓ \$100 Gift Card**	WHAT YOU GET <ul style="list-style-type: none">✓ 2-Year Internet Price Lock✓ FREE Modem✓ \$100 Gift Card**	WHAT YOU GET <ul style="list-style-type: none">✓ 2-Year Internet Price Lock✓ FREE Modem✓ \$100 Gift Card**
				
MOBILE PLAN* <input type="text" value="Select a plan"/>	MOBILE PLAN* <input type="text" value="Select a plan"/>	MOBILE PLAN* <input type="text" value="None"/>	MOBILE PLAN* <input type="text" value="Select a plan"/>	MOBILE PLAN* <input type="text" value="Select a plan"/>
\$20⁰⁰/mo* <small>No contract required</small>	\$35⁰⁰/mo* <small>No contract required</small>	\$45⁰⁰/mo* <small>No contract required</small>	\$80⁰⁰/mo* <small>No contract required</small>	\$240⁰⁰/mo* <small>No contract required</small>

Folsom Lake Estates FTTH Project Status



Fiber Design – 100% Completed
Permitting – 95% Completed

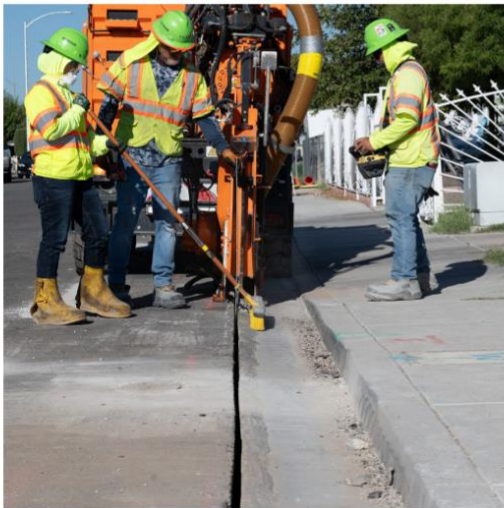
- Walkout and design completed
- Site walk with Placer County Public Works completed
- Project is 100% underground construction
- New infrastructure to be built by micro trenching
- 5 miles of new fiber network
- Broadband access to 289 homes

Folsom Lake Estates FTTH Project Phases



- Build over 6 phases
- Phase 1- McDuff entrance
- Estimated phases will take 6-8 weeks to complete
- A 1" trench will be opened up to place conduit in the ground and immediately backfilled.

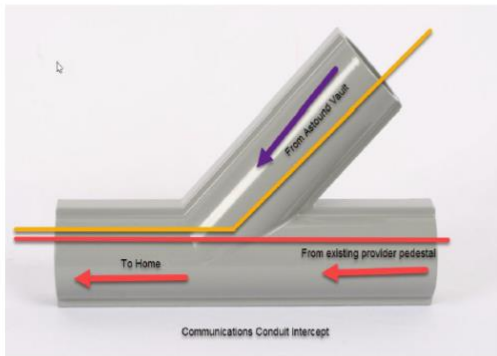
Micro Trench Method



How it works

- A micro trencher, a small machine with a cutting wheel, digs a narrow trench in the ground.
- The trench is 1 inch wide and up to 2 feet deep depending on the location of existing utilities.
- The micro trencher removes debris and dust as it cuts.
- A protective conduit is installed in the trench.
- Fiber optic cables are pulled or pushed into the duct.
- The trench is backfilled and sealed with a resin.
- A top coat is applied to the road.

Service Laterals



- Astound will support network connection up to the side of the home.
- Existing conduits will be used where possible to minimize disruption.
- Fiber will be routed from the street to the home via underground conduits.
- Homeowners may need to coordinate interior cabling if required.
- No additional cost beyond standard installation unless special construction is needed.
- If new conduit is required, trenching or boring may be used.
- Standard installation cost is \$50-\$99.
- Additional costs apply only in extreme cases (e.g., concrete removal/restoration).
- Fiber drop can be installed even over long distances (>1000 ft).
- Fiber diameter is small (~7mm), allowing co-existence in occupied conduits.

Community Questions



What is the line of demarcation for support from Astound? Property line? House? Inside house?

Astound will support network connection up to the side of the home. If any prewire in the home is utilized but not in working order we will attempt to troubleshoot. If replacement is needed it would be the responsibility of the homeowner to coordinate replacement.

What will the process be to connect each house to the primary fiber in the middle of the street?

Street to property, property to house, house to modem, and who will be responsible

for each segment? *Astound will make every attempt to utilize existing infrastructure to the side of the home. In most cases the existing conduit that was placed for CATV or Telephone connections can be intercepted and used as the primary path to the home. In the event this is not feasible we would discuss options with the homeowner to install a new conduit from the street to the home.*

Will Astound run the fiber inside the house to a location where there is power/connectivity?

If Astound does not, are there contractors and published requirements for the home owner to run fiber. Yes we will post wire the home with a fiber optic outlet in order to place the modem on the interior of the home when possible. Astound will wire to exterior walls of a home only. Astound will not fish cabling on interior walls of the home. If this is needed a low voltage contractor will need to be coordinated by the home owner to complete this work.

If you don't use the conduits, what is the process for bringing the underground service to the homes?

There are various methods to install a new conduit to the premises but that is all on a case by case basis. We have boring methods as well as a simple trench.

Will there be any costs involved to the homeowner to bring fiber from the street to the home? *Generally no cost in addition to the normal installation fee (\$50- \$99) unless there is some extreme case of construction needed(i.e. concrete removal and restoration would be excess)*

Contact Information



More Information and Questions

<https://www.astound.com/california/placer-county-coming-soon/>

<https://www.placer.ca.gov/Broadband>

Questions can be emailed to
broadbandsurvey@placer.ca.gov