

September 26, 2025

OPEN LETTER TO CITIZENS OF RIVERTON

On behalf of the Village and the Village Board Members, I would like to address the concerns of many of our citizens regarding COMCAST and the work of their subcontractors in the Village of Riverton. We have heard your complaints and visited the various work sites around town. We have seen first hand your issues and we are working to address each and every concern. We have regular contact with COMCAST, their work supervisors, and the crews. COMCAST has been open to listening to our concerns. COMCAST has responded to correct some actions immediately and to present a plan for correcting other concerns.

The problems that we are having in Riverton is not as severe as the problems you have heard about in Sherman. As long as COMCAST continues to be responsive to our issues and addressing the concerns we have in Riverton, we will continue to allow them to work here to bring other options for services to our residents. However, should the problems get worse or COMCAST stops being responsive to our concerns, we would consider further actions.

Let me address our concerns and how we have addressed them with COMCAST.

Damages to residents' yards and unsightly messes, to include pedestal mounts – COMCAST or any other utility provider is responsible to return the ground they disturb to the same condition it was in prior to them starting work. COMCAST will be held accountable to fix and repair any yards or sidewalks that they disturb during the construction and installation of their cables. COMCAST has a separate crew that is working behind the installation crew to fix and repair the ground and restore it to its original condition. Like any construction job in town, the restoration is not completed immediately. There is usually a short period of time in which to allow the ground to settle before they put the finishing touches on the restoration. That is the same here, it is usually a 2-3 week period between installation and restoration. Between installation and restoration, they will only use filler materials of like type. Any sidewalks that are cut or damaged will be replaced near the completion of the installation project. We have notified COMCAST that the pedestal mounts are not acceptable and we want the underground vaults that will keep everything underground. COMCAST has acquired the underground vaults and going forward, COMCAST will be installing and making the connections in underground vaults. In addition, once they finish installing cable throughout town, they will go back and replace all of the pedestal mounts with underground vaults.

Communication of work areas – COMCAST has been using door hangers to notify residents when they will be working in their area. However, many residents have not seen those door hangers. COMCAST will continue to use door hangers as a means to notify residents. In addition, COMCAST is going to provide an installation schedule to the Village and we will publish that schedule on Facebook and on the Village web page. The subcontractor has been told that all of their work vehicles must have the company logo or signage on the vehicles.

Site cleaning and securing equipment – COMCAST and the subcontractor have been told that supplies, materials, waste products, and trash cannot be left in residents' yards or on the Village right of way overnight. Prior to leaving a work site, all supplies and materials must be picked up and removed. In addition, COMCAST and the subcontractor have been informed that they cannot leave equipment parked in yards, on the right of way, or in the streets overnight. The Village has granted permission for equipment to be parked on village property such as parking lots in the parks, at village hall, or other village properties. Only these staging areas will be used for overnight parking of equipment.

SAFETY – COMCAST and the subcontractor are responsible to clearly mark any existing hazards. If they have any holes, missing sidewalk pieces, or any other hazard that has to be left overnight, the hazard must be clearly marked with safety tape or snow fencing.

JULIE dig windows and other utilities – COMCAST and the subcontractor have been informed they can only dig in areas with an active JULIE locate and only during the assigned dig window. Any damage to any other utility must be immediately reported and repaired. In Riverton, we have only had 2 reported cases of utility damage and both of those were CASSCOM. In both cases, CASSCOM was immediately notified and repairs were made.

For many years, our residents have asked for other option for internet and cable services in Riverton. When COMCAST approached the Village to install fiber optic cable throughout the Village, we saw that as an opportunity to offer our citizens greater choice in service providers. During any construction project, we ask for patience as the project is going on. We ask for understanding that there may be some inconveniences during the construction phase but the end result is for the betterment of the Village and our residents. As the construction and installation is taking place, our workers and our board members are out in the community and looking. We are just as concerned with all of these issues. When we see an issue during construction or installation, we have open communication with the company to resolve the issues. As long as the company is responsive and working to address our concern, we allow the project to continue. Again, we want the best end result

for the Village. As a Village Board, we appreciate every resident who works and maintains their yard to present the best possible image for Riverton. We believe our Village is a great place to live and raise a family and we want nothing more than to work towards making our community better.

Our Village Board meetings are the 1st and 3rd Monday of each month at Village Hall, 1200 Riverton Rd, Riverton, IL 62561. Citizens are invited to attend. If you should have any questions or concerns, please call the Village Office at 217-629-9122 and we will get a message to the appropriate person that can assist you.

Thank you for choosing Riverton as a place for you and your family to live.

Sincerely

Joe Bartley

Village President

Village of Riverton