



Underground Electric System Questions and Answers

Q Why are electric lines being moved from overhead to underground?

A To improve the reliability of your electric service. Underground lines are not damaged by wind, ice, lightning or animals, which cause most electric outages. Since electricity is also used to pump water, ignite gas furnaces and stoves and power your television and computer, better electric reliability improves all of CFU's services to you.

Q Why is CFU moving the lines now?

A After decades of use some older parts of our electric system need to be rebuilt due to normal wear and tear. Other sections were damaged by the severe windstorm of July 2009, and the widespread ice storm of February 2007. Rather than repair or rebuild the overhead lines, in some areas we have decided to move them underground to make your service more reliable and save future repair costs.

Q What will happen at my house when the electric lines are moved underground?

A The project involves two phases of work. In **2010-2012, conduit will be buried** in the utility right-of-way to encase and protect the new underground electric line that will serve your neighborhood, and a cabinet will be installed at ground level in the utility easement area of your lot or an adjacent property. The cabinet will be either a pedestal (left) or a transformer, and it is used to feed power from the electric line to your home.



In 2013-2014, customers will be connected to the new underground system. If electric service now enters your home through an overhead wire, conduit

will be buried in your yard to carry a new underground service line to the house. A meter socket will be placed on the home's exterior at the spot where the service line will enter. Inside, we will connect the meter socket to your electrical panel (breaker box). Then we will pull the service line through the buried conduit, connect it to the meter socket and put the new meter in place. After notifying you we will cut power to the overhead lines and begin feeding your property through the underground system. You will be without power for about an hour when we complete the cut-over.

Q Will my lawn or shrubs be torn up?

A The work will disturb your yard to some degree. We do our best to minimize the landscape impact, which will vary from house to house. Generally speaking, we will bury lines in the right-of-way along the front and/or rear of your lot if poles are there now. Trucks and other equipment may drive across your property to work on rear-lot services. If a fence, shrub or shed is blocking the right-of-way, it may need to be moved -- at least temporarily -- so that crews can gain access.

Please note that the service line to your house may already be underground. If not, we will need to bury a new service line from a ground-level cabinet in the front or rear easement area through your yard to your home.

Q What will you do to repair my lawn?

A We will grade, cover with black dirt and seed the affected area of your yard.

Q Where will the cabinet be placed on my lot? Do I get a choice?

A CFU determines where to locate ground-level cabinets (pedestals and/or transformers) based upon system design needs. The cabinet that serves your home may be placed in the easement area of your lot or an adjacent property, typically near the lot line.

answer continued on back page

continued from front page

Usually the cabinet will be placed on the part of your lot -- front or rear -- where the power now comes off the pole to your house.

To find out where we plan to put the cabinet that will serve your home, call CFU weekdays from 7:30 a.m. to 5:30 p.m. at 319-268-5297.

Q How much will all of this cost me?

A Customers will not be billed for installation of the new underground system. The cost of maintaining and upgrading CFU's distribution system is built into our utility rates, so a portion of the bill you pay each month is used for projects like this one.

Homeowners may incur some incidental expenses. For example, today an overhead electric line may be attached to a mast (see photo) mounted on your roof or the side of your house. When the mast is removed, you may need to fill holes, paint the siding or repair the roof where it was previously located.

Q Who will do the work at my house?

A Hoffman & Hoffman Trenching will bury conduit, place pedestals and grade and seed affected areas when the work is completed. Where new underground service lines are needed, K&W Electric will install meter sockets and connect them to the customer's indoor service panel. CFU crews will install the distribution and service lines in the buried conduit, set new electric meters where needed, install the transformers and cut over the service.

Q After the underground system is in place, will the utility poles be removed?

A This will vary by location. **Our preference is to remove the poles, and we will do so wherever possible.** While CFU owns the poles, typically they carry service lines owned by Qwest and Mediacom, as well as CFU's electric and cable wires. CFU's services will come off the poles when the underground system is completed. However, Qwest and/or Mediacom may still be using the poles, and if that's the case we cannot remove them.

Q Will the outside of my house be affected?

A This will vary from house to house. The electric service line from the pole to your house may already be underground. If so, there will be no change to your home's exterior. If your service line is currently overhead, it is attached to your home at a mast, (photo below) which may be on the side of your home or somewhere on your roof. In that case, we will install a new underground service line and set a new electric meter on the exterior of your home. The service line will enter your home near your interior electric service panel. After the underground service is activated we will remove the overhead line. We will also remove the mast if it's on the side of your home, but not if it's on the roof. After the mast is removed you may need to fill holes and paint or repair part of your exterior siding.



Q Will CFU's cable system wiring also be moved underground?

A Yes. It's highly efficient to bury both systems, because cable and electric lines will be placed in a single trench. The electric and communications conduit will be buried at the same time, and cable system work will be completed after the electric work is finished.