

From: [J L A](#)
To: [Eye, Alison M.](#)
Subject: Fiber Installation Complaints
Date: Tuesday, June 3, 2025 10:12:46 PM

This Message Is From an External Sender

This message came from outside your organization.

[Report Suspicious](#)

Dear Allison,

I just read how there will be a virtual meeting about Fiber companies this Wednesday.

On Monday, June 2, I had an incident where I accidentally drove my car over a 4-foot by 7-foot, 9-inch-deep hole that was left open and poorly marked.

At about 12:30 PM, I left my subdivision to do errands. A team of workers was digging a hole at Marilyn and Truchas. Their vehicles were unmarked.

While I was away, it rained, causing street flooding throughout the city.

I was returning at about 3:15, and I saw orange cones around the area where they had been working. I was able to slip by the area and drove to my home. The rain was letting up, but water was still rushing down the street. I was home for about 15 minutes, then left to do another errand.

The orange cones were still there, so I drove around in the same way I had come in. Unknown to me was that the water rushing down the side of Truches had shifted the cones down the road, and the water was covering the hole. I drove around the cones just as I did when I drove into my neighborhood.

The left side of my car drove into the hole. Luckily, I was able to pull over to the side of Truchas. Then a gentleman pulled over to help me reposition the cones and then assisted me in pulling the plastic wheel well from under my car.

I took several photos of the damage to my car and the resulting hole.

I called 311, and they provided me with the name of the company, Gigapower, working on that corner. When I called the number, it just kept ringing. There was no way I could even leave a message.

Tuesday morning, I went out and saw that workers had filled in the hole's bed with sand, leaving room for cement.

Later, after returning home from an appointment, I saw more workers there and stopped to tell them what had happened. I talked to Dave S, and he called his boss. He came back and told me to call the number he gave me and ask for Brian.

I called shortly afterwards, and after getting several voicemails with various departments, I was finally able to speak to a real person, but I still ended up leaving a message. I have not heard from them as of yet.

I spoke with my insurance company today, and they informed me that companies rarely cover any costs for vehicle damage.

My insurance will cover the damage to my car, but I will still be responsible for a \$350

deductible and any car rental expenses.

How can I obtain reimbursement for my expenses from Kelly Cable?

The company is liable because they used lightweight plastic cones instead of heavier ones.

Thank you,

Janet Aden, 6712 Vista Del Monte, 87109

505-503-0062

I would also add to the complaints of unidentified vehicles and workers. I had men come to my door trying to get me to sign up through Vexus, but they didn't have clothing or an ID proving who they worked for.

Another issue I would like to bring up is the excessive use of spray paint in the neighborhoods. There's paint on shrubs and people's landscaping and along the streets.

Who will remove all of the paint when they are done and gone?