



Service Installation FAQ

What are you installing?

Most homes connecting to our network need a service line buried on the property. This entails burying a line from a nearby access location or pedestal* through your yard and up to your house. You will need to be home for this installation as we will need access to your yard.

Once our team completes their work, they make every effort to restore your property to as close to pre-installation condition as possible.

*(If a pedestal needs to be installed, you will receive a letter from our team.)

Why do you want to do this now when services aren't available yet?

Since we live in the Midwest, the weather isn't always on our side. We would like to move quickly while the weather is favorable. We also want to get as many addresses service-ready while we have construction crews in the area.

Even if you aren't sure about signing up for Midco® services, this allows you the option to easily switch to our services anytime in the future.

How do I sign up for service line installation during construction?

1. Visit Midco.com/Locations.
2. Click on the **Get Progress Updates** bar.
3. Fill out all required fields.
4. When asked, **Will you allow us to install service lines to your house?**, be sure to click **Yes**.
5. Hit **Submit**.

What happens after I sign up for installation?

A contractor will contact the homeowner a week before the scheduled installation.

This pre-bury work could include, but is not limited to, the following:

- Drilling an entry hole in a wall, window or door frame (may affect window or door warranty).
- Tacking cable on the outside of the building.
- Mounting a cable box on the side of the building.
- Attaching service drop to the building.
- Digging a trench from the building to the pedestal.¹

Certain factors may affect the installation, including:

- The ground must be dry.
- Outdoor pets must be secured.
- Gates and fences must be unlocked.
- The property must be marked and flagged to show the proposed installation route and the location of underground utilities.
 - The contractor is responsible for marking underground utilities. Please do not remove any flags or paint marks, as this can cause confusion or unsafe conditions.
 - The homeowner is responsible for marking any personal utilities, such as underground pet fences, sprinkler systems or private underground electric wiring to other structures.

Who should I contact with questions?

Call **1.800.888.1300**. Press **Option 1**, and then **Option 3** for a service line request or concern. Our team will contact you as soon as possible.

Midco.com/ConstructionSupport

¹ Midco may place a temporary service cable on the ground that may need to be buried. We will work to ensure that your property is returned to its normal condition after the work is complete.