

Subject: Clay Banks Fiber Project – Weekly Update

Dear Residents of Clay Banks,

We're excited to share that great progress is being made on the Clay Banks fiber project, and we'd like to provide you with the first of our weekly updates.

🔑 What's Happening Now

- **New Prime Contractor: Essentia Inc.**
Essentia Inc., our new prime contractor, has hired **multiple drop crews**, and we're pleased to confirm that **Clay Banks will have a dedicated crew assigned exclusively to your area**. Alex Taylor is the Construction Manager for Essentia. His email is alex.taylor@essentia-inc.com and his phone number is 252-245-4079.
- **Field Audit Starting Wednesday, September 10**
Beginning **Wednesday, September 10**, you will see Essentia's crews in the field conducting a **detailed audit of the conduit**. Initially, we had planned to skip this step; however, due to a culvert replacement on Midway Rd, it was discovered that the previous contractor's map was inaccurate, and the conduit was damaged.
To **prevent further costly damage**, we are now conducting a full audit to confirm exact conduit placement. This audit will last approximately **2–3 days**.
- **Drop Crews Begin Work September 16 or 17**
Once the audit is complete, drop crews will begin placing conduit from the HUB outward starting **Tuesday, September 16 or Wednesday, September 17**.
- **Material Status**
All necessary drop materials have been ordered and are currently **at the Door County Broadband (DCB) office in Baileys Harbor**, ready for deployment.

📞 Customer Scheduling & Private Utility Locates

Starting next week, our team will begin **calling customers directly to:**

- Schedule your **drop installation**
- Coordinate **private utility locates** on your property

We encourage you to identify any private lines such as sprinkler systems, invisible fencing, or lighting so our crews can avoid them during installation.

Project Dashboard Access

The **Broadband Committee** will receive access next week to the **Essentia Project Dashboard**, which will be updated **daily**. This tool will allow the committee to:

- View **field audit results**
- Monitor **drop progress in real time**
- See which **homes have drops completed**
- Know **where crews will be working next**

Please note: **This dashboard is intended for committee access only.** However, we will continue sending regular email updates to all residents.

As part of this communication strategy—like we're currently doing in Baileys Harbor—we will include a **list of roads scheduled for work each week** in our Monday updates. This will give you time to anticipate a scheduling call and prepare for private locate marking.

Identification & Safety

All field personnel will be wearing **yellow high-visibility Bertram Fiber shirts**, and vehicles will be clearly marked with **Bertram Fiber decals**, so you can easily identify our crews in your area.

Warm regards,
The Bertram Communications Team