



TO ALL VERIZON CUSTOMERS

There seems to be some confusion regarding Verizon cell service in the Cudahy area and the reasons for the poor service. Here are some facts that may clear this issue up.

The Cudahy Water Utility leases space on the water tower to four cellular phone companies for their antennas, these companies are AT&T, Sprint, T-Mobile and Verizon.

The Water Utility scheduled maintenance and painting for the water tower located at 3555 E. Pabst Avenue for the summer of 2014. Water Towers require painting every 20-25 years and there were also some structural and safety upgrades that needed to be done. The cell carriers who have equipment placed on the tower were notified in January of 2014 that they would have to remove their equipment by May 31, 2014 so the Water Utility could proceed with the work. They were also informed that the Water Utility would work with them to find space for temporary poles for the antennas.

All of the cost for the removal and eventual reinstallation of the cell equipment is the responsibility of the cell company and these items are noted in the contracts they have with the utility. This is a normal operation for any cellular companies that lease space on water towers and all of the companies deal with it on a regular basis.

From the time the equipment was transferred to the temporary poles Verizon customers, and only Verizon customers, have been experiencing degraded phone and data service. The Water Utility has received constant calls and complaints. Please understand, Verizon is the only carrier having issues, customers for the other three carriers (T-Mobile, Sprint and AT&T) are not having service issues. This is not a Water Utility problem, it is a Verizon problem.

Work on the Cudahy Water Tower was completed November 13, 2014. The Water Utility has reviewed all of Verizon's plans for reinstallation and as of December 4, 2014 Verizon was given permission to reinstall their equipment. They have been given priority over other carriers to start as soon as possible. As of December 18, 2014 Verizon has not notified the Utility of a start date for the work.

As of now there is nothing the Water Utility can do to upgrade the Verizon service, the Utility has made every accommodation possible and Verizon can start work whenever they want.

Frank Miller
Superintendent
Cudahy Water Utility.