

Kitsap PUD

Expanding Broadband with Open-Access Infrastructure

Kitsap Public Utility District (KPUD) in Washington State is extending a community-owned, open-access fiber network to rural and underserved areas. Supported by \$6.6M in American Rescue Plan Act (ARPA) funding to expand coverage and lower per-home connection costs, the utility reports 900+ miles of fiber with continued growth underway across last- and middle-mile. On an open-access wholesale model, multiple ISPs

deliver retail service over the same network, increasing resident choice and competition. KPUD has been using the demand aggregation functionality in COS Business Engine since 2016 to automate sign-ups, ISP operations, provisioning, and the customer portal, driving efficient growth and strong take-rates where reliable broadband was lacking.

- » **Where:** Kitsap County, Washington (pop. ~280,000).
- » **Model:** Community-owned, open-access fiber; KPUD owns infrastructure and wholesales capacity to multiple ISPs.
- » **Scale:** 900+ miles of fiber in place today, with 21 new distribution nodes coming online early 2026 funded via ARPA to build capacity and reach more unserved/underserved locations.
- » **Choice:** 6 residential ISPs on the network (open-access marketplace) and an additional 5 ISPs that serve businesses only.
- » **COS Systems:** Using **COS Business Engine** since 2016 (after launching with COS Service Zones) to automate sign-ups, orders, provisioning, billing, and wholesale operations; > 400 miles and > 6,000 passings referenced in COS's municipal overview.
- » **KPUD** has also been provisionally awarded BEAD funding for nearly 4000 more homes and 9000 additional passings. These will be built out over the next 5 years. Pending final approval and award from NTIA.
- » **This rapid expansion** makes the automation of COS more important than ever before. KPUD has expressed that they will utilize the COS portal as a customer marketplace to provide accurate data to the customer about their opportunity/timeline to connect with BEAD-funded infrastructure.

Challenge & Goals

Rural pockets and waterfront terrain left many homes with inadequate or unaffordable broadband. KPUD is committed to a lit, open-access last-mile network to enable multi-ISP competition on shared infrastructure, improve affordability and reliability, and phase expansion using grants plus neighborhood financing from local utility districts and non-contiguous local utility districts (LUD/NCLUD) so residents can connect without large up-front costs. The LUD/LCPUD model allows build costs to be spread out over 20 years.

Solution (Core Team)

KPUD (owner/operator): Builds and operates the open-access network and runs a public marketplace where residents choose providers and request fiber estimates. ISPs: Local/regional providers sell services on KPUD's network with their own pricing and terms. COS Systems: COS Survey Feature; COS Business Engine for a self-service customer portal, automated orders, zero-touch provisioning, and wholesale settlements across providers.

Partnership Enablers

Through a partnership with Kitsap County, KPUD secured \$6.6M ARPA funding to build 21 new fiber distribution nodes that lower per-home connection costs, expand service to unserved/underserved areas, and add capacity—each node supports up to 7,680 connections; construction is underway with completion targeted in 2026. This will also support a 100gbps MPLS ring to serve the entire county, as well as provide redundancy for transport out of the county.

Results & Momentum

Scale & Coverage: 900+ miles referenced in countywide materials, underpinning rapid last-mile expansion.

Choice & Competition: A growing roster of ISPs sells services on the network via KPUD's open-access marketplace.

Operations: Residents check availability, request estimates, finance connections via LUD/NCLUD, and manage services in the customer portal; COS Business Engine automates order flows, provisioning, and wholesale settlements so KPUD and ISPs scale without adding headcount linearly.

Timeline: The 21-node ARPA program is in progress, slated to wrap by Q1-2026.

Why It Works

Public ownership keeps universal coverage and long-term value in focus; open access introduces competition and choice on a shared asset; ARPA plus LUD/NCLUD financing closes the capital gap; and COS Systems provides the automation backbone—demand aggregation up front and a 24/7 marketplace with zero-touch provisioning and wholesale automation in operations.

Get in touch



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At a Glance

- » **Industry:** Municipal Broadband / Open-Access Infrastructure
- » **Location:** Kitsap County, Washington
- » **Network:** Community-owned, open-access Active-Ethernet FTTH
- » **Scale:** 900 miles of county fiber, ARPA adds 21 nodes
- » **ISPs:** Multi-provider marketplace
- » **Tech Stack:** COS Business Engine (demand aggregation, customer portal, zero-touch provisioning, wholesale automation)
- » **Funding & Programs:** \$6.6M ARPA, LUD/NCLUDs, State and Federal Grants + resident payment
- » **Operations:** Customer portal for sign-ups, payments, estimates, financing, and orders; automated provisioning and settlements across providers across providers