



**DEPARTMENT OF WATER MANAGEMENT  
CITY OF CHICAGO**

**CUSTOMER NOTICE INFRASTRUCTURE RENEWAL PROGRAM**

March 6, 2013

Dear Neighbor,

At Alderman Colón's (35th Ward) request, I am providing you with information regarding a water and sewer construction project in your neighborhood. This is part of our approach to renewing our city's aging infrastructure. I see this as an opportunity to partner our local government with you, our customers. As part of this partnership, I want to be certain you are well informed about the project. You should know where to call if you have any questions or concerns.

Our crews will soon install a new water main in N. Drake Avenue (Milwaukee to Diversey) and in W. Wolfram Street (Drake to Milwaukee). In addition, our private contractor will begin preliminary sewer construction work at the intersections of Drake and Diversey, and Wolfram and Central Park. Finally, our crews will install a new sewer main in N. Drake Avenue (Diversey to Milwaukee) and in W. Wolfram Street (Central Park to Drake). The old pipe dates as far back as 1893, and needs to be replaced.

We are coordinating with Alderman Colón's office, and he has made clear we are to put great importance on your convenience and the quality of life in this neighborhood through the whole term of this project. Good communication is the key.

I have asked my staff to assemble the attached information for you and to monitor the project closely. We know that construction always involves inconveniences and noise. We will do everything possible to minimize inconvenience and noise and to conduct ourselves as good and thoughtful neighbors in the course of our presence on your street.

If you have questions or comments about the project, please feel free to contact Assistant Commissioner Tom LaPorte at 312-742-1021 at any time, you may leave a message.

I am also asking you to consider the enclosed information about our MeterSave Program and our Basement Flooding Partnership (BFP).

Thank you for your understanding and good will.

Sincerely,  
Thomas Powers  
Commissioner

cc: Alderman Rey Colón, 35<sup>th</sup> Ward

Do you wonder what was happening in 1893? That's the year the old water main was installed beneath your street. Among other things:



**MAE WEST**

- The World's Columbian Exposition opened in Chicago.
- Henry Perky and William Ford patented shredded wheat.
- The first bowling magazine, which was called Gut Holz, was published.
- France issued the first driver's licenses, which included a required test.
- Katharine Lee Bates wrote "America the Beautiful," in Colorado.
- Lizzie Borden was acquitted in the murder of her parents in New Bedford, Massachusetts.
- New Zealand became the first country to grant all its women the right to vote.
- Actress Mae West was born.

## **PROJECT DESCRIPTION**

**Project:** The Department of Water Management's crews will soon install a new water main in N. Drake Avenue (Milwaukee to Diversey) and in W. Wolfram Street (Drake to Milwaukee). In addition, our private contractor will begin preliminary sewer construction work at the intersections of Drake and Diversey, and Wolfram and Central Park. Finally, our crews will install a new sewer main in N. Drake Avenue (Diversey to Milwaukee) and in W. Wolfram Street (Central Park to Drake).

**Reason:** The old water main consists of 6-inch pipe, and we want to expand capacity. Further, the old pipe dates back to 1893 and needs to be replaced. The area bounded by Belmont on the north, Diversey on the south, Bernard on the east, and Central Park on the west will benefit from improved drainage and reduced risk of flooding.

**Timing:** Installation of the new water main will begin in early March, and we expect to be done in late April. The contractor's sewer work begins in mid-March, and we expect their portion of the project to be completed in late April. Installation of the new sewer main will begin in mid-April, and should be completed by late May. Restoration of the damaged streets/parkways will follow in June. Dates may change depending on weather and other factors. If there is any appreciable change, we will notify you.

### **Traffic:**

- During installation of the new water main, we will allow traffic to flow outside of our working hours. When we are working in the street, we have to close it to traffic for reasons of safety. Outside of working hours, a lane will be left open for local traffic only.
- When the contractor is working, westbound traffic will be detoured at Kimball north on Milwaukee to Belmont, west to Pulaski, and south to Diversey. One lane of eastbound traffic will be open at all times.
- In late April/early May, in-house sewers will be maintaining a full continuous closure of Milwaukee at Drake, lasting approximately one week. Eastbound through traffic will be detoured via Milwaukee-Pulaski-Diversey-Milwaukee. "Local Traffic Only" will be maintained between Pulaski and Gresham. Westbound through traffic will be detoured via Milwaukee-Kimball-Belmont-Milwaukee. "Local Traffic Only" will be maintained between Kimball and Allen.

In late May, in-house sewers will be maintaining a full continuous closure of Central Park at Wolfram, lasting approximately one week. All through traffic will be detoured via Central Park-Diversey-Milwaukee-Central Park. "Local Traffic Only" will be maintained between Milwaukee and George.

You will always be able to reach your home or business, even if it means putting a metal plate in place. Safety is our first consideration.

**Parking:** We will post our work area for "No Parking" as needed, during work hours (7am-4pm). We are agreeable to parking outside of those hours, but will have to insist that cars be moved by the start of the next workday. We will try to preserve as much parking as we can.

## **CONTACT NUMBERS**

**24-HOUR SERVICE AND INFORMATION LINE**

**3-1-1**

**ALDERMAN REY COLON**

**773-365-3535**

**ASSISTANT WATER MANAGEMENT COMMISSIONER TOM LAPORTE**

**312-742-1021**

## FREQUENTLY ASKED QUESTIONS

**Will our sewer or water service be interrupted?** When we switch over the services from the old water main to the new water main, we interrupt water service. We give you 24-hour notice when this is to happen. In any construction project, there is also a risk that an old pipe will break. They can be fragile. This may necessitate an emergency shutdown. If we do this, we will let you know what is happening, even though we may be unable to give prior warning.

**Will I get notice if there is a shutdown?** We will try to give you notice prior to a shutdown. But it all depends on the circumstances. If necessary, we will perform the emergency shutdown immediately and then tell you about it. Safety and avoiding property damage are prime considerations.

**What about restoration of curb and parkway damage?** When we finish the job, we will pave the street and address curb and parkway issues. We promise to leave your parkway and curb at least as good as we found them.

**What about improvements I've made in the parkway?** If there are ornamental plants, brickwork, sprinkling systems, etc., in your parkway, we certainly try to avoid them. The City of Chicago, however, cannot assume responsibility for privately made improvements. We will work with you to avoid any problems along these lines.

**Why should I be nice about this?** We are renewing your neighborhood and helping reduce the risk of local flooding during heavy rain. We intend to be good neighbors, although we are aware that our work is inherently disruptive. We will work with neighbors, Alderman Colón, and others, to ensure that this disruption is minimal and that the experience is as agreeable as possible.

## DOES YOUR BASEMENT FLOOD?

**The Department of Water Management would like to work with you and your neighbors to reduce the risk of basement flooding. We are promoting a collective response as the only strategy—homeowners joining together on a neighborhood basis to work with us on practical steps (public and private) to protect your property and peace of mind.**

Want to learn more? <http://www.cityofchicago.org/watermanagement/bfp>



**DEPARTMENT OF WATER MANAGEMENT**  
**CITY OF CHICAGO**

## **What is MeterSave?**

**MeterSave** is a program to encourage Chicago homeowners to voluntarily install meters to monitor water usage. Meters allow single family and two-flat homeowners to pay for only the water actually used, encouraging efforts to save water and money while protecting one of our most precious natural resources.

Water charges in non-metered homes are tied to factors such as building size, lot-size and number of plumbing fixtures. Metered homes are billed according to actual use. This means that with minimal effort, participating homeowners could save money on their water bills.

### **Homeowner Incentives**

**Non-metered homeowners participating in MeterSave are eligible for the following:**

- ❖ **A 7-year guarantee** that the home water bill will be no higher than it would have if the meter had not been installed. Bill will not exceed the assessed rate for that year.
- ❖ Choice of one of the following (while supplies last):
  - rain barrel,
  - water meter monitor (a refrigerator magnet that shows water usage)
  - outdoor water conservation kit *or*
  - indoor water conservation kit
  - And, two of the above incentives if a whole block volunteers!

### **Frequently Asked Questions:**

#### **How and when do I sign up?**

Interested non-metered single family and two-flat homeowners may visit [www.metersave.org](http://www.metersave.org), call 311, or call 312-744-4H2O. Please have your 12-digit account number ready. Space is limited based on funding availability and the number of volunteers.

#### **What will it cost to participate?**

The City of Chicago Department of Water Management will install a water meter complete with the automatic meter reading (AMR) technology in your home FREE of charge.

AMR technology allows readings to be transmitted via wireless radio technology to Water Management vehicles as they drive by, eliminating the need for readings to take place inside the home. Bills will be issued bi-monthly and reflect only the actual amount of water used.

#### **Do I have to be current on my water bill?**

Yes. Homeowners must be current on payment plan and water bill to participate in this limited time offer of a 7-year guarantee.

For payment plan information call 312-744-4H20 (4426).

### **When can I have a meter installed?**

Online meter installation scheduling is available at [www.metersave.org](http://www.metersave.org) Otherwise, Water Management will contact you to schedule a time for meter installation.

### **Small changes made by Chicagoans can have a tremendous impact on the sustainability of our water supply, such as:**

- ❖ *Turn off the faucet while brushing your teeth or shaving.* This can save over 500 gallons per month per person.
- ❖ *Install high-efficiency, low-flow toilets.* Toilets alone consume 26% of household water consumption. A leaky toilet wastes 200 gallons of water per day.
- ❖ *Install high-efficiency washing machines.* This can save energy and water consumption.
- ❖ *Fill the sink with dishwasher instead of washing dishes with an open tap.* This saves 25 gallons per wash.
- ❖ *If you own a dishwasher, wait until you have a full load to run it.* Dishwashers typically use half the energy, one-sixth the water, and less soap than washing dishes in the sink.
- ❖ *Garden with plants that are native to Chicago.* This can reduce outdoor water use by 20-50%.
- ❖ *Use rain barrels to capture rainwater for* watering lawns and gardens.
- ❖ *Use a timer or a rain sensor to monitor lawn irrigation:* Sprinkler systems use thousands of gallons of water per cycle. Installing a timer or rain sensor will save money and water by preventing needless watering.
- ❖

## **WATER**

### **Our Most Precious Resource**

Lake Michigan has lost almost 32 trillion gallons of water--the equivalent of over 45 million Olympic-sized swimming pools of water-- over the past decade. Our region could face severe water shortages by 2050 if we fail to take decisive action.

### **More than half of water consumption in Chicago occurs within homes.**

Over 5.4 million people-- 44% of the population of the State of Illinois, depend on the Chicago Department of Water Management to provide a reliable supply of drinking water from Lake Michigan.

### **Volunteer for a meter today to save water and money!**

**Please go to [www.metersave.org](http://www.metersave.org),  
call 311, or 312-744-4H2O.**



**Save Water Save Money!**