



February 1, 2016

**RE: Water Main Replacement Project #1501325**

Dear Neighbor,

In coordination with Mayor Rahm Emanuel's *Building a New Chicago* infrastructure improvement program, and at Alderman Thompson's request, I would like to provide you with information about an upcoming water main construction project in your neighborhood.

By early February 2016, the Department of Water Management (DWM) and Benchmark Construction Company crews will begin the work to install 625 feet of new 8-inch and 1,031 feet of new 12-inch water main in S. Throop Street, from W. 31<sup>st</sup> Street to W. 32<sup>nd</sup> Place and W. 32<sup>nd</sup> Place, from S. Throop Street to S. Racine Avenue. The old water main dates back to 1878, and needs to be replaced.

If you would like to receive regular email updates about the progress of the project, please go to **[www.buildinganewchicago.org](http://www.buildinganewchicago.org)** to register for the WaterALERT program. Simply enter your name, email address and the project identification number at the top of this letter.

By signing up for the WaterALERT emails, you will be notified as the project enters each new construction phase – from our mobilization of equipment onto the site, to the installation of new pipes, to the final restoration of the street.

When we are working in the street, we may close or limit it to traffic for safety reasons, but you will always be able to reach your home or business. Outside of working hours, a travel lane will be left open for local traffic only.

We will post our work area for "No Parking" as needed during work hours (generally 7am-4pm). Parking outside of those hours will be allowed, but cars will need to be moved by the start of the next workday. We will try to preserve as much parking space as possible.

We know that construction always involves inconveniences and noise. We will do everything possible to maintain your quality of life throughout these projects, and conducting ourselves as good and thoughtful neighbors in the course of our presence on your street.

Should you have any questions or concerns, you can either ask the construction foreman during the project, or call any of the following numbers:

- 24-Hour City Service and Information Line: 311
- 11<sup>th</sup> Ward Office: 773-254-6677
- DWM Office of Public Affairs: 312-744-6635

When we switch over the services from the old main to the new water main, we will interrupt water service. We give you 24-hour notice when this is to happen. However, in the event of an emergency shutdown during construction, we may not be able to give you prior warning.

After the old water main has been replaced and you have been connected to the new water main, please open all your water faucets and hose taps and flush your water for several minutes. The aerator screens located at the tip of your faucets should be removed prior to flushing.

This flushing will help maintain optimum water quality by removing sediment, rust, or any particulates that may have come loose from your property's water service line as a result of the water main replacement. If you have any questions or concerns about your water quality, please call us at 312-744-8190.

Lastly, if you don't already have one, I ask you to consider the installation of a water meter in your home to help you save money on your water bill. For more information on this free program, go to [www.metersave.org](http://www.metersave.org)

Thank you in advance for your patience and cooperation during this important infrastructure improvement project.

Sincerely,

Thomas Powers  
Commissioner