



May 26, 2017

**RE: Water Main Replacement Project #1701113**

Dear Neighbor,

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

In mid-June, Department of Water Management crews will begin the work to install 384 feet of new 12-inch and 1,900 feet of new 8-inch water main in W. West End Avenue (Central-Long) and in N. Long Avenue (West End-Madison). The old water main dates back to 1890, and needs to be replaced.

If you would like to receive regular email updates about the progress of the project, please go to **[BuildingANewChicago.org](http://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
- 28th Ward Office: 773-533-0900
- 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.

**Flushing after Your Service Line has been Connected to the New Water Main**

Now that your old water main has been replaced and your water service has been connected to the new water main, it is important to flush your plumbing of any sediment, rust or metals, including any lead to maintain water quality.

Sediment, rust and metals, including any lead may collect in the aerator screen located at the tip of your faucets. These screens should be removed prior to flushing.



- (1) Please find the closest available tap (an outside hose spigot, laundry sink faucet or bathtub) to where the water comes into the home that is not used for drinking water. Fully open the cold water tap and let the water run for at least 5 minutes. Then flush any other cold water faucets on that floor for at least 5 minutes.
- (2) Move to the next highest floor and repeat.
- (3) Move to additional floors in sequence and flush any taps or faucets for at least 5 minutes.

Your water system has just been connected to the new water main. To flush your water line, locate the closest available tap to where the water comes into the home, like an outside hose faucet, laundry sink or bathtub. Fully open the cold water tap, and let the water run for at least 5 minutes. Then move to the next highest floor and repeat flushing for at least 5 minutes. Sediment and metals can collect in the aerator screen located at the tip of your faucets. The aerator should be removed prior to flushing.

**Routine Flushing**

If your water line has been idle or stagnant for more than 6-hours, it is advised that you flush for at least 5 minutes to maintain water quality. This may include flushing the toilet, taking a shower and doing laundry. Flushing will help maintain optimum water quality by removing sediment, rust, metals, or any lead particulates that may have come loose from your property's water service line. If you have any questions, go to [www.metersave.com](http://www.metersave.com).

**MeterSave**

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.com](http://www.metersave.com).

312-744-8190 or 311.

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

It is advised that you flush your water line for 5 minutes

Sincerely, if it has been idle or stagnant for more than 6-hours.

Commissioner

