February 11, 2010

Dear Neighbor,

Attached is a packet of information from the Department of Water Management that explains a water main project scheduled to begin in March and be completed in June. The new main will be installed in Early Avenue from Glenwood to Broadway.

My office will be monitoring the work and its impact on your lives and property. I have asked Commissioner John Spatz to be sure you are well informed about the project and to ensure that your convenience is kept in mind as the work proceeds.

Please feel free to call my office at any time if we can be of service.

Sincerely,

Mary Ann Smith
Alderman, 48th Ward
WATER MANAGEMENT CUSTOMER NOTICE

At Alderman Smith’s request, I am providing you with material related to a project coming to your neighborhood. I want to be certain you are well informed, and that you know where to call if there are any questions or concerns.

Our crews are installing 1,623 feet of 8-inch water main in W. Early Avenue (N. Glenwood Avenue to N. Broadway).

I have asked my staff to assemble this material for you, and also to stay in close touch with the project. We know that construction always has some inconveniences and noise associated with it, but we want to do everything we can to minimize the inconvenience and conduct ourselves as good and thoughtful neighbors during our time in your street.

Please feel free to call Assistant Commissioner Tom LaPorte at (312) 742-1029, at any time. In the meantime, thank you in advance for your understanding and good will.

Sincerely

John F. Spatz, Jr.
Commissioner
Do you wonder what was happening in 1890? That's the year the old water main was installed beneath your street. Among other things:

**CY YOUNG IN ACTION**

- The first U.S. college-level dairy school opened at the University of Wisconsin.
- W.B. Purvis patented the fountain pen.
- Idaho and Wyoming became states.
- Congress created the Weather Bureau.
- Rubber gloves were used in surgery for the first time.
- X-rays were discovered by Wilhelm Rontgen.
- Cy Young pitched and won his first major league baseball game.
- The literacy rate in the United States was estimated at 13.5%.
- Rose Kennedy, Colonel Sanders, Groucho Marx, and Dwight D. Eisenhower were born.
PROJECT DESCRIPTION

**Project:** The Department of Water Management is installing 1,623 feet of 8-inch water main in W. Early Avenue (N. Glenwood Avenue to N. Broadway).

**Reason:** The old main consists of 6-inch pipe, and we want to expand capacity. Further, the old pipe dates back to 1890 and we can expect increasingly frequent breaks if we don’t replace it.

**Timing:** Water main installation is anticipated to begin in early March 2010 with completion of this project projected for beginning of June 2010. Completion of this project includes restoration. This, of course, is an estimate. Sometimes there are unexpected developments in the street, or other circumstances (e.g. weather) that force us to adjust our schedules.

**Traffic:** We will allow traffic to flow on W. Early Avenue without interruption, but we will have to restrict parking around our work zone.

**Parking:** We will post our work area for “No Parking” as needed, during work hours. 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.

**Service Interruptions:** We will have to interrupt water service for a brief period when we transfer service pipes to the new main. This will always be done with plenty of notice. The other possibility is that a break in the old main might force an immediate shutdown. This is common during construction. We are replacing some pretty old pipes. We will make sure neighbors know what is happening if that occurs.

CONTACT NUMBERS

**24-HOUR SERVICE AND INFORMATION LINE**
3-1-1

**ALDERMAN MARY ANN SMITH**
773-784-5277

**ASSISTANT WATER MANAGEMENT COMMISSIONER TOM LAPORTE**
312-742-1029
FREQUENTLY ASKED QUESTIONS

What if there is a problem? There are always surprises in any construction project. If you have any concerns or questions, you can ask our foreman in the street. You can also call Assistant Commissioner Tom LaPorte directly at 312-742-1029. His cell is on the voicemail message, in case it’s off hours.

Can I park when you’re not working? We have no problem with you parking outside of our working hours. We have to insist that cars be out of our way at the start of the workday.

Will this ever end? Yes. As a matter of fact, the job is slated to conclude the middle of May 2010. Restoration will follow in early June 2010. We always hesitate to promise specific dates, since we are at the mercy of other factors like weather and emergencies elsewhere in town.

Will you shut my water off? Yes, maybe a couple of times. When we switch over the services from the old main to the new main, we interrupt 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.

Why should I be nice about this? The crew working in the street will work hard to be good neighbors, and to respect both your convenience and your quality-of-life. By working together, we can complete this important project as friends working for the improvement of our community.