



City of Chicago  
Rahm Emanuel  
Mayor



Department of Water Management  
Thomas H. Powers, P.E.  
Commissioner

## WATER MANAGEMENT CUSTOMER NOTICE

January 17, 2012

Dear Neighbor,

At Alderman Reilly's request, I am providing you with information regarding an emergency sewer construction project in your neighborhood. I want to be certain you are well informed about the project, and that you know where to call if you have any questions or concerns.

Our crews will soon be installing a new sewer main in W. Huron Street, from N. Orleans to N. Sedgwick. The old pipe dates back to 1871 and needs to be replaced.

We are coordinating with Alderman Reilly'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 312-742-1029 at any time, you may leave a message.

Thank you for your understanding and good will.

Sincerely,  
Thomas Powers  
Commissioner

cc: Alderman Brendan Reilly  
42nd Ward



City of Chicago  
Rahm Emanuel  
Mayor



Department of Water Management  
Thomas H. Powers, P.E.  
Commissioner

**Do you wonder what was happening in 1871? That's the year the old sewer was installed beneath your street. Among other things:**



**Aftermath of the Great Chicago Fire  
Corner of Dearborn and Monroe Streets, 1871**

- The first major league baseball game was played.
- In October, four major fires broke out on the shores of Lake Michigan: in Chicago; Peshtigo, Wisconsin; Holland, Michigan; and Manistee, Michigan. The Great Chicago Fire is the most famous of these, although the Peshtigo Fire killed as many as 2,500 people making it the deadliest fire in United States history.
- P.T. Barnum opened a circus, and called it "The Greatest Show on Earth."
- The city of Birmingham, Alabama was incorporated.
- Harvard Summer School was founded.
- Louisa May Alcott's Little Men was published.
- The first cable car was patented.



City of Chicago  
Rahm Emanuel  
Mayor



Department of Water Management  
Thomas H. Powers, P.E.  
Commissioner

## **PROJECT DESCRIPTION**

**Project:** The Department of Water Management will be installing a new sewer main in W. Huron Street, from N. Orleans to N. Sedgwick.

**Reason:** The old pipe dates back to 1871 and needs to be replaced. The area bounded by Huron on the north and south, Orleans on the east and Hudson on the west will benefit from improved drainage and reduced risk of flooding.

**Timing:** Work will begin shortly, with completion anticipated for February. Restoration of the damaged streets/parkways will follow. Dates may change depending on weather and other factors. If there is any appreciable change, we will notify you.

**Traffic:** We will allow traffic to flow on Huron outside of our working hours. When we are working in the street, we have to close it to traffic for reasons of safety. You will always be able to reach your home or business, even if it means putting a metal plate in place. Outside of working hours, a lane will be left open for local traffic only.

**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.

## **CONTACT NUMBERS**

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

**ALDERMAN BRENDAN REILLY  
312-642-4242**

**ASSISTANT WATER MANAGEMENT COMMISSIONER TOM LAPORTE  
312-742-1029**



City of Chicago  
Rahm Emanuel  
Mayor



Department of Water Management  
Thomas H. Powers, P.E.  
Commissioner

## FREQUENTLY ASKED QUESTIONS

**Will our sewer or water service be interrupted?** Neither should be. But we can't be absolutely certain. Whenever you are doing heavy construction, there are bound to be surprises. Sometimes we find a water service from a house well away from where our records indicate it is. Sometimes, old pipes are brittle and prone to breaking when there is the vibration of digging.

**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 Reilly, and others, to ensure that this disruption is minimal and that the experience is as agreeable as possible.