



City of Chicago  
Rahm Emanuel  
Mayor



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

## WATER MANAGEMENT CUSTOMER NOTICE

January 30, 2012

Dear Neighbor,

At Alderman Dowell's request, I am providing you with information regarding a water 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 1,437 feet of 16-inch water main in S. Union Avenue, from W. 53<sup>rd</sup> Street to W. Garfield Boulevard and W. 53<sup>rd</sup> Street, from S. Emerald Avenue to S. Lowe Avenue. The old pipe dates back to 1897 and needs to be replaced.

We are coordinating with Alderman Dowell's office, and she 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 H. Powers, P.E.  
Commissioner

cc: Alderman Pat Dowell  
3<sup>rd</sup> Ward



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Do you wonder what was happening in 1897? That's the year the old water main was installed beneath your street. Among other things:



**ELVA ZONA HEASTER**

- Elva Zona Heaster was found dead in Greenbrier County, West Virginia. The resulting murder trial of her husband was perhaps the only case in United States history where the testimony of a ghost helped secure a conviction.
- Grant's Tomb was dedicated.
- The Klondike Gold Rush began when the first successful prospectors arrived in Seattle.
- The Boston subway opened, becoming the first underground metro in North America.
- Dracula, a novel by Irish author Bram Stoker, was published.
- The play *Cyrano de Bergerac*, by Edmund Rostand, premiered in Paris, France.



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## **UNION AVE. AND 53<sup>RD</sup> ST. WATER PROJECT PROJECT DESCRIPTION**

**Project:** The Department of Water Management will soon be installing 1,437 feet of 16-inch water main in S. Union Avenue, from W. 53<sup>rd</sup> Street to W. Garfield Boulevard and W. 53<sup>rd</sup> Street, from S. Emerald Avenue to S. Lowe Avenue.

**Reason:** The old pipe dates back to 1897 and needs to be replaced.

**Timing:** We will begin installing the new water main shortly, and expect the work to be completed by mid May 2012. This includes restoration. 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 Union Ave. and 53<sup>rd</sup> St. 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 PAT DOWELL  
312-744-8734**

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



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## 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 in mid May 2012. This includes restoration. 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.