



City of Chicago  
Rahm Emanuel  
Mayor



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

## WATER MANAGEMENT CUSTOMER NOTICE

December 15, 2011

Dear Neighbor,

At Alderman Pawar'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 1,300 feet of 8-inch water main in N. Hamilton Avenue, from W. Irving Park Road to W. Grace Street. The old pipe dates back to 1885 and needs to be replaced.

We are coordinating with Alderman Pawar'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 H. Powers, P.E.  
Commissioner

cc: Alderman Ameya Pawar  
47th Ward



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Do you wonder what was happening in 1885? That's the year the old water main was installed beneath your street. Among other things:



**“Never tell people how to do things. Tell them what to do and they will surprise you with their ingenuity.” – GEORGE S. PATTON**

- Dr. W. W. Grant of Iowa performed the first appendectomy.
- The U.S. Salvation Army was officially organized.
- “Good Housekeeping” magazine was first published.
- The Statue of Liberty arrived in New York City.
- Louis Pasteur successfully tested an anti-rabies vaccine.
- Fingerprints started being used for identification.
- American General George S. Patton was born.



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## **HAMILTON AVE. WATER PROJECT PROJECT DESCRIPTION**

**Project:** The Department of Water Management will soon be installing 1,300 feet of 8-inch water main in N. Hamilton Avenue, from W. Irving Park Road to W. Grace Street.

**Reason:** The old main consists of 6-inch pipe, and we want to expand capacity. Further, the old pipe dates back to 1885 and needs to be replaced.

**Timing:** We will begin installing the new water main shortly, and expect the water main work to be completed by early March 2012. Restoration will follow in mid April 2012. 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 N. Hamilton Avenue 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 AMEYA PAWAR**

**773-868-4747**

[info@Chicago47.org](mailto:info@Chicago47.org)

[www.Chicago47.org](http://www.Chicago47.org)

#### **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 water main installation is slated to conclude in early March 2012. Restoration will follow in mid April 2012. 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.