DEPARTMENT OF WATER MANAGEMENT

CITY OF CHICAGO

CUSTOMER NOTICE INFRASTRUCTURE RENEWAL PROGRAM

November 28, 2012

Dear Neighbor,

At Alderman Pawar's (47th Ward) request, I am providing you with information regarding a sewer construction project in your neighborhood. This is part of our approach to renewing our city's aging infrastructure. I see this as an opportunity to partner our local government with you, our customers. As part of this partnership, I want to be certain you are well informed about the project. You should know where to call if you have any questions or concerns.

The Department of Water Management will soon install a new sewer in N. Wolcott Avenue, from W. Addison Street to W. Bradley Place. The old pipe dates back to 1895 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 312-742-1021 at any time, you may leave a message.

I am also asking you to consider the enclosed information about our MeterSave Program and our Basement Flooding Partnership (BFP).

Thank you for your understanding and good will.

Sincerely,
Thomas Powers
Commissioner

cc: Alderman Ameya Pawar
47th Ward

1000 EAST OHIO STREET, CHICAGO, ILLINOIS 60611

Do you wonder what was happening in 1895? That's the year the old sewer main was installed beneath your street. Among other things:

SHEMP HOWARD

- The first professional football game was played.
- Wilhelm Roentgen (Germany) discovered a form of radiation later known as X-rays.
- Shemp Howard of The Three Stooges was born.
- The term "Salisbury Steak" was used for the first time; the dish was named after Dr. James Henry Salisbury, who advocated eating beef three times a day for health benefits.
- The first female PhD (science) was earned by Caroline Willard Baldwin.
- Alfred Nobel established the Nobel Prize.
- The world's first movie theater opened in Paris, France.

PROJECT DESCRIPTION

Project: The Department of Water Management will soon be installing a new sewer in N. Wolcott Avenue, from W. Addison Street to W. Bradley Place.

Reason: The old pipe dates back to 1895 and needs to be replaced. The area bounded by Bradley on the north, Addison on the south, Lincoln on the east, and Damen on the west will benefit from improved drainage and reduced risk of flooding.

Timing: Work begins shortly, and we expect the job to be completed in January 2013. Full 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 and Parking: We will post our work area for "No Parking" as needed, during work hours (7am-4pm). 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, but since sewers run down the middle of the street, we may have closures to "through traffic". You will always have access to your home or business. Safety is always our first consideration.

CONTACT NUMBERS

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

ALDERMAN AMEYA PAWAR
773- 868-4747
info@chicago47.org

ASSISTANT WATER MANAGEMENT COMMISSIONER TOM LAPORTE
312-742-1021

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

DOES YOUR BASEMENT FLOOD?

The Department of Water Management would like to work with you and your neighbors to reduce the risk of basement flooding. We are promoting a collective response as the only strategy—homeowners joining together on a neighborhood basis to work with us on practical steps (public and private) to protect your property and peace of mind.

Want to learn more? http://www.cityofchicago.org/watermanagement/bfp

DEPARTMENT OF WATER MANAGEMENT

CITY OF CHICAGO

What is MeterSave?

MeterSave is a program to encourage Chicago homeowners to voluntarily install meters to monitor water usage. Meters allow single family and two-flat homeowners to pay for only the water actually used, encouraging efforts to save water and money while protecting one of our most precious natural resources.

Water charges in non-metered homes are tied to factors such as building size, lot-size and number of plumbing fixtures. Metered homes are billed according to actual use. This means that with minimal effort, participating homeowners could save money on their water bills.

Homeowner Incentives

Non-metered homeowners participating in MeterSave are eligible for the following:

- **A 7-year guarantee** that the home water bill will be no higher than it would have if the meter had not been installed. Bill will not exceed the assessed rate for that year.
- Choice of one of the following (while supplies last):
  - rain barrel,
  - water meter monitor (a refrigerator magnet that shows water usage)
  - outdoor water conservation kit *or*
  - indoor water conservation kit
  - And, two of the above incentives if a whole block volunteers!

Frequently Asked Questions:

How and when do I sign up?
Interested non-metered single family and two-flat homeowners may visit www.metersave.org, call 311, or call 312-744-4H2O. Please have your 12-digit account number ready. Space is limited based on funding availability and the number of volunteers.

What will it cost to participate?
The City of Chicago Department of Water Management will install a water meter complete with the automatic meter reading (AMR) technology in your home FREE of charge.

AMR technology allows readings to be transmitted via wireless radio technology to Water Management vehicles as they drive by, eliminating the need for readings to take place inside the home. Bills will be issued bi-monthly and reflect only the actual amount of water used.

Do I have to be current on my water bill?
Yes. Homeowners must be current on payment plan and water bill to participate in this limited time offer of a 7-year guarantee.

For payment plan information call 312-744-4H20 (4426).

1000 EAST OHIO STREET, CHICAGO, ILLINOIS 60611

When can I have a meter installed?
Online meter installation scheduling is available at www.metersave.org Otherwise, Water Management will contact you to schedule a time for meter installation.

Small changes made by Chicagoans can have a tremendous impact on the sustainability of our water supply, such as:

- ***Turn off the faucet while brushing your teeth or shaving***. This can save over 500 gallons per month per person.
- ***Install high-efficiency, low-flow toilets***. Toilets alone consume 26% of household water consumption. A leaky toilet wastes 200 gallons of water per day.
- ***Install high-efficiency washing machines***. This can save energy and water consumption.
- ***Fill the sink with dishwater instead of washing dishes with an open tap***. This saves 25 gallons per wash.
- ***If you own a dishwasher, wait until you have a full load to run it.*** Dishwashers typically use half the energy, one-sixth the water, and less soap than washing dishes in the sink.
- ***Garden with plants that are native to Chicago***. This can reduce outdoor water use by 20-50%.
- ***Use rain barrels to capture rainwater for*** watering lawns and gardens.
- ***Use a timer or a rain sensor to monitor lawn irrigation:*** Sprinkler systems use thousands of gallons of water per cycle. Installing a timer or rain sensor will save money and water by preventing needless watering.
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WATER
Our Most Precious Resource

Lake Michigan has lost almost 32 trillion gallons of water--the equivalent of over 45 million Olympic-sized swimming pools of water-- over the past decade. Our region could face severe water shortages by 2050 if we fail to take decisive action.

More than half of water consumption in Chicago occurs within homes.

Over 5.4 million people-- 44% of the population of the State of Illinois, depend on the Chicago Department of Water Management to provide a reliable supply of drinking water from Lake Michigan.

Volunteer for a meter today to save water and money!

Please go to www.metersave.org, call 311, or 312-744-4H2O.

MeterSave
Save Water, Save Money

Save Water Save Money!