



City of Chicago  
Richard M. Daley  
Mayor



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

## WATER MANAGEMENT CUSTOMER NOTICE

April 18, 2011

Dear Neighbor,

At Alderman Burnett's request, I am providing you with information regarding an upcoming 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 1,333 feet of 8-inch water main in W. Crystal Street, from N. Keeler Avenue to N. Pulaski Road. The old main dates back to 1896 and needs to be replaced.

We are coordinating with Alderman Burnett'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 Walter Burnett  
27th Ward



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Do you wonder what was happening in 1896? That's the year the old water main was installed beneath your street. Among other things:



- German physicist Wilhelm Rontgen announced his discovery of x-rays.
- The Tootsie Roll was introduced.
- The first movie theater opened, charging ten cents for admission.
- The modern Olympic Games began in Athens, Greece.
- The first car accident occurred, when Henry Wells hit a bicyclist in New York City.
- Yosemite became a national park.
- "Stars and Stripes Forever" was written by John Philip Sousa.



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## PROJECT DESCRIPTION

**Project:** The Department of Water Management is installing 1,333 feet of 8-inch water main in W. Crystal Street, from N. Keeler Avenue to N. Pulaski Road.

**Reason:** The old main consists of 6-inch pipe, and we want to expand capacity. Further, the old pipe dates back to 1896, and we can expect increasingly frequent breaks if we don't replace it.

**Timing:** Work starts shortly, and we expect the job to be completed in late July (restoration will follow in late August). 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. Crystal Street 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 WALTER BURNETT, JR.  
312-432-1995**

**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 late July. Restoration will follow in late August. 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.