



June 10, 2020

RE: **Water Main Replacement Project #1401345**

Dear Neighbor,

In the upcoming weeks, the Department of Water Management (DWM) and Benchmark Construction Company crews will begin to install 2,673 feet of 12-inch new water main in N. Milwaukee Avenue, from W. North Avenue to N. Hermitage Avenue. The old water main dates back to 1895, and needs to be replaced to create a more reliable and efficient system.

Automatic Email Updates

To receive automatic email updates about the progress of the project, please go to **BuildingANewChicago.org** to register. Simply enter your name, email address and the project identification number found at the top of this letter. Be sure to respond to the verification email you receive in order to get the updates. Your information will not be shared or used again.

You will be notified as the project enters each new construction phase – from our mobilization of equipment onto the site, to the installation of new pipes, to the final restoration of the street.

What You Need to Know During Construction

- **Traffic:** If we need to close or limit traffic during construction for safety reasons, you will always be able to reach your home or business. Outside of working hours, a travel lane will be left open for local traffic only.
- **Parking:** We will post “No Parking” signs as needed during work hours (generally 7am-4pm). Parking outside of those hours will be allowed, but cars will need to be moved by the start of the next workday. We will try to preserve as much parking space as possible.
- **Service transfers:** We will give you 24-hour notice when we will have to temporarily interrupt water service to transfer water to the new main and you will need to start flushing your water system (instructions on reverse). However, in the event of an emergency shutdown during construction, we may not be able to give you prior warning.

DWM does not assume responsibility for damage to privately installed parkway improvements, including sprinkling systems, fences, flower beds and shrubbery

Should you have any questions or concerns you can call any of the following numbers:

- 24-Hour City Service and Information Line: 311
- 1st Ward Office: 872-206-2685
- DWM Office of Public Affairs: 773-744-7242

What You Need to Know Following Construction

Work involving the water system like water main installation or repairs can dislodge small particles of contaminants, including lead, which can affect your drinking water. Ingesting lead can have significant health risks. For more information about the health effects of lead, go to www.CDC.gov/nceh/lead or www.epa.gov/lead/learn-about-lead.

Use Recommended Flushing Practices

Studies show that flushing water through your pipes is an effective approach to lowering lead levels and exposure. Detailed instructions for intensive flushing following water main work are enclosed.

Register for Free Filter Set

Out of our commitment to providing our residents with the highest quality water, the Department of Water Management is offering single family houses and buildings with two apartments a free water filter set- a pitcher and six cartridges NSF-certified to remove lead if any is present in drinking water. Buildings with three or more apartments are not eligible at this time.

Please visit www.chicagowaterquality.org today and register for your free water filter set. Enter your address and zip code and the set will be shipped to you completely free.

Possible Tree Removal

DWM does everything possible to preserve trees when doing infrastructure work. However, due to IEPA regulations concerning the separation of underground infrastructure and public safety concerns should a tree become unstable because of underground work, it is sometimes necessary to remove trees. In consultation with the Department of Streets and Sanitation's Forestry Division, we make the decision on tree removal on a situational basis. You will be notified in advance if it will be necessary to remove trees during this project.

Thank you in advance for your patience and cooperation during this important infrastructure improvement project.

Sincerely,

Randy Conner
Commissioner



IMPORTANT HEALTH INFORMATION FOR HOMEOWNERS FOLLOWING WATER SYSTEM WORK

Intensive flushing to clean your home's drinking water pipes



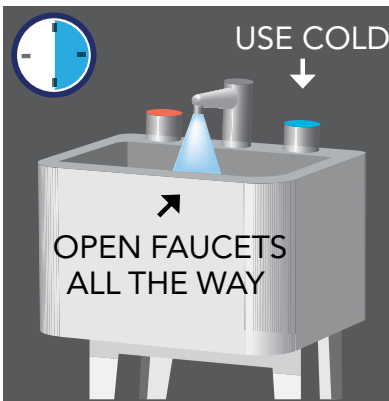
CAUTION

Work involving the water system like water main installation or repairs or water meter installations can dislodge small particles of contaminants- including lead- which can affect your drinking water. Ingesting lead can have significant health risks.

Studies show that flushing water through your pipes is an effective approach to lowering lead levels and exposure.

For more information about the health effects of lead, go to www.CDC.gov/nceh/lead.

Instructions for intensive flushing



Remove all aerators first. Run cold water from every faucet or tap in your whole house for at least 30 minutes. Start with taps in the basement or lowest floors and work your way up, opening all taps. Open the taps all the way and make sure drains are clear!

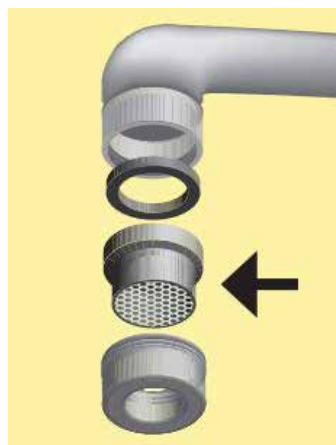
Studies show that running high flow water through a home's plumbing **every two weeks for three months** after pipes have been disturbed can lower lead levels in drinking water.

Full detailed instructions for intensive flushing are included on the back of this sheet.

How often?	For how long?	When to stop?
Perform flushing every two weeks.	30 MINUTES	Do this for three months following work involving your water system.

DON'T FORGET!

Daily flushing: Whenever your water has not been used for 6 hours or more, flush your home's plumbing by turning on at least one cold water tap for five minutes. Daily activities like showering, doing laundry or dishes, or watering your lawn all count as daily flushing.



Aerator cleaning: You should routinely clean your aerators and replace those in poor condition. New aerators are available at local hardware stores.

Graphics courtesy of the Philadelphia Water Department

La versión en español de las instrucciones está disponible en: www.chicagowaterquality.org/flushing/Spanish



Full instructions for intensive flushing

BEFORE YOU START

- Always use **COLD** water when you flush your pipes.
- Locate all water faucets in the house where you can run the water without the sink or tub overflowing. This includes laundry tubs and utility sinks.
- Take off aerators (also called screens) from all faucets and showerheads. If you cannot take these off, do not use the faucet for rinsing the pipes.
- Make sure all drains are open and clear so water can flow freely down the drains. After you take off aerators/screens, quickly flowing water will splash and spray.
- City crews flush from hose bibs post construction as accessible.

TURNING ON YOUR TAPS

1. After all aerators/screens are off, start opening faucets in the basement or on the lowest floor.

Open COLD water faucets all the way and let the water come out as fast as it can. Keep the water running from all faucets at the highest rate possible.

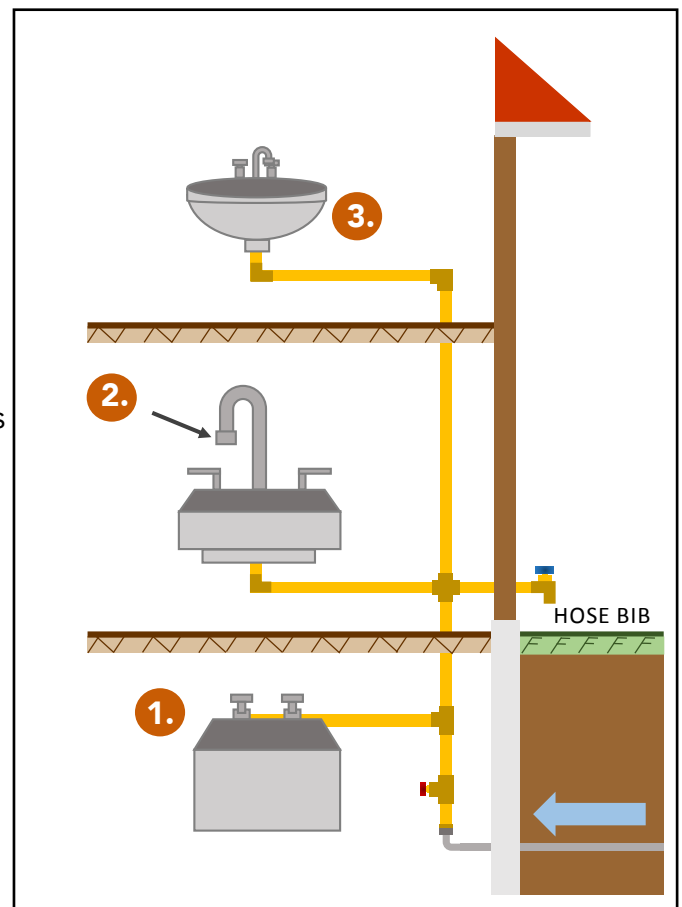
2. Go up to the next floor. Open all COLD water faucets on all floors of your house.

3. Continue until you fully open COLD water faucets on all floors of your house.

4. After ALL faucets are open fully, let the water run for 30 minutes. **NOTE:** The cost to flush four taps for 30 minutes is less than \$1, and Seniors using the senior citizen exemption will pay about 50 cents.

5. After 30 minutes, go to the top floor of your home and turn off all the faucets. Continue your way down to the lowest floor of your house and turn off all the faucets on your way down.

6. Clean the aerators/screens and put them back on at each faucet. If aerators/screens are old and worn, replace them with new ones.



DWM offers free water lead testing to all Chicago residents! If you are interested in having your water tested for free, please call 311 or visit www.ChicagoWaterQuality.org to request a lead test kit and instructions.

You may qualify for a free water filter set- a pitcher and six cartridges NSF-certified to remove lead from drinking water. Visit www.chicagowaterquality.org and enter your address and zip code to register for the free set and shipping.