

WATER MAIN REPLACEMENT PROGRAM

WHAT YOU NEED TO KNOW

The City of Chicago Department of Water Management (DWM) is currently engaged in a mayoral initiative to replace all of the 100-year old water mains. When completed, this process will make water service more reliable for residents, businesses and fire protection while reducing the need for costly and inconvenient repairs.

NPL Construction Co. (NPL) has been contracted by the City of Chicago to install new water mains in your neighborhood. While there may be some inconvenience and street disruptions, we will strive to make sure you know about each step and ensure you can reach us with any concerns.

When Work Begins

- NPL will work with your alderman to identify any special needs and concerns in each neighborhood before work starts.
- Throughout the City, water mains run about five feet below the surface of the street, so sections of the street will be opened up for new mains to be installed.
- Water will be turned off to transfer your water service to the new main. **NPL will provide you with 72 hours advance notice before water shutoff.**
- New fire hydrants will also be installed in the process.
- Streets and curbs will be restored to full working order, if damaged during construction.
- NPL will post “NO PARKING” signs during work hours and traffic will be limited during those times (generally 7 a.m.- 4 p.m.) **NPL will provide 48 hours advance notice before water shutoff.**
- NPL will strive to ensure that you will always be able to get to your home or business.

Stay Informed

All vehicles and personnel working on replacing the mains will be marked with the NPL logo.

If you have questions during construction, please contact:

- DWM Office of Public Affairs: 312-744-6635
- 24-Hour City Service and Information Line: 311
- 43rd Ward Office: 773-348-9500

Sign up for email updates on the project by going to ***BuildingANewChicago.org*** and enter #1401191 to register for the WaterALERT program. Those emails will notify you when equipment is arriving, when pipes are installed and when work is complete.

Thank you for your patience. We look forward to serving you.



