

MEMO

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From:
Kris Hinskey

Date:
August 30, 2019

Arcadis Project No.:
30016352 (MI001454.0007)

Subject:
Livonia Transmission Plant
August 2019 Complaint Memo
36200 Plymouth Road, Livonia, Wayne County, Michigan
EGLE Site ID No. 82002970

This memo was prepared by Arcadis of Michigan, LLC (Arcadis) on behalf of Ford Motor Company (Ford) in response to the May 28, 2019 letter from the Michigan Department of Environmental, Great Lakes, and Energy (EGLE), requesting that Ford provide a monthly written summary documenting residents' concerns during installation of the interim preemptive mitigation systems. The summary will provide documentation of complaints received from the residents, the response provided to the residents, address the complaints, and the resolution of the complaint. The attached table summarizes the correspondence that occurred in August 2019.

Arcadis, on behalf of Ford, will continue to work closely with the residents of Alden Village Subdivision to ensure that all of the complaints and issues associated with the installation of the interim preemptive mitigation activities are addressed in accordance with the Public Outreach Plan submitted to the EGLE on June 28, 2019.

Attachments

Table 1 - Summary of August 2019 Complaints

Property Address	Property Owner	Date of Complaint / Issue	Complaint/Issue	Response Provided	Resolution Completed or Planned
34550 Beacon Avenue	Annette Roberts	8/13/2019	Mrs. Roberts cancelled sampling visits 2 and 3 due to refusal to close windows during sampling.	The sampling event was rescheduled for the week of September 2nd.	Completed
34600 Beacon Avenue	Sylvia Cooper	8/9/2019	Mrs. Cooper asked Arcadis about the electrical usage of the mitigation system fan and about the cost of this and the reimbursement.	Arcadis informed Ms. Cooper that the electrical usage would be reimbursed on a quarterly basis based on calculation of the fan's efficiency and power rating. Arcadis will reimburse the property owner for the power usage.	Completed
		8/11/2019	Mr. Cooper is upset that Arcadis went to his mom's house without being notified first as to when and why they needed to be there. This is the second time this has happened without his notification.	Arcadis spoke to Mr. Cooper and apologized for going to his mother's house and indicated this will not happen again without his approval. All site visits and communication will now go through Mr. Cooper directly.	Completed
		8/21/2019	Mrs. Cooper indicated that the air in her home is making her dizzy and she needs to leave the doors and windows open. She requested that the air purifier be brought back in to see if that helps.	Mrs. Cooper's email was forwarded to her son, as requested. Mr. Cooper has not requested any additional action.	Completed
		8/29/2019	Arcadis received a call from Mr. Cooper on 8/29/2019. Mr. Cooper indicated that his mother was still having issues with headaches and requested an air purifier unit.	Arcadis will deliver an air purifier to Mrs. Cooper on 8/30/2019.	Completed
34682 Beacon Street	Dennis / Pamela Cooke Gusmano	8/22/2019	Mr. Gusmano does not like the design and does not want another mitigation system installed in his house.	Arcadis asked to have a day's access to the inside of the home and in the crawl space to see if system modifications could be made to increase vacuum and to potentially install a transmitter. Mr. Gusmano indicated that he would like to try this in lieu of an additional system.	Completed

Property Address	Property Owner	Date of Complaint / Issue	Complaint/Issue	Response Provided	Resolution Completed or Planned
34940 Beacon Avenue	Lynn Manley	8/1/2019	While the contractors did have a generator on site during the day, the homeowner's power was used when leaving the fans, air filters, and dehumidifiers running over night.	Arcadis will discuss with Ford concerning the additional power usage.	Completed
34990 Beacon Avenue	Robert / Susan McCall	8/21/2019	Mr. McCall expressed concern about the furnace/air conditioner being uninstalled and reinstalled as it is an older unit. He consulted a Heating and Cooling professional and they said if it were them, they wouldn't feel right reinstalling that unit. He was advised to make sure that the company that plans to reinstall the furnace/air conditioning units obtain a permit from the City of Livonia, as this will protect them from any issues that arise during re-installation. Also, he said that since that unit uses R-22 refrigerant, in January 2020 the use of that is no longer allowed and cannot be upgraded. Mr. McCall would like to know what warranty they will get on the re-installation.	A new furnace and air conditioning unit were provided at no cost to the property owner.	Completed
12131 Boston Post Road	Dennis / Kathy Gardner	8/1/2019	Mrs. Gardner asked about the electrical reimbursement. She stated that her latest electrical bill was twice the amount compared to the month prior.	Arcadis informed Mrs. Gardner that the electrical usage would be reimbursed on a quarterly basis based on calculation of the fan's efficiency and power rating. Arcadis will reimburse the property owner for the power usage.	Completed
12141 Boston Post Road	Jay / Lynn Marchione	8/29/2019	Arcadis notified the Marchione's that the professional insured movers had canceled the clean out of the garage on 8/29/2019. The Marchione's were very upset and indicated that this was the last week before school started and that Arcadis needed to identify a mover immediately so the work could be conducted right away. The Marchione's demanded an answer by close of business 8/29/2019.	At 4:00 PM on 8/29/2019, Arcadis notified the Marchione's that the professional insured movers could move the items out of the garage on Saturday August 31, 2019, and move the items back into the garage on September 8, 2019. Crack sealing and the epoxy of the garage would occur the week of September 2, 2019. The Marchione's agreed to the revised schedule.	Completed
12075 Brewster Avenue	Kenneth / Joyce McDonald	8/23/2019	Mrs. McDonald said that the system install at her house had generated a lot of dust and she feels like her ducts need to be cleaned. She said she had heard that other residents had their ducts cleaned.	Arcadis told Mrs. McDonald that the resident had a crawl space with a duct that needed to be lined as part of the mitigation system, so it was cleaned as part of the system install.	Completed
12034 Brewster Street	Kyle Curtis	8/27/2019	The new home owner reached out via the Ford Livonia Project email. Mr. Curtis requested a call to better understand the reports and how to read them.	Arcadis will call the homeowner directly to discuss the reports for his residence.	Completed