

MEMO

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From:
Kris Hinskey

Date:
September 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 September 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 September 2019 Complaints

Property Address	Property Owner	Date of Complaint / Issue	Complaint/Issue	Response Provided	Resolution Completed or Planned
34380 Beacon Avenue	Christopher / Gina Lane Family Trust	9/16/2019	Mr. Lane let Arcadis know that the well on his property is pushing up and he clipped his lawn mower last time.	Arcadis will repair this well in early October.	Planned
34682 Beacon Street	Dennis / Pamela Cooke Gusmano	9/25/2019	Prior to scheduling the next indoor air sampling event, Mr. Gusmano would like the fan motor fixed. He indicated that he has been complaining about this since day one.	Arcadis will repair the fan motor on 10/3/19.	Completed
11866 Boston Post Road	Louis / Kimberly Palmer	9/15/2019	Mrs. Palmer informed Arcadis that the shallow monitoring well on their property has shifted and is again a couple of inches above grade. Mrs. Palmer is afraid her lawn mower will catch it and damage the blade, the lawnmower, or the well.	Arcadis will repair this well in early October.	Planned
12070 Boston Post Road	Kimberly / Louis Palmer	9/9/2019	Mrs. Palmer thought that the installation of the basement mitigation was to start today, however, no one arrived to begin the work.	Arcadis left a message for Mrs. Palmer on 9/6/19 stating that we would not be able to start until mid-week as we are working on the permit with the City of Livonia. Arcadis apologized to Mrs. Palmer via email. Mrs. Palmer responded, indicating that her phone had been 'a bit on the blink' on Friday, resulting on the missed voicemail.	Completed
		9/29/2019	Mr. Palmer was working in the basement/crawl space and smelled gas. Mr. Palmer tracked it down and thinks there is a small leak where the flex pipe connects to the black pipe on the recently installed tankless water heater.	Consumers Energy was promptly called and were onsite within an hour to turn of the power. On the morning of 9/30/19, plumbers came to assess the water heater and a compression joint failure was repaired.	Completed
12089 Boston Post Road	Morton Hight	9/13/2019	Arcadis would like to install a relay to be able to determine the source of a fan shutdown (disconnect vs. Power outage). Mr. Hight requested the manual for the sensaphone and fan specification sheet prior to the install.	The manual and the spec sheet was provided to Mr. Hight on September 16th	Completed

Property Address	Property Owner	Date of Complaint / Issue	Complaint/Issue	Response Provided	Resolution Completed or Planned
12141 Boston Post Road	Jay / Lynn Marchione	9/10/2019	Mrs. Marchione indicated that there is damage to their lawn from the pod delivery. Pictures were sent via email.	Arcadis will repair the lawn during the retrocoat application in the Marchione's garage that will happen next week.	Planned
12131 Boston Post Road	Kathy Gardner	9/27/2019	Kathy Gardner called Theresa very upset about a letter which was delivered to her house and for which she to add to sign to receive. She did not understand what the letter which was titled " Notice Of Furnishing" was in regards to but when she saw Environmental Management Systems on the letter so she called me. I told her I would follow up and make sure the issue was resolved and I would call her back. She will be at the hospital with her Mom today.	Theresa called Kathy Gardner back and told her that there has been an accounting error. Sunbelt rental had not been submitting invoices properly to EMS. The invoice has been paid today by EMS and a release letter will be forwarded to Mrs. Gardner as soon as possible.	Completed
12036 Brewster Avenue	Beverly J. Brown-Wilson	9/3/2019	Mr. Wilson indicated that there were a couple pinhole spots in the retro coat in his basement that needed to be touched up.	Arcadis made an appointment to visit the home on 9/4/19 to view the spots Mr. Wilson indicated. The retrocoat was touched up on 9/6/19.	Completed
12088 Brewster Avenue	Ashley Myers	9/20/2019	Mrs. Myers asked about the reimbursement for electrical cost. She indicated that her electrical bill was double what it was last summer.	Arcadis informed Mrs. Myers that the electrical usage would be reimbursed on a quarterly basis based on calculation of the mitigation fan's efficiency and power rating. Arcadis will reimburse the property owner for the power usage.	Planned
12091 Brewster Avenue	Henri Schires	9/5/2019	Mr. Schires indicated that he does not want retrocoat in his garage.	Arcadis explained to Mr. Schires that the state of Michigan had requested that we retrocoat the floors of all the detached garages. Mr. Schires said thank you very much for offering but he does not want Arcadis to be in his garage. Arcadis asked Mr. Schires if anybody was living in his garage, and he informed Arcadis that no one was living in his garage, nor does he intend to have anybody else within his garage. He also indicated that they do not spend much time in the garage.	Completed
12101 Brewster Avenue	Keith Lemmon	9/11/2019	Mr. Lemmon requested that Arcadis paint his garage floor.	Arcadis will apply an epoxy coating to Mr. Lemmon's garage floor.	Planned

Property Address	Property Owner	Date of Complaint / Issue	Complaint/Issue	Response Provided	Resolution Completed or Planned
34480 Capitol Avenue	Johnnie / Julie Henry	9/5/2019	Mrs. Henry asked if there was anything that can be done about the monitoring well in her front yard to make it flush.	The well vault will need to be removed, dug down deeper, and then a new (slightly larger) pad will need to be set. Arcadis scheduled the well repair for September 10, 2019.	Completed
		9/9/2019	Mrs. Henry said that the fan was louder and that she would like Arcadis to look at it.	Arcadis stopped by on September 11th to insulate the pipe in the crawl space to address the noise. Arcadis also turned down the vacuum/suction of the system.	Completed
		9/24/2019	Mrs. Henry said that the fan has gotten louder again and that she would like Arcadis to look at it again.	Arcadis stopped by to listen to the fan and discuss options with the homeowner on 9/25/19. Additional measures will be made to address the fan noise during the Retrocoat application in the garage the week of Oct 6th.	Planned
34401 Capitol Avenue	Frank W. Antrobius	9/9/2019	Mrs. Antrobius called indicating that she is very unhappy with the whole situation and said that it is very unsettling having strangers coming onto her property. She is extremely sick and this does not help her health situation at all.	Arcadis will work with the homeowner to minimize the disruption to the homeowners to the best of our ability while conducting the work which is required.	Completed
		9/20/2019	Mrs. Antrobius called indicating that she did not approve the POD delivery. She indicated that her husband approved against her wishes.	Arcadis will work with the homeowner to minimize the disruption to the homeowners to the best of our ability while conducting the work which is required.	Completed