

MEMO

To:
Beth Vens, District Supervisor
EGLE - SE Michigan District Office
27700 Donald Court
Warren, Michigan 48092-2793

VENSB@michigan.gov

Copies:
Ms. Paul Owens, EGLE
Mr. Brandon Alger, EGLE
Mr. Todd Walton, Ford

Arcadis of Michigan, LLC
28550 Cabot Drive
Suite 500
Novi
Michigan 48377
Tel 248 994 2240
Fax 248 994 2241

From:
Kris Hinskey

Date:
December 31, 2019

Arcadis Project No.:
30016352 (MI001454.0007)

Subject:
Livonia Transmission Plant
December 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 December 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 December 2019 Complaints

Property Address	Property Owner	Date of Complaint / Issue	Complaint/Issue	Response Provided	Resolution Completed or Planned
34550 Beacon	Annette Roberts	12/6/2019	Mrs. Roberts complained that the flooring that was installed in her closet this summer was now scrapping against the closet door. Arcadis sent the carpenter out to adjust the door and during the repair he plugged a electric saw into an outlet in the garage. Mrs. Roberts called after the carpenter left complaining her electricity did not work and she requested an electrician to come out to fix it.	Arcadis and the carpenter returned to the home and fixed the fuse.	Completed
34591 Beacon	Alison & Zach Reume		Mrs. Reume indicated that every time the furnace shuts off she hears a bang from the other side of the home. She was wondering if it had anything to do with the mitigation system.	Arcadis determined that this noise is not related to the mitigation system. Arcadis will follow-up with the resident.	Completed
12091 Brewster	Henry Schires	12/18/2019	Mr. Schires was not happy to learn that his mitigation system will require additional VI sampling and system checks. He thought everything was done and did not want to deal with any more of it. He was particularly frustrated when he learned that Arcadis will need to take another chemical inventory and remove his chemicals before sampling. He mentioned that he plans to move later in 2020 and he would not allow Arcadis to come back to his property for any more sampling or system checks as he believes it would make his house impossible to sell. He said he would not be intimidated if Arcadis decides to call the police. He requested that Theresa O. call him to provide answers to some of his questions regarding the length of system operation and the sampling requirements.	Theresa will follow up with a call to Mr. Schires.	Incomplete