

# MEMO

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From:  
Kris Hinskey

Date:  
January 31, 2020

Arcadis Project No.:  
30042006

Subject:  
Livonia Transmission Plant  
January 2020 Complaint Memo  
36200 Plymouth Road, Livonia, Wayne County, Michigan  
EGLE Site ID No. 82002970

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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 January 2020.

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.

Attachment:  
Table 1 - Summary of January 2020 Complaints

| Property Address  | Property Owner          | Date of Complaint/Issue | Complaint/Issue   | Response Provided   | Resolution Completed or Planned |
|-------------------|-------------------------|-------------------------|---|---|---------------------------------|
| 34591 Beacon      | Alison & Zach Reume     | 1/20/2020               | Mrs. Reume indicated that every time her 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 met with the resident on January 24, 2020 at 13:30. The home owner turned the furnace on and off multiple times in an attempt to replicate the noise heard by the homeowner. The homeowner nor Arcadis was able to duplicate the noise during the visit. Arcadis inspected the heating ducts beneath the eastern portion of the house to determine if many of the ducts had come loose or were damaged. The ducts were fully secured and the source of the potential noise could not be determined. Arcadis determined that this noise is not related to the mitigation system. Once the ducts were inspected, Arcadis completed a mitigation system check and inspected the crawl space areas. Upon leaving Arcadis asked the resident to notify us if the sound came back or if the sound did not return. | Completed                       |
| 34600 Beacon      | Sylvia Cooper           | 1/14/2020               | Mrs. Cooper asked if Arcadis would bring the air purifier back after the sampling event. She indicated that some mornings she wakes up feeling foggy and always feels better after turning on the air purifiers.  | Arcadis informed Mrs. Cooper that the air purifier is not needed as the mitigation system is operating as designed.   | Completed                       |
| 11981 Boston Post | Eric Amato              | 1/16/2020               | Mr. Amato is unhappy that Arcadis is requesting to schedule additional sampling events. Mr. Amato is adamant that Arcadis and Ford accommodate his work schedule. He also insisted that Arcadis park in his driveway and didn't want anyone parking in the street near his house because it is not efficient.   | Arcadis politely asked Mr. Amato if there was an evening in February that would work for the sampling event and Mr. Amato agreed to February 27 and 28. Arcadis will park in the driveway moving forward.   | Completed                       |
| 12070 Boston Post | Kimberly / Louis Palmer | 1/28/2020               | Mrs. Palmer notified Arcadis that she has a leak coming from her HVAC system.   | Arcadis investigated the leak and determined that it was coming from an area of the furnace that was not altered during the installation. The homeowner was notified, however they indicated that they are going to pay someone to come and take a second look.   | Completed                       |
| 12124 Boston Post | Kevin Smith             | 1/3/2020                | Mr. and Mrs. Smith called to express their concerns regarding the safety of the exterior crawl space access installed at their home. They have requested locks on the window well and to the crawl space access door. The other security item of concern is the access to the house through the crawl space. Currently the access point is open from the house to the crawl space. Mr. and Mrs. Smith would also like to have the crawl space entrance at the back of the house be a temporary access used just for the installation and that it be sealed upon completion of the installation. | Arcadis spoke to Mr. and Mrs. Smith. The crawl space access door will include a lock on the window well and the access door. Arcadis installed a metal hatch with a lock so that the interior of the house is secure from the crawl space. Arcadis will continue to work with Mr. and Mrs. Smith so that they feel secure with the installation.  | Completed                       |
|                   |                         | 1/9/2020                | Mr. Smith noticed that a switch on the furnace was accidentally shut off which shuts down the furnace. His house was 5 degrees cooler when he got home. Mr. Smith also instructed Arcadis to be mindful of the water pipe with the meter on it because if that gets bumped it tends to leak.  | Arcadis apologized for the inconvenience. This information was shared with the field team to ensure that everyone is aware and this does not happen again.  | Completed                       |

| Property Address | Property Owner           | Date of Complaint/Issue | Complaint/Issue   | Response Provided   | Resolution Completed or Planned |
|------------------|--------------------------|-------------------------|---|---|---------------------------------|
| 12075 Brewster   | Kenneth / Joyce McDonald | 1/24/2020               | During a scheduled crawlspace inspection, the homeowners mentioned that the noise from the mitigation fan appeared to be louder than before.  | Arcadis inspected the mitigation fan in the attic of the garage. Arcadis determined that the vibrations and noise from the fan are higher and louder than normal. Arcadis completed maintenance on the fan which resolved the noise issue.  | Completed                       |
| 12088 Brewster   | Ashley Myers             | 1/20/2020               | Ms. Myers indicated that her furnace has become very loud and it has become a nuisance.   | Arcadis has scheduled a furnace inspection during the next sampling event in February 2020.   | In Progress                     |
|                  |                          | 1/25/2020               | Ms. Myers notified Arcadis that the level on her mitigation water column was 3.6 and it's supposed to be 3.2. She also said that it sounds like the system might be sucking some water under the bedroom suction point. She would like Arcadis to look in her crawl space to check for water. | Arcadis inspected the crawlspace on January 27, 2020. No water was observed on the crawlspace liner or felt beneath the liner. Arcadis observed two small damp marks directly adjacent to the green drain that is installed through the liner, however, did not hear any water in the suction point located at the northern end of the house. Arcadis did not have access to the garage to take a reading from the U-tube. A slight variation is not uncommon especially with the high water table. | Completed                       |
| 12101 Brewster   | Keith Lemmon             | 1/8/2020                | Mr. Lemmon asked when Arcadis was going to replace the ducts in the upstairs of his house. Mr. Lemmon said that he spends all his time in his bedroom, so he wants an air sample in his bedroom. He said Arcadis has contaminated his upstairs ducts and they need to be replaced.            | Arcadis informed Mr. Lemmon that it was possible that a couple ducts in the crawl space had been replaced due to the installation, but that the installation would not require ducts in his bedroom to be replaced. Arcadis told Mr. Lemmon that sampling was completed on the first floor of his home and there were no detections in the indoor air in his home. Mr. Lemmon then abruptly walked away.  | Completed                       |