

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:
October 31, 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 October 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 October 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 the week of 10/28/2019.	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 the week of 10/28/2019.	Completed
12075 Brewster Avenue	Kenneth / Joyce McDonald	10/21/2019	Mrs. McDonald received the email with the groundwater results and indicated that it was difficult for her to follow. She was wondering if she would be getting a hard copy.	Arcadis informed Mrs. McDonald that a hard copy was in the mail and she should be getting it tomorrow. It would be sent for federal express delivery.	Completed
12101 Brewster Avenue	Keith Lemmon	10/2/2019	Mr. Lemmon is unhappy with his garage finish. He indicated that the old finish in his garage was much smoother with a nicer finish and would like for Arcadis to come and fix the current epoxy coating. Mr. Lemmon indicated that there were swirls from grinding on the cement that he does not like.	Arcadis will meet with Mr. Lemmon at 1000 AM on 10/9/2019 to look at the garage floor and assess any potential repairs. Arcadis repaired Mr. Lemmon's garage floor on 10/24/2019.	Completed
		10/30/2019	Mr. Lemmon has asked for the information regarding the electrical usage for his system. He says that his electrical bill has increased since the system install. He asked for a summary email of the electrical reimbursement.	Arcadis informed Mr. Lemmon that the mitigation report will contain the electrical reimbursement information.	Completed
34367 Capitol Avenue	Louis / Kimberly Palmer	10/5/2019	Mrs. Palmer indicated that the PODs were not delivered at the time they were supposed to be.	Arcadis apologized for the misunderstanding and said that we did not know when the PODs would arrive, just that they would be delivered before 4pm. The PODs were dropped off around 2pm.	Completed
34480 Capitol Avenue	Johnnie / Julie Henry	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. The fan was replaced during the Retrocoat application in the garage the week of Oct 7th.	Completed