To: Dee, Rhiannon[dee.Rhiannon@epa.gov]
From: Crooks, Jennifer
Sent: Mon 2/9/2015 8:08:44 PM
Subject: RE: (CWA - FY15-124819-3709-CV) Referred to Region - Michigan

Hi, Rhiannon. There was no email on the citizen complaint, only a phone number. So I just talked with her, and explained the issues about the water rates, the flushing, the trihalomethanes violation, and the use of chlorine as a disinfectant. I did tell her that you would follow up with her regarding "the millions of gallons of raw sewage".

Thanks, Rhiannon.

Jennifer

From: Crooks, Jennifer
Sent: Monday, February 09, 2015 8:09 AM
To: Dee, Rhiannon
Cc: Poy, Thomas
Subject: RE: (CWA - FY15-124819-3709-CV) Referred to Region - Michigan

Rhiannon—Definitely a good effort on your part in asking Michigan to respond to this issue. And let me tell you, this Flint situation is a nasty issue—I've had people call me 4 letter words over the phone, yell at me, and call me a crook—yes, the last one was a play on my last name—I didn't think it was funny, though I'm developing a thick skin ☺. I can respond to the Flint drinking water issue, and the water rate issue, and refer them back to the State if they have further questions. But I cannot respond to the sewerage dump (who receives the report when there is a sewer overflow?) or the chemical—though Richard is probably right—the 'toxic chemical' is probably chlorine—and that's what I'll say in my response. One citizen was confused about 'chlorides' being 'chlorine'….

Let me know if you would like me to respond to this citizen complaint as I explained above.

Jennifer

From: Dee, Rhiannon

Sent: Friday, February 06, 2015 10:50 AM
To: Benzie, Richard (DEQ)
Cc: ostlundp@michigan.gov; Busch, Stephen (DEQ); Prysby, Mike (DEQ); Crooks, Jennifer; Poy, Thomas; Vantil, Barbara
Subject: RE: (CWA - FY15-124819-3709-CV) Referred to Region - Michigan

Richard,

While I understand this complaint conflates various issues, my intention of forwarding it on to Pete and Barry was to relay the potential NPDES impacts of the complainants allegations.

Best,

Rhiannon Dee

Program Analyst

U.S. Environmental Protection Agency

Water Division, WC-15J

(312) 886-4882

dee.rhiannon@epa.gov

From: Benzie, Richard (DEQ) [mailto:BENZIER@michigan.gov]
Sent: Friday, February 06, 2015 9:38 AM
To: Dee, Rhiannon
Cc: ostlundp@michigan.gov; Busch, Stephen (DEQ); Prysby, Mike (DEQ); Crooks, Jennifer; Poy, Thomas
Subject: RE: (CWA - FY15-124819-3709-CV) Referred to Region - Michigan

I'm not sure what this complainant is alleging. Do you want Michigan to respond to the allegation that a "company or individual dumped millions of gallons of raw sewage into the city of Flint drinking water" or the allegation that "they(?) have dumped a potential cancer causing chemical into the city's drinking water" or the allegation that the city of Flint is flushing hydrants and charging customers double? The Office of Drinking Water and Municipal Assistance cannot

address the issue surrounding the dumping of raw sewage and we don't interfere with water rates, but maybe an explanation of the issues that have confronted the city of Flint and their public water supply will help you understand the overall problem.

Last spring, the city of Flint decided to begin relying upon the Flint River as their source of drinking water using a treatment plant that was designed to do so. Last summer, they experienced difficulties with stagnation in some areas of the distribution system due to significantly reduced demands as a result of the loss of a significant percentage of their residential and industrial demands that accelerated over the last decade. During the summer of 2014, they also had a couple of monitoring periods where they detected total coliform at monitoring sites in these stagnant areas, and one time they detected E.coli present. The ensuing boil water advisories and public notification heightened customer concern about the quality of drinking water as a result of the switch from Detroit to the Flint River. Detroit supplied Flint with drinking water from Lake Huron, a much higher quality source than the Flint River. However, monitoring of the Flint water treatment plant tap has never indicated unacceptable water entering the distribution system. In response to these coliform detections and in an effort to prevent a recurrence, the city also increased flushing water mains in low flow areas and they have attempted to ensure the presence of a chlorine residual throughout the distribution system (is this the "potential cancer causing chemical" the complainant mentions?).

Compounding the problem of customer confidence was the initial monitoring for disinfection byproducts conducted by Flint under the Stage 2 DBR after their switch to the Flint River. The initial monitoring reported significantly elevated levels of total trihalomethane (TTHM) compounds throughout the city's distribution system. Our district office advised the city that they needed to immediately implement operational techniques at the treatment plant and in the distribution system to reduce the formation of these compounds. The steps the city of Flint has taken have been successful and have reduced TTHM concentrations to the point where the latest results are below the drinking water standard. However, the standard is calculated on a running annual average and it is likely to be another 3 to 6 months before the annual average at each monitoring station will (hopefully) meet the standard. Until then, the city has to continue to provide quarterly public notification, which will continue to concern residents despite the latest TTHM results.

The switch to the Flint River, the microbiological problems and the elevated TTHM concentrations experienced last year in Flint have caused a high level of customer dissatisfaction and distrust. The city is working diligently to restore that confidence, but it will not be accomplished easily or overnight. You should also know that the switch to the Flint River is an interim measure intended to last only until a 72-inch pipeline from Lake Huron to the Flint water treatment plant is completed. It is currently under construction and expected to be in operation in mid-2016. At that point, the city's drinking water should again be very similar in quality to what they were receiving from Detroit.

Although the subject(s) of this complaint are not clear to me, I suspect it is a result of the media coverage of the recent problems with the city's water supply. However, the information from your initial contact indicates a Grand Blanc, Michigan address, which is not in the city of Flint service area. As I mentioned, our Lansing district office has been dealing with city representatives on this issue. If you have further questions, feel free to contact either Michael Prysby or Steve Busch. They are receiving this message so you have their contact information. You may also wish to communicate with your Region 5 counterparts in the Office of Drinking Water & Ground Water, Jennifer Crooks or Tom Poy, who have received similar complaints and with whom we have communicated regularly on these issues.

Please let us know if someone from EPA will respond to the complainant, or if you expect Michigan DEQ to do so.

Richard Benzie, P.E., Chief

Field Operations Section

Office of Drinking Water and Municipal Assistance, MDEQ

517-284-6512

From: Ostlund, Peter (DEQ)
Sent: Friday, February 06, 2015 6:55 AM
To: Dee, Rhiannon
Cc: Selden, Barry (DEQ); Benzie, Richard (DEQ); Bartley, Cheryl (DEQ)
Subject: RE: (CWA - FY15-124819-3709-CV) Referred to Region - Michigan

Rhiannon, this is a drinking water complaint, not an NPDES compliant. Flint does have SSOs, and reports those. That's not the cause of this complaint.

There are public concerns with Flint's drinking water system, which switch from the city of Detroit supply to their own supply. Detroit's source water is much better, so the public may be noticing some changes.

I've copied Richard Benzie, how is the Field Operations Chief in our division that handles drinking water. If you need more follow up, he can provide it.

Thanks, Pete

Peter Ostlund

Field Operations Section Chief

Water Resources Division

Michigan Dept. of Environmental Quality

P.O. Box 30458

Lansing, Michigan 48909-7958

517-898-5128 (iPhone)

ostlundp@michigan.gov

From: Dee, Rhiannon [mailto:dee.Rhiannon@epa.gov]
Sent: Thursday, February 05, 2015 5:11 PM
To: Ostlund, Peter (DEQ); Selden, Barry (DEQ)
Subject: FW: (CWA - FY15-124819-3709-CV) Referred to Region - Michigan

Hi there,

Hope all is well. We received this complaint a while back. Complainant is alleging discharges into Flint River.

Let me know if you have any questions or if I should forward this on to someone else.

Best,

Rhiannon Dee

Program Analyst

U.S. Environmental Protection Agency

Water Division, WC-15J

(312) 886-4882

dee.rhiannon@epa.gov

From: howard.donna@epa.gov [mailto:howard.donna@epa.gov]
Sent: Monday, January 12, 2015 11:21 AM
To: Dee, Rhiannon
Cc: Beese, Jennifer
Subject: FWD: (CWA - FY15-124819-3709-CV) Referred to Region - Michigan

01/12/2015

SUBJECT: FWD: (CWA - FY15-124819-3709-CV) Referred to Region - Michigan
FROM: howard.donna@epa.gov
TO: Dee.Rhiannon@epa.gov
CC: Beese.Jennifer@epa.gov

-----Original Message-----
1/11/2015 10:55 AM
HQ LEAD NUMBER: FY15-124819-3709-CV
SUBJECT: Referred to Region - Michigan
FROM:
TO: Citizen name / Ex. 6
Name:
Address: Personal Address / Ex. 6
City: grand blanc
State: Michigan
Zip: 48480
Phone: Personal Phone / Ex. 6

Alleged Violator's Name: city of flint michigan

Alleged Violator's Address: water department

Alleged Violator's City: flint

Alleged Violator's State: Michigan

Alleged Violator's Zip: 48503

Tip or Complaint: an individual or company dumped several million gallons of raw sewage into the city of flint Michigan drinking water and now they have dumped a potential cancer causing chemical into the water to cover up their negligent act. people are getting sick and skin rashes are becoming apparent, especially in the young and elderly. we will keep going until something is done to correct this "mistake"
Specific Directions: Flint river. runs right through the city of flint. they have been opening the hydrants and letting water pour out of them to "purge" the system, then charging consumers double for their mistake.
Violation Still Occurring? Yes

State DEP/DEQ/DEM Notified? Yes