

January 26, 2022

John J. Zech
Great Lakes Water Authority
Board Chair – Representing Wayne County
735 Randolph Street – Suite 1900
Detroit, Michigan 48226

Dear Mr. Zech:

I last wrote to Gary Brown and copied you on September 28, 2021 (see Exhibit A) regarding an on-going sewer issue occurring at 13202 Hubbell Street in Detroit, Michigan. In the letter, I explained the sewer was jet streamed twice, and the worker discovered tree roots in Detroit Water and Sewer Department main sewer line. A video was sent to the Detroit Water and Sewer Department (DWSD) from the City of Detroit Revitalization office. The City of Detroit Revitalization Office paid for repairs on the sewer through a granted funded in part by the Housing Urban Development Department. After the DWSD reviewed the video, it was recommended that the sewer contractor dig to determine the cause of sewer issues. The sewer contractor asked the city and I to sign a waiver not holding the company responsible if my garage collapses. DWSD main line is location under the edge of my garage.

Kenneth Miller, Director of DWSD called on Monday, October 11, 2021 after I receiving the above-mentioned letter (see Exhibit A). Mr. Miller asked me to explain the nature of the sewer issue. Mr. Miller said he would send workers to camera the sewer line on October 12, 2021 to determine the issue. Also, he mentioned sending a report (with video) addressing the condition of DWSD main sewer line within three weeks after the work was completed.

On Tuesday, October 12, 2021, workers from the City of Detroit Water and Sewerage Department used a camera to view conditions of their main sewer line. The worker said, "there are too many roots to insert a camera. A saw must be used to grind tree roots, then attempt to re-insert the camera". Afterwards, the worker was able to insert a camera into the main sewer line of the City of Detroit Water and Sewerage Department.

On November 08, 2021 (see Exhibit B), I sent an email to Kenneth Miller and Robert Chandler asking for the report. Later this day, Mr. Miller called and said I should receive a report in one week. On December 02, 2021 (see Exhibit C), I sent an email to Mr. Kenneth and Mr. Robert Chandler requesting a final analysis and video of the City of Detroit Water and Sewerage Department main sewer line. As of today, I have not received a report or video. Your prompt resolution to my request would be greatly appreciated.

Sincerely,



Cheryl Ann Hughes
(313) 273-5447

Cc: Mayor Michael Duggan
Director, Gary Brown

September 28, 2021

Gary Brown, Director and Chief Executive
Office of the Detroit Water and Sewerage Department
735 Randolph Street - Suite
Detroit, Michigan 48226

Dear Mr. Brown:

I have had a sewer problem for many years. Every ten years my basement would backup due to tree roots. In March 2014 and March 2015 my basement experienced backup. In December 2015, I ask the plumber to snake the drain as a preventative measure. He noticed something in my sewer prevented him from retrieving his cable momentarily. The plumber speculated that my sewer had a crack or was filled with tree roots. In August 2016, my basement experienced a backup. On February 20, 2018, my basement backed-up. The first plumber was not successful in snaking the main drain because something in my sewer caused his cable to break. I was charged \$95.00 for the service call and \$50.00 for broken cable. I was left with several inches of water in the basement. On February 21, 2018, the second plumber snaked the storm drain in my backyard (he was unsuccessful snaking the main trap). This plumber got the water to drain by snaking 70 feet (into the vacant field behind my home with many diseased trees). However, his cable was stuck in the storm drain.

On January 23, 2019, my basement backup. I had to use a submersible pump to remove water from my basement. The pump worked a few days and failed because the water was filled with dirt, not sewerage. For twenty-three days, I was stressed because the water level was rising and I could not afford a plumber due to no income. On February 16, 2019, I called the plumber who had gotten his cable stuck in the storm drain (February 21, 2018) to determine if he could remove it. The plumber was able to free the cable and the water drained. On March 20, 2019, my mother suggested that I stop using toilet paper to mitigate the basement from backing up. On two occasions, the City of Detroit Department of Water and Sewerage inspected the manhole outside of my garage. Each time, your workers refused to use a camera to determine the origin of my sewer concern because my basement was not backed-up. I explained to the workers that blood flows through our vein while the artery is clogged. This analogy did not cause the workers to investigate. On December 12, 2019 after being on the wait list for several months, I applied for the Senior Home Emergency Repair program with the City of Detroit Housing and Revitalization Department.

On March 02, 2020, inspectors, Connie Reno and Sharon Ray arrived to make an assessment – then COVID occurred. These inspectors did not submit my application for a quote. On April 05, 2021, I wrote to the governor, state senator, mayor, ombudsman, Detroit Newspaper Agency, and Fox2 New-Detroit to expedite my application. After contacting Housing Urban Development – Detroit, my case was assigned to a different inspector. On May

Exhibit A

19, 2021, I signed a contract with the City of Detroit Revitalization Department employee (Hope Strange) and builder Mark Harper.

On August 23, 2021, the sewer company began working on my sewer. The men jet streamed the sewer and installed a camera to determine the origin of my sewer concerns. The sewer workers discovered a blockage 26 feet from my home. On September 08, 2021, the inspector from the City of Detroit Housing and Revitalization Department asked the sewer company to jet stream the sewer to determine the blockage and use a locator to determine my sewer line. The workers discovered tree roots in the main water line. I was asked to submit a request to have someone from the City of Detroit Water and Sewerage Department to use a camera to view the main sewer line. On August 30, 2021, I submitted request to have my sewer inspected by the City of Detroit Water Department (Request ID 85634). Thus far, the request has not been assigned. On September 15, 2021, the sewer company used a jet stream, chain, and camera to further determine the origin of my sewer concerns. The workers discovered tree roots in the main line and another line with tree roots. The worker asked if another home was previously located behind my home. I told the worker that there existed a home adjacent to my home which was demolished in the 1980s.

Mr. Brown, I need your office to expedite my request for the purpose of determining if the City of Detroit main sewer line is the origin of my sewer concerns. Today, I still do not use toilet paper because I fear my basement will backup.

Sincerely,



Cheryl Ann Hughes

CC: Julie Schneider

John J. Zech, Board Chair for Wayne County

Status Update On Main Sewer Line Cleaning and Videotaping

From: Cheryl Hughes (cherylhughes2002@yahoo.com)

To: kenneth.miller@detroitmi.gov; robert.chandler@detroitmi.gov

Date: Monday, November 8, 2021, 01:32 PM EST

Good Afternoon Mr. Miller:

Did your department complete an analysis of the City of Detroit main sewer line that was evaluated and videotaped on Tuesday, October 12, 2021? We last spoke on Monday, October 11, 2021 regarding my on-going sewer woes. Recall, I stopped placing toilet tissue in my toilet on March 20, 2019. I wrote to Gary Brown and John Zech of Great Lakes Water Authority regarding my sewer issues. You instructed your team to evaluate the main sewer line which is tied to my sewer line.

Your team of workers found the main sewer line to be full of tree roots. They could not videotape the line due to tree root. A worker used a grinder to grind the tree roots. Afterwards, a camera was placed into the main sewer line. You told me to expect a report and final call within three weeks. I am writing because last Tuesday, November 02, 2021 was three weeks after your team performed various tasks. Is there a final analysis as of today?

Thank you,

Cheryl Ann Hughes

Exhibit B

Second Request: Final Analysis of the City of Detroit Main Sewer Line which ties into the sewer line of 13202 Hubbell

From: Cheryl Hughes (cherylhughes2002@yahoo.com)

To: kenneth.miller@detroitmi.gov; robert.chandler@detroitmi.gov

Date: Thursday, December 2, 2021, 03:25 PM EST

Good afternoon, Gentlemen

I am still waiting for a complete final analysis report of the City of Detroit Main Sewer Line. On October 12, 2021, your workers place a camera into the City of Detroit sewer line to determine if a problem exist. The worker could not use a camera on the first attempt due to numerous tree roots. After the worker ground tree roots, a camera was used. I would like to know if the City of Detroit Sewer Line was completely cleared of tree roots after the worker used the grinder? Or, did the worker grind the tree roots into small particles and left them in the City of Detroit Main Sewer line? I have signed the contract with the builder who subcontracted to have my sewer jet-steamed twice. I have a warranty for eighteen months. After this time, I am responsible for any sewer issues occurring in my line. I need to know if your line is completely cleared. Also, I would like a copy of the video from your camera. If a written report and video cannot be provided, please explain why.

I understand your office is very busy, but I have dealt with my sewer issues for years. If I do not hear from you regarding this matter, I will continue to ask until the requested information is obtained. I can be reached at 313-273-5447.

Kind regards,

Cheryl Ann Hughes

Exhibit C