

Richard J. Bosler
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Rochester Hills, MI 48307
(248) 885-4525

August 26, 2021

Great Lakes Water Authority
735 Randolph, Ste 1900
Detroit, MI 48226

Dear GLWA Board of Directors:

Mr. John Zech, Board Chair

Mrs. Jaye Quadrozzi, Board Vice Chair for Oakland County

Mr. Freman Hendrix, Board Secretary for City of Detroit

Mrs. Beverly Walker-Griffea for Board Representative State of MI

✓ Mr. Brian Baker, Board Representative for Macomb County

Mr. Gary Brown, Board Representative for City of Detroit

Almost one month ago, I mailed a letter attached to each of you regarding the multiple flooding events which occurred in the Detroit Metropolitan Area that the GLWA is responsible. Some communities had no Plan B or alternative reservoir therefore, relying 100% on the Connor Creek Pumping Station.

There has been no response to date from any Council Member who are placed with the responsibility for the 24/7 functioning of this facility. Obviously, the GLWA was not working as expected providing expected services to many communities. Residents on multiple days during storms noted in my letter caused basement floods more than once.

No doubt GLWA which operates under the state of Michigan are well paid and have great benefits. There are questions in my attached letter that should be addressed and it should not take much time at this point to gather what deficiencies were in place at the GLWA and solutions going forward.

Based on a WJR radio report on Tuesday morning, August 24, 2021, it was mentioned that none of the recommendations have been implemented after the flooding event in 2016.

These recommendations included sending out warnings to residents to get items off the basement floors to installing check valves and/or back flow preventers. None of these were mentioned as implemented not that these would have helped in time. In fact, the valves would not have helped for many on June 25th – 26th 2021, since streets were flooded destroying many cars. Why no implementation on any recommendations and back-up plans in multiple municipalities? Where is the community service and outreach?

There are many to be held accountable for making residents life worse and losing their possessions. That is not how the GLWA or any government run operation is suppose to work when their primary mission is Top Quality and Ongoing Services at many levels.

Residents, taxpayers and businesses as well as all those who helped those in need deserve answers and solutions with those failing to do their jobs resign or dismissed.

Otherwise, why have a GLWA Board of Directors?

A reply would be appreciated.

Sincerely,

A handwritten signature in cursive script, appearing to read "Ric Bosler".

Richard J. Bosler

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July 29, 2021

Great Lakes Water Authority
735 Randolph, Ste 1900
Detroit, MI 48226

Dear GLWA Board of Directors:

Mr. John Zech, Board Chair
Mrs. Jaye Quadrozzi, Board Vice Chair for Oakland County
Mr. Freman Hendrix, Board Secretary for City of Detroit
Mrs. Beverly Walker-Griffea for Board Representative State of MI
Mr. Brian Baker, Board Representative for Macomb County
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The flooding of water resulting from the storms on June 25th - 26th 2021, July 15, 2021 and July 24, 2021 did not only impact those suffering by living in the neighborhoods affected but in the surrounding Detroit Metropolitan Area. This is due to other friends, relatives and neighbors having to get involved in this disaster.

I am one of those relatives having to visit Grosse Pointe Park so far 6 times to help and also see the evidence of poor infrastructure. It also shows how employees from top to bottom that are paid well fail to even check lists to assure their job is done of the highest ethical performance standards. No one seemed to care.

In my day, working in the private sector, you had to come up annually with constant significant improvement in the area of your work in order to get a raise better than the cost of living increase.

Changes need to be made in the Leadership of the GLWA, the contractors it uses as well as local municipal city governments for people who live in Detroit, Dearborn, the Grosse Pointes, and many other communities due to failing to act or react in time of need.

Even the GLWA Council members should be evaluated as to how they evaluate the Leadership Team of the GLWA when their Basic Duty is Protecting the Public.

Many ask the question of the damage which occurred on June 25th - 26th, to what degree would it have been if everyone did their job? Public Service 101 is what the GLWA is responsible for by making sure all systems are functional and the right people are on the premises as well as in communities in time of bad weather and emergency.

This did not occur and changes need to be made as to who from top to bottom failed to do their job, follow the checklist, be there in times of bad weather, etc. Who really goes out to communities to make corrections where all the standing water and storm sewers are and why they do not work?

All jobs at the GLWA should be evaluated. Why really are they employed and what contributions do they provide to make people's life better?

The GLWA and local city governments certainly did not make their communities life better but worse. This event caused:

A great deal of stress on homeowner's and their family members, neighbors, relatives, etc. due to having to get involved in supporting and using their resources in this clean-up.

A great deal of harm to health on an already overstressed public due to the COVID-19 Pandemic.

A great deal of financial strain caused by having to pay for disinfecting one's basement not once, not twice but for some three times which costs from \$5,000 - \$10,000 per home. And this does not account for other expenses people cannot afford. A bucket with Clorox does not cut the mustard with 3' or more of water in the basement. There is more to a clean-up of this nature than this.

A great deal of personal time involved in cleaning up and loss of personal and business effects.

A great deal of time, energy, education, etc. dealing with calling and interviewing contractors some of who have questionable backgrounds, poor work ethic and outrageous charges to clean-up not to mention all the scam artists taking advantage of people.

A great deal of homeowners who have no resources or relatives to help them clean-up or even complete claim forms with support asking for reimbursement of losses.

The 2nd and 3rd flooding events resulted in pouring more hard earned money to disinfect and replace hot water tanks, furnaces, washers, dryers, etc. even a second time. Most cannot afford this and please give me your best guess in when and how much money will be paid to people affected for replacement while FEMA walks around asking if you would like an interest free loan.

Who thinks well of their home after a flood? And for some radio programs like WJR to put on advertisers to promote their product or service so you can feel good about using them again in the next flood is over the top. The objective is to have Public Service and city plumbing that works so we do not have flooded basements.

Filing claims forms in our local jurisdictions and then with FEMA does little in relief for all the damage this has caused for an unbound duty to safeguard the city residents and its partner communities that the GLWA is suppose to protect in the first place.

The homes affected in all these communities have taken a hit in the taxable and assessed tax base which is another impactful reduction of revenue to local communities to provide city services.

Hopefully this property tax adjustment will occur in a timely manner rather than many years later with some never to be reimbursed for overpaid property taxes due to loss of their property.

As a result of these multiple event flooding, the community homeowners have no Trust in the GLWA and their local community leaders. At the end of the day, one cannot even leave one's home when a storm comes since their outside street plumbing and freeways cannot even handle a few inches of rain water.

Just recently, I have witnessed a Police Officer put his life in his hands getting out of his car on I-94 East near Cadieux and Moross to move traffic to different lanes due to the build-up of freeway flooding.

It appears the quality and workmanship in jobs is subject to question and all from Top to Bottom under GLWA employment as well as those who hold Public Office need to be evaluated with a number asked to look for another job or even face legal action.

The results people have endured are totally unacceptable.

Sincerely,

A handwritten signature in cursive script, appearing to read "Richard J. Bosler".

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