



**Office of the Chief Executive**

735 Randolph Street, Suite 1900  
Detroit, Michigan 48226

October 3, 2018

Mr. Michael Candela  
14095 Dundee Street  
Riverview, Michigan 48193

Dear Mr. Candela:

Thank you for your letter dated September 20, 2018 regarding water main breaks on Dundee Street in the city of Riverview. I understand that you also sent letters to Great Lakes Water Authority (“GLWA”) Board Members and employees. As the Chief Executive Officer (CEO), I am responsible for the day-to-day operations of GLWA. As such, I am responding to your letter on behalf of GLWA, inclusive of the other recipients of your September 20<sup>th</sup> letter.

As you may know, representatives of the city of Riverview have also contacted GLWA about water main breaks within the city’s water distribution system. In an initial meeting between GLWA and Riverview on this matter, GLWA representatives provided your community’s representatives with GLWA’s Water Main Break Claims Process, which is outlined in the service agreement with your community. The Claims Process requires the city of Riverview to submit a written claim to GLWA detailing, among other things, the cause of the break, the age of the water main and repair costs. GLWA will then investigate the claim. If GLWA is the immediate cause of the water main break, GLWA will reimburse the city of Riverview for the related damages.

GLWA values its partnership with the city of Riverview in supplying water of unquestionable quality to residents such as yourself. GLWA looks forward to working with your community’s representatives to identify the cause(s) of the water main breaks and immediately address them. To date, the city of Riverview has not submitted a written claim, however GLWA expects that it will receive the city’s written claim soon.

Thank you, again, for your letter. Please do not hesitate to contact your community’s representatives on the status of its claim submission to GLWA.

Sincerely,

Sue F. McCormick  
Chief Executive Officer

cc: Great Lakes Water Authority Board of Directors  
Doug Drysdale, Riverview City Manager  
Cheryl Porter, Chief Operating Officer –Water and Field Services