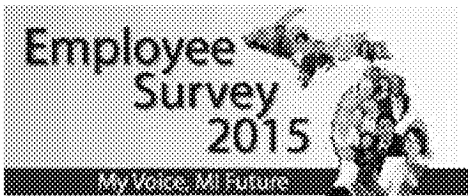

From: Wheaton, Bob (DHS)
Sent: Friday, February 20, 2015 5:18 PM
To: Wurfel, Brad (DEQ)
Cc: Wurfel, Sara (GOV); Murray, David (GOV)
Subject: FW: Flint Water

Brad,

This isn't directly related to water quality in Flint, but FYI I'm providing you data I sent Angie Hendershot at Channel 12 Flint in response to her request for information on State Emergency Relief payments for Flint water customers who had their water shut off or were facing shutoff. Also CC'ing Sara and Dave. Dave and I discussed this a couple of weeks ago.

Have a great weekend.

Bob Wheaton
Manager of Communications/Public Information Officer
Michigan Department of Human Services
235 S. Grand Ave. Suite 1510
P.O. Box 30037
Lansing, MI 48909
Phone: 517-373-4287
Cell: PPI
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From: Wheaton, Bob (DHS)
Sent: Friday, February 20, 2015 4:51 PM
To: 'Hendershot, Angie'
Subject: RE: Water

Here is the data. Please let me know if you need any clarification:

DHS has authorized \$106,189 in State Emergency Relief for water and sewer services in the city of Flint from Oct. 1, 2014-Feb. 13, 2015. This amount includes bill assistance payments and payments for deposits and/or reconnect fees for 566 households.

From: Hendershot, Angie [<mailto:angie.hendershot@abc12.com>]
Sent: Friday, February 20, 2015 4:48 PM
To: Wheaton, Bob (DHS)
Subject: RE: Water

Ok – thank you

From: Wheaton, Bob (DHS) [<mailto:WheatonB@michigan.gov>]
Sent: Friday, February 20, 2015 4:33 PM
To: Hendershot, Angie
Subject: RE: Water

Angie,

I'll have this information to you by 5 p.m. today or shortly thereafter.

Bob

From: Wheaton, Bob (DHS)
Sent: Wednesday, February 18, 2015 5:14 PM
To: 'Hendershot, Angie'
Subject: RE: Water

That's possible, but I can't say for sure. I should have a better idea tomorrow. Thanks for your patience.

From: Hendershot, Angie [<mailto:angie.hendershot@abc12.com>]
Sent: Wednesday, February 18, 2015 4:26 PM
To: Wheaton, Bob (DHS)
Subject: RE: Water

That would be wonderful!!!!!! Thank you so much. A few days is fine. Can I have it by Friday COB?

From: Wheaton, Bob (DHS) [<mailto:WheatonB@michigan.gov>]
Sent: Wednesday, February 18, 2015 10:30 AM
To: Hendershot, Angie
Subject: RE: Water

Angie,

I did some more checking, and our Data Unit should be able to run a report that would break this down either by ZIP code or by city. This could take a few days. What is your current deadline?

Thanks,

Bob

From: Wheaton, Bob (DHS)
Sent: Wednesday, February 18, 2015 9:03 AM
To: 'Hendershot, Angie'
Subject: RE: Water

Hi Angie,

Our county director said it can't be broken down by ZIP code. I'm checking with someone in our Central Office to see if she knows a way to do that. I will let you know.

Thanks,

Bob

From: Hendershot, Angie [<mailto:angie.hendershot@abc12.com>]
Sent: Tuesday, February 17, 2015 9:53 PM
To: Wheaton, Bob (DHS)
Subject: RE: Water

Hi Bob – just checking in to see if you were able to split this by zip codes. Thanks for your help - Angie

From: Wheaton, Bob (DHS) [<mailto:WheatonB@michigan.gov>]
Sent: Friday, February 13, 2015 3:13 PM
To: Hendershot, Angie
Subject: RE: Water

Hi Angie,

Here is data for Genesee County on DHS assistance for water/sewer and for reconnect/disconnect fees. I've been told that we don't track by city, but I'm double-checking. What do you mean when you say that "DHS was able to get Flint to a different rate ..."? Are you saying that DHS was increasing the maximum dollar amount of State Emergency Relief assistance for water customers in Flint?

For the period of October – December 2014 the following payments were made in Genesee County for water/sewer:

Unduplicated Recipients	Total expenditures
1,110	\$56,035.26

In addition, the following reconnect/disconnect fees were paid:

Unduplicated Recipients	Total expenditures
512	\$26,253.68

Thanks,

Bob Wheaton
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From: Hendershot, Angie [<mailto:angie.hendershot@abc12.com>]
Sent: Wednesday, February 11, 2015 6:02 PM

To: Wheaton, Bob (DHS)
Subject: RE: Water

Loi – thanks!

If you can break it down for flint and genesee county that is my first choice – the story is about flint. Or if you can show me how to break it down or point me in the direction of someone who can help with that (even off camera) I'd really appreciate it. I do know Flint was so much higher that DHS was able to get flint to give them a different rate – so it must have been broken down at one point? I could really use your help with this.

From: Wheaton, Bob (DHS) [<mailto:WheatonB@michigan.gov>]
Sent: Wednesday, February 11, 2015 5:56 PM
To: Hendershot, Angie
Subject: RE: Water

I've noticed you're very good at multi-tasking during breaks!

From: Hendershot, Angie [<mailto:angie.hendershot@abc12.com>]
Sent: Wednesday, February 11, 2015 5:54 PM
To: Wheaton, Bob (DHS)
Subject: RE: Water

Sorry for sporadic sentences – still anchoring the news but wanted to catch you while you are at your desk!

From: Wheaton, Bob (DHS) [<mailto:WheatonB@michigan.gov>]
Sent: Wednesday, February 11, 2015 5:49 PM
To: Hendershot, Angie
Subject: RE: Water

Hi Angie,

This issue is not something we're going to want our Genesee County DHS officials to comment on. Communication with media about the Flint water situation has been handled by the communications staff/leadership at the relevant state agencies. And it wouldn't be appropriate for DHS to get involved in any discussion regarding any water rates in Flint or in any other community.

I can tell you that DHS Children's Protective Services will not remove a child from a home solely because of the lack of water in that home. We will work with families to address the issue – by providing State Emergency Relief funding from DHS, by suggesting that children use water at relatives' homes, by referring families to call 211 or turn to local nonprofits for assistance. DHS also has provided hygiene kits to children in schools and has caseworkers in schools in Flint and around Michigan to assist children and families with these types of issues.

Unfortunately, there are low-income families in communities around the state who at times struggle to pay their water bills. Families that meet income eligibility requirements can receive State Emergency Relief if they have had their water shut off or have received shut-off notices. State Emergency Relief of up to \$200 is available for reconnecting to water services and up to \$175 to pay past due bills needed to reconnect.

Thanks,

Bob Wheaton
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www.michigan.gov/dhs

From: Hendershot, Angie [<mailto:angie.hendershot@abc12.com>]
Sent: Wednesday, February 11, 2015 11:09 AM
To: Wheaton, Bob (DHS)
Subject: Re: Water

Hi Bob - I can move the shoot date for the interview to wed one week from today - afternoon if possible. Just wasn't sure if fri was too quick of turn around w the budget. Thanks - Angie

Sent from my iPhone

On Feb 10, 2015, at 11:18 PM, "Wheaton, Bob (DHS)" <WheatonB@michigan.gov> wrote:

Hi Angie,

Sorry I didn't get back to you sooner. I did get this email. I'm tied up with a lot of work related to the governor's budget announcement on Wednesday.

I hope to touch bases with you Wednesday afternoon.

Thanks,

Bob Wheaton
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From: Hendershot, Angie [<mailto:angie.hendershot@abc12.com>]
Sent: Monday, February 09, 2015 10:42 PM
To: Wheaton, Bob (DHS)
Subject: RE: Water

Hi Bob,

I'm working on a story about people in Flint who are getting reported to CPS because they don't have water. Their children are coming into school -- and they are not clean, stink or struggle because they do not have water at home. I have heard this is a big problem because of the service fees, shut off fees and cost of Flint water. Those on fixed incomes are struggling -- even with help from DHS. I want to talk to someone in Genesee County about how common this is -- what they are seeing (as far as families living together, going without water, illegally hooking up water, etc) Also -- about the resources DHS is having to use to pay fees to hook up water once it is cut off.

Thank you,
Angie Hendershot
810-577-2465

From: Wheaton, Bob (DHS) [<mailto:WheatonB@michigan.gov>]
Sent: Monday, February 09, 2015 5:30 PM
To: Hendershot, Angie
Subject: RE: Water

If you can send me the questions, I'll discuss with the people at Genesee County DHS and let you know.

From: Hendershot, Angie [<mailto:angie.hendershot@abc12.com>]
Sent: Monday, February 09, 2015 5:30 PM
To: Wheaton, Bob (DHS)
Subject: RE: Water

I thought your name was familiar! I'm sorry my voicemail was full -- I anchor the 5pm news so I can't answer my phone! I can send you the questions - but is there anyway I can actually speak with someone who works with these people in the Flint area? Thank you - Angie

From: Wheaton, Bob (DHS) [<mailto:WheatonB@michigan.gov>]
Sent: Monday, February 09, 2015 5:25 PM
To: Hendershot, Angie
Subject: RE: Water

By the way, I hope all is well in Genesee County. I worked at The Flint Journal as a reporter from 2001-2007.

From: Wheaton, Bob (DHS)
Sent: Monday, February 09, 2015 5:23 PM
To: 'Hendershot, Angie'
Subject: RE: Water

Angie,

All communication on this issue is coming from our Office of Communications.

I can work with the Genesee County office to get you some information.

Can you tell me specifically what you need and what is your deadline?

Thanks,

Bob

From: Hendershot, Angie [<mailto:angie.hendershot@abc12.com>]
Sent: Monday, February 09, 2015 5:21 PM
To: Wheaton, Bob (DHS)
Subject: RE: Water

Hi Bob, thank you so much for returning my call. This helps. I'd really like to talk to someone at the Genesee County office about just how many families are going through this. Thank you - Angie

From: Wheaton, Bob (DHS) [<mailto:WheatonB@michigan.gov>]
Sent: Monday, February 09, 2015 5:06 PM
To: Hendershot, Angie
Subject: Water

Hi Angie,

I just tried to return your call, and got a message that your voice mail box is full.

The Michigan Department of Human Services offers State Emergency Relief to eligible households that have had their water disconnected or that have received a disconnection notice. We can assist with up to \$200 for reconnection, and \$175 to pay past-due bills that are needed for someone to have water services restored or prevent disconnection. We always encourage people to try to work with their provider if they start falling behind on paying their bill so they don't reach the point of a disconnection.

I believe you also had some questions about the cost of water in Flint and the cost of reconnection. We really wouldn't want to speak to that. I would defer to the people at the city of Flint to provide that type of information.

Thanks,

Bob Wheaton
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