

From: [Busch, Stephen \(DEQ\)](#)
 To: [Benzie, Richard \(DEQ\)](#); [Monosmith, Carrie \(DEQ\)](#)
 Cc: [Shekter Smith, Liane \(DEQ\)](#); [Prysby, Mike \(DEQ\)](#); [Bennaker, Joanne \(DEQ\)](#); [Rosenthal, Adam \(DEQ\)](#)
 Subject: FW: Environmental Assistance Center Calls Regarding Flint Drinking Water Issues
 Date: Tuesday, November 17, 2015 4:52:14 PM
 Importance: High

FYI. OEA's operator protocols are listed below.

Stephen Busch, P.E.
 MDEQ Lansing District Coordinator
 Office of Drinking Water and Municipal Assistance
 Lansing and Jackson District Supervisor
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From: Smith, Leslie (DEQ)
 Sent: Tuesday, November 17, 2015 3:53 PM
 To: DEQ-OEA-Compliance-Assistance
 Cc: Tommasulo, Karen (DEQ); Busch, Stephen (DEQ); Schinderle, Jack (DEQ)
 Subject: Environmental Assistance Center Calls Regarding Flint Drinking Water Issues
 Importance: High

Good Afternoon Compliance Assistance Unit (CAU) Staff,

In the interest of providing the best possible customer service to callers inquiring about Flint Drinking Water matters, I have sought direction as to how the CAU is to handle these calls. After consultation with Amy this afternoon, the CAU will utilize the following call triage process until further notice:

1. For general calls (e.g. FAQs, water sampling, school test results, water filters, etc.), please direct callers to the following website for information: www.michigan.gov/flintwater. Additionally, CAU staff should also become familiar with the website's content in order to provide the best customer service.
2. For calls concerning any lawsuits regarding this matter, CAU staff are not to provide comments on these matters. These matters are being handled by the Michigan Attorney General's Office. (Karen T: Can you provide the CAU with a suggested script for addressing callers inquiring about the lawsuits being reported in the media?)
3. Media calls are to be directed to the Communications Office (Brad Wurfel).
4. For all other calls (e.g. technical nature), please direct callers to Joanne Rennaker, Secretary, Lansing District Office, Office of Drinking Water and Municipal Assistance. Ms. Rennaker will then direct callers to the appropriate Lansing District ODWMA staff person.

This is the process to be followed by CAU staff unless directed.

Thanks,

Mr. Leslie E. Smith, III

Compliance Assistance Specialist

And Liaison to the Remediation and Redevelopment Division

Office of Environmental Assistance

Michigan Department of Environmental Quality

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