### UNITED STATES BANKRUPTCY COURT EASTERN DISTRICT OF MICHIGAN SOUTHERN DIVISION

In re:

City of Detroit, Michigan,

Debtor.

Bankruptcy Case No. 13-53846 Judge Thomas J. Tucker

Chapter 9

### THE CITY OF DETROIT'S REPLY TO THE OBJECTION BY AGAR LAWN SPRINKLER SYSTEMS, INC. TO DEBTOR'S FORTY-SEVENTH OMNIBUS OBJECTION TO CERTAIN CLAIMS

The City of Detroit ("<u>City</u>"), by its undersigned counsel, files this reply to the objection by Agar Lawn Sprinkler Systems, Inc. to Debtor's Forty-Seventh Omnibus Objection to Certain Claims [Doc. Nos. 11450 & 11451] ("Response").

#### I. Introduction

1. The City's objection to the proof of claim filed by Agar Lawn Sprinkler Systems Inc. ("<u>Agar</u>") should be sustained. Agar's claim is entirely unsupported with credible documentation. In most instances it also lacks basic information such as invoice numbers. This is likely because Agar has systematically overbilled the City while not performing the services it claims it is owed money for. As such, the Court should sustain the City's objection to Agar's claim.

#### II. Background

2. On July 28, 2016, the City filed its Forty-Seventh Omnibus Objection to Certain Claims [Doc. No. 11399] ("Objection").

3. On September 9, 2016, the Court entered an order sustaining the Objection except for three unresolved proofs of claim, including claim number 776 filed Agar ("<u>Agar Claim</u>").<sup>1</sup> The Agar Claim is attached as Exhibit 1.

4. The hearing on the Agar Claim has been adjourned multiple times by this Court due to a pending preference action filed by the City against Agar, adversary proceeding number 15-05299 ("<u>Adversary Proceeding</u>"). [Doc. Nos. 11476, 11616, 11700, 11807, 11902].

5. On August 3, 2017, the City filed the Notice of Settlement Pursuant to Local Bankruptcy Rule 9019-1 in the Adversary Proceeding. The Agar Claim remains unresolved.

6. As set forth in the Objection, the City objected to the Agar Claim because Agar overcharged the City and did not perform the represented services. *See* Objection at page 16 of 22.

7. In its response, Agar asserted that all of its work was approved and accepted without any claim of overcharging or that the work was not completed. Response, pp. 1-2. Agar further asserted that it was "simply another victim of the City's financial mess and who was not paid for work completed in good faith on an emergency basis." Response, p. 2.

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<sup>&</sup>lt;sup>1</sup> The Court entered orders resolving the other two proofs of claim. [Doc. Nos. 11636 & 11675].

#### III. Argument

8. Agar's arguments lack merit. As explained by Angela Hipps, a manager with the City's General Services Department ("<u>GSD</u>"), the Agar Claim should be expunged because it is unsupported and Agar has failed to perform the claimed services. The Declaration of Angela Hipps ("<u>Hipps Decl.</u>") is attached as Exhibit 2.

9. Included in the Agar Claim is a summary of amounts that Agar claims represent unpaid invoices. Agar Claim, p. 2; Hipps Decl. ¶ 8. The Agar Claim only contains three invoice numbers, however. *Id.*; Hipps Decl. ¶ 9. The remaining entries on the Agar Claim do not provide information to substantiate the Agar Claim. Each entry contains no more than (a) a cryptic statement that may indicate a City department of function Agar claims owes it money, (2) the year in which services allegedly were provided or billed, and (3) a dollar amount claimed. *Id.*; Hipps Decl. ¶ 10. All of the entries other than the one noted above lack invoice numbers. *Id.* Agar Claim. *Id.* Agar did not attach copies of any invoices to the Agar Claim. *Id.* 

10. For the entries that lack invoice numbers or even dates and service descriptions, there is no way for the City to verify that any amount is owed, much less the amount claimed. Hipps Decl. ¶ 11. There is no way to determine (1) whether any invoices were ever issued in the amounts alleged, (2) what the alleged services might have been that would justify these amounts or where and when they

might have been provided, or (3) whether the amount asserted might already have been paid by the City. *Id*.

11. The City also has reason to believe that the amounts asserted by Agar were likely fabricated or inflated. Hipps Decl. ¶ 12. Soon after Ms. Hipps began her tenure with GSD, she received questions from colleagues over the amounts that Agar was billing for services. *Id.* ¶ 13.

12. As an example of these concerns, Building Maintenance Supervisor Johnnie Haynes discussed with Ms. Hipps an Agar invoice. *Id.* ¶ 14. Mr. Haynes told Ms. Hipps that someone had broken into one of the City's trucks and had stolen items needed to turn on water to a building. Mr. Haynes had asked Agar to handle this request. *Id.* Mr. Haynes said that Agar had dispatched a technician who turned on the water in under five minutes while he watched. *Id.* Later, Mr. Haynes received an invoice claiming that four men had been involved and had each spent four hours on the problem. *Id.* 

13. A number of Ms. Hipps' colleagues observed that many invoices from Agar asserted that four men had provided four hours of labor each, regardless of the nature of the job in question. *Id.* ¶ 15. Because of these concerns, Brad Dick, Director of GSD, asked Ms. Hipps to supervise work assigned to Agar. *Id.* ¶ 16.

14. An opportunity to witness a repair presented itself on June 20, 2013.*Id.* ¶ 17. A sprinkler head was stuck on and was flooding an area on Madison

- 4 -

Avenue. *Id.* Ms. Hipps contacted Agar that day and asked them to repair it. *Id.* They agreed to repair it the next day, Friday, June 21, as they would be working at Grand Circus Park nearby. *Id.* Ms. Hipps was to meet them at noon. *Id.* 

15. Agar's technician arrived and changed out a solenoid and a faulty valve and turned the water back on. *Id.* ¶ 18. In Ms. Hipps' experience, such a repair should normally take no more than two hours for one person to complete. *Id.* The next Monday, June 24, Karen Agar from Agar emailed invoice #412 to the City for the work that had been done. *Id.* ¶ 19. The invoice was for \$496.30, \$416.00 of which was for labor. *Id.* There was no breakout for how the figure for labor had been determined. *Id.* 

16. When Ms. Hipps requested a breakout of hours, Agar responded that three men had each worked four hours on the job for a total of 16 hours at \$26 per hour. *Id.* ¶ 20. Ms. Hipps pointed out that this math did not work. *Id.* The next day, June 25, Agar emailed a revised invoice showing that that four men had been present, not three. *Id.* 

17. Also on June 25, Ms. Hipps witnessed another service request to West Grand Circus. *Id.* ¶21. Agar had said that it would start work at 8:00 a.m. *Id.* Ms. Hipps arrived at 8:00 a.m. at the job site and waited for Agar's people to arrive. *Id.* The first irrigation person showed up at 9:25 a.m., identified himself as "Steve," and said that others were on the way. *Id.* ¶ 22. Ultimately, four people

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showed up, including the owner Bob Agar, at various times between 10:30 a.m. and 11:30 a.m. *Id.* ¶ 23. None of them had contacted Municipal Parking to get access to the job site. *Id.* ¶ 23. It was their responsibility to do so, and because they had not, they could not enter to conduct the scheduled repairs. *Id.* ¶ 23.

18. Bob Agar told Ms. Hipps they would return the next day, June 26. *Id.*  $\P$  24. Ms. Hipps stated there should not be a charge for June 25 since no work had been done. *Id.* Bob told Ms. Hipps that he intended to charge for four people's time starting at 8:00 a.m. that morning because they had left their shop at 8:00 a.m., went to retrieve parts, and so forth. *Id.* Ms. Hipps told him that she would not approve an invoice where no actual work had been done. *Id.* 

19. Ms. Hipps asked Bob at what time Agar would arrive tomorrow. *Id.* ¶ 26. Bob said they would return at 9:00 a.m. *Id.* He appeared very angry. *Id.* He and his team then left. *Id.* That afternoon, the City received an email from Bob canceling the June 26 repair appointment. *Id.* ¶ 27.

20. Over the next few days, Ms. Hipps exchanged emails with Bob regarding his invoice for the Madison Avenue repair. *Id.* ¶ 28. He insisted that Agar spent 16 hours on the job, stating that the time included the initial contact, scheduling, invoicing, pre-meeting and actual meeting time, research, parts procurement, and "pure man hours" in addition to the actual repair time. *Id.* In

Ms. Hipps' experience, irrigation specialists set an hourly rate that covers these overhead items and bill only for the time that they actually spend on the job. *Id*.

21. Ultimately, the City terminated its contract with Agar. *Id.* ¶ 29.

22. Based on Ms. Hipps' experience with Agar and on conversations Ms. Hipps had with other current and former City employees, Agar likely overbilled the City for services for years. As such, the City has no reason to trust any invoice from Agar.

#### IV. Conclusion

23. The Court should sustain the City's objection. The Agar Claim is unsupported by credible documentation. Agar also overbilled of the City while not performing the represented services. The City does not owe Agar any money.

August 18, 2017

Respectfully submitted,

By: <u>/s/ Marc N. Swanson</u> Marc N. Swanson (P71149) MILLER, CANFIELD, PADDOCK AND STONE, P.L.C. 150 West Jefferson, Suite 2500 Detroit, Michigan 48226 Telephone: (313) 496-7591 Facsimile: (313) 496-8451 swansonm@millercanfield.com

#### ATTORNEYS FOR THE CITY OF DETROIT

#### UNITED STATES BANKRUPTCY COURT EASTERN DISTRICT OF MICHIGAN SOUTHERN DIVISION

In re:

City of Detroit, Michigan,

Debtor.

Bankruptcy Case No. 13-53846 Judge Thomas J. Tucker Chapter 9

### **CERTIFICATE OF SERVICE**

The undersigned hereby certifies that on August 18, 2017, he served a copy

of the foregoing **REPLY TO THE OBJECTION BY AGAR LAWN SPRINKLER** 

SYSTEMS, INC. TO DEBTOR'S FORTY-SEVENTH OMNIBUS OBJECTION

TO CERTAIN CLAIMS, with its exhibits, upon the counsel for Agar Lawn

Sprinkler Systems, Inc. via first class mail and electronic mail, as follows:

John D. Mulvihill 20 W. Washington, Suite 2 Clarkston, MI 48346 jdmulvihill@sbcglobal.net

> By: <u>/s/ Marc N. Swanson</u> Marc N. Swanson 150 West Jefferson, Suite 2500 Detroit, Michigan 48226 Telephone: (313) 496-7591 Facsimile: (313) 496-8451 swansonm@millercanfield.com

August 18, 2017

# **EXHIBIT 1**

	Claim #776 Date Filed: 2/4/20 f you need to file a claim, please refer to the enclosed Information out Deadlines to File Claims.
UNITED STATES BANKRUPTCY COURT EASTERN DISTRICT	of MICHIGAN CHAPTER 9 PROOF OF CLAIM
Name of Debtor: City of Detroit, Michigan Case N	umber: 13-53846
NOTE: Do not use this form to make a claim for an administrative expense that arises after t	the bankruptcy filing.
Name of Creditor (the person or other entity to whom the debtor owes money or property):	2. 2011 CCB _ IT A ID: 3L
Agar Lawn Sprinkler Systems Inc	264 2014 FEB - 4 A 10: 36 COURT USE ONLY
Name and address where notices should be sent: NameID: 11634544	Check this box if this claim amends a previously field of a first COURT
Agar Lawn Sprinkler Systems Inc Attn Accounts Payable	E.B. MICHIGAN-DETROIT Court Claim Number:
18055 Van Dyke	Court Claim Number: (If known)
Detroit, MI 48234	
Telephone number 313.475.4263 email: <u>Agar Sprinklers @ acc.</u> Name and address where payment should be sent (if different from above): RCBERT AGAR, AGAR LAWN SPRINKLER SYSTE	Com Filed on:
Name and address where payment should be sent (if different from above): $R_{r} = \frac{1}{2} \left( \frac{1}{2} \frac{1}{2}$	$\square Check this box if you are aware that anyone else has filed a proof of claim$
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Telephone number: 313.475.4283 email: AgarSprinklers@ c	tol CAM
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1. Amount of Claim as of Date Case Filed: <u>\$ 189, 152.0</u>	
If all or part of the claim is secured, complete item 4. If all or part of the claim is entitled to priority, complete item 5. Check this box if the claim includes interest or other charges in addition to the principal amou	KURTZMAN CARSON CONSULTANTS ant of the claim. Attach a statement that itemizes interest or charges.
2. Basis for Claim: <u>Services</u> Performed	
	mount of arrearage and other charges, as of the time case was filed, acluded in secured claim, if any: \$
Nature of property or right of setoff: □Real Estate □Motor Vehicle □Other Ba Describe:	sis for perfection:
Value of Property: \$ An	nount of Secured Claim: \$
Annual Interest Rate (when case was filed)% □Fixed or □Variable A	mount Unsecured: \$ <u>189,752.63</u>
5. Amount of Claim Entitled to Priority as an Administrative Expense under 11 U.S.C. §§	503(b)(9) and 507(a)(2). \$
5b. Amount of Claim Otherwise Entitled to Priority. Specify Applicable Section of 11 U.S.	S.C. §
6. Credits. The amount of all payments on this claim has been credited for the purpose of mak	ing this proof of claim. (See instruction #6)
7. Documents: Attached are redacted copies of any documents that support the claim, such as running accounts, contracts, judgments, mortgages, security agreements, or, in the case of a claim statement providing the information required by FRBP 3001(c)(3)(A). If the claim is secured, be evidence of perfection of a security interest are attached. <i>(See instruction #7, and the definition ATTACHED DOCUMENTS MAY BE DESTROYED AFTER SCANNING.)</i> If the documents are not available, please explain:	ox 4 has been completed, and <b>redacted</b> copies of documents providing
8. Signature: (See instruction # 8) Check the appropriate box.	
I am the creditor. I am the creditor's authorized agent. I am the trustee, or the core their authorized agent (See Bankruptcy Rule)	nt. (See Bankruptcy Rule 3005.) 3004.)
I declare under penalty of perjury that the information provided in this claim is true and correct Print Name: KOBERT AGAR Title: Company: Address and telephone number (if different from notice address above): (Signature)	to the best of my knowledge, information, and reasonable belief.
53520 ODILON SHELBY TWP. MI 48316 3134754283 Agarsprinklers@aol.com Telephone number:	
Penalty for presenting fraudulent claim: Fine of up to \$500,000 or imprisonm	tent for up to 5 years, or both. 18 U.S.C. §§ 152 and 3571.
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# **EXHIBIT 2**

### UNITED STATES BANKRUPTCY COURT EASTERN DISTRICT OF MICHIGAN SOUTHERN DIVISION

In re:

City of Detroit, Michigan,

Debtor.

Bankruptcy Case No. 13-53846 Judge Thomas J. Tucker

Chapter 9

## DECLARATION OF ANGELA HIPPS IN SUPPORT OF THE CITY OF DETROIT'S OMNIBUS REPLY IN SUPPORT OF THE FORTY-<u>SEVENTH OMNIBUS OBJECTION TO CERTAIN CLAIMS</u>

I, Angela Hipps, a Manager with the City of Detroit General Services Department ("<u>GSD</u>"), submit this declaration in support of the City of Detroit's ("<u>City</u>") Omnibus Reply in Support of the Forth-Seventh Omnibus Objection to Certain Claims.

1. Except as otherwise indicated, all facts set forth in this declaration are based upon my personal knowledge or are based upon information provided to me by other City employees. If I were called to testify, I could and would testify to the facts set forth in this declaration.

2. I began oversight of the irrigation systems repair and maintenance contract for GSD, City of Detroit, in June of 2013. My position with GSD was Floriculture Supervisor. I have a Bachelor of Science in Horticulture from Michigan State University. I also have training in irrigation repairs, and was responsible for completing all irrigation repairs for the Rogell Golf Course, where I served as superintendent for 17 years.

3. Agar Lawn Sprinkler Systems Inc. ("<u>Agar</u>") maintains and repairs irrigation systems, such as sprinkler systems, such as those used by the City to maintain its public areas.

4. Robert (or "Bob") Agar is the owner of Agar.

5. On July 28, 2016, the City filed its Forty-Seventh Omnibus Objection to Certain Claims [Doc. No. 11399] ("<u>Objection</u>"). As set forth in the Objection, the City objected to proof of claim number 776 ("<u>Agar Claim</u>") filed by Agar on February 4, 2014. Agar filed a response to the Objection on August 23, 2016, at

docket number 11451 ("<u>Agar Response</u>"). I have reviewed the Objection, the Agar Claim, and the Agar Response.

6. Agar maintains and repairs irrigation systems, such as sprinkler systems,

7. The Agar Claim asserts a claim for "services performed" in the amount of \$189,752.63.

8. In support of the Agar Claim, Agar attaches a summary of amounts that it claims represent unpaid invoices ("<u>Agar Claim List</u>").

9. The Agar Claim List only contains three invoice numbers: #410, #412, and #413. These are listed next to the entry marked "Pg. 10 11, 12."

10. The remaining entries on the Agar Claim List do not provide information to substantiate the Agar Claim. Each entry contains no more than (1) a cryptic statement that may indicate a City department or function Agar claims owes it money, (2) the year in which services allegedly were provided or billed, and (3) a dollar amount claimed. All of the entries other than the one noted in the prior paragraph lack invoice numbers. Agar did not attach copies of any invoices to the Agar Claim.

11. For the entries that lack invoice numbers or even dates and service descriptions, there is no way for the City to verify that any amount is owed, much less the amount claimed. There is no way to determine (1) whether any invoices were ever issued in the amounts alleged, (2) what the alleged services might have been that would justify these amounts or where and when they might have been provided, or (3) whether the amount asserted might already have been paid by the City.

12. Further, I have reason to suspect that the amounts asserted likely have been fabricated or inflated.

13. Soon after I began my tenure with GSD, I received questions from colleagues over the amounts that Agar was billing for services.

14. As an example of these concerns, Building Maintenance Supervisor Johnnie Haynes discussed with me an Agar invoice. He told me that someone had broken into one of the City's trucks and had stolen items needed to turn on water to a building. He had asked Agar to handle this request. He said that Agar had dispatched a technician who turned on the water in under five minutes while he watched. Later, he had received an invoice claiming that four men had been involved and had each spent four hours on the problem.

15. A number of my colleagues observed that many invoices from Agar asserted that four men had provided four hours of labor each, regardless of the nature of the job in question.

16. Because of these concerns, Brad Dick, Director of GSD, asked me to supervise work assigned to Agar. My experience in irrigation would help GSD verify the invoices it received.

17. An opportunity to witness a repair presented itself on June 20, 2013. A sprinkler head was stuck on and was flooding an area on Madison Avenue. I contacted Agar that day and asked them to repair it. They agreed to repair it the next day, Friday, June 21, as they would be working at Grand Circus Park nearby. I was to meet them at noon.

18. Agar's technician arrived and changed out a solenoid and a faulty valve and turned the water back on. I did not witness the entire repair, but remained in the area and checked in from time to time. In my experience, such a repair should normally take no more than two hours for one person to complete.

19. The next Monday, June 24, Karen Agar from Agar emailed invoice #412 to the City for the work that had been done. The invoice was for \$496.30, \$416.00 of which was for labor. There was no breakout for how the figure for labor had been determined.

20. When I requested a breakout of hours, Agar responded that three men had each worked four hours on the job for a total of 16 hours at \$26 per hour. I pointed out that this math did not work. The next day, June 25, Agar emailed a revised invoice showing that that four men had been present, not three.

21. Also on June 25, I witnessed another service request to West Grand Circus. Agar had said it would start work at 8:00 a.m. I arrived at 8:00 a.m. at the job site and waited for Agar's people to arrive.

22. The first irrigation person showed up at 9:25 a.m., identified himself as "Steve," and said that others were on the way.

23. Ultimately, four people showed up, including the owner Bob Agar, at various times between 10:30 a.m. and 11:30 a.m. None of them had contacted

Municipal Parking to get access to the job site. It was their responsibility to do so, and because they had not, they could not enter to conduct the scheduled repairs.

24. Bob Agar told me they would return the next day, June 26. I stated there should not be a charge for June 25 since no work had been done. Bob told me that he intended to charge for four people's time starting at 8:00 a.m. that morning because they had left their shop at 8:00 a.m., went to retrieve parts, and so forth. I told him that I would not approve an invoice where no actual work had been done.

25. I also told Bob that after the job was completed, I wanted all parts that were replaced. Bob told me that he did not have to give me the parts. I insisted on receiving them anyway, as I believe the City has a right to the original parts when it is paying for replacement parts.

26. I asked Bob at what time Agar would arrive tomorrow. Bob said they would return at 9:00 a.m. He appeared very angry. He and his team then left.

27. That afternoon, the City received an email from Bob canceling the June 26 repair appointment.

28. Over the next few days, I exchanged emails with Bob regarding his invoice for the Madison Avenue repair. He insisted that Agar spent 16 hours on the job, stating that the time included the initial contact, scheduling, invoicing, premeeting and actual meeting time, research, parts procurement, and "pure man hours" in addition to the actual repair time. In my experience, irrigation specialists set an hourly rate that covers these overhead items and bill only for the time that they actually spend on the job.

29. Ultimately, the City terminated its contract with Agar.

30. Based on my experience with Agar and on conversations I have had with other current and former City employees, I believe Agar likely overbilled the City for services for years. I have no reason to trust any invoice from Agar.

31. Because the Agar Claim is unsupported by credible documentation, and because my personal experience with Agar indicates that invoices from Agar may well contain inflated labor charges, I do not believe the Agar Claim demonstrates that the City owes Agar anything, much less the amount claimed.

- SIGNATURE LINE IS ON THE NEXT PAGE -

Pursuant to 28 U.S.C. § 1746, I declare under penalty of perjury that the foregoing is true and correct to the best of my knowledge, information and belief.

By: <u>Ungela Hippi</u> Angela Hipps

Manager, City of Detroit General Services Department

Executed on August  $\underline{26}$ , 2016

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