

COMMUNITY STANDARDS DISTRICT – COMPLAINT LOG  
SECOND QUARTER 2013

+REF #	DATE & TIME	NAME (LAST, FIRST)	PH#	COMPLAINT TYPE	LOCATION	COMPLAINT	PXP ACTION	CALLER RESPONSE	RESPONSE TIME	CSD REPORTING (EMAIL)	DATE & TIME REPORTED	COMMENTS
1013	4/12/13 1548	[REDACTED]	[REDACTED]	Noise	Blair Hills	PXP's Ombudsperson received an email from a Blair Hills resident; referred by Culver City's City Attorney to report a noise complaint. The email stated they and a number of neighbors had noticed a "heighten level" of daytime noise over the past few days and believed it to be coming from the oil field.  (lp)	PXP's Ombudsperson replied to the email in which a cell phone number was provided and requested a return call. PXP's Operations was immediately contacted and began an investigation. At 1710 PXP's Ombudsperson received a call from the complainant who reported banging noise over several days. PXP's Ombudsperson reported the results of the investigation to the resident. Approximately ½ mile from the resident a workover rig performing a re-abandonment of a well was completing a job and a workover rig performing routine maintenance on a well was in the process of completing a job.	The complainant thanked PXP's Ombudsperson for the information and prompt response. The Ombudsperson's direct office number and PXP's 24 hour 800 number were provided for future use and immediate response.	1634	Public Health: (clandowski)  DRP: (rkambara)	05/15/13 1147  05/15/13 1147	
1113	04/18/13 1509	[REDACTED]	[REDACTED]	Noise	Windsor Hills	PXP's Ombudsperson received a voice message on the office phone at 1507 regarding pipes banging. PXP's 800 number received a call at 1509 regarding pipes banging.  (pg)	PXP operations immediately began an investigation. It was speculated, a rig performing a routine maintenance job in the area may have been the source. The rig crew was advised of the complaint and to mitigate any potential sources of noise.	The outcome of the investigation was reported back to the complainant.	1338	Public Health: (clandowski)  DRP: (rkambara)	05/18/13 1622  05/18/13 1622	
1213	04/19/13 1303	[REDACTED]	[REDACTED]	Property Damage	Ladera Heights	PXP's Ombudsperson received a voice message on the office phone at 1303 regarding damage to the outside of their home. The home is located approximately 1000 feet from the field.  (lp)	A meeting is scheduled for Friday (5/3) at 10:00am at the residence.	The caller was pleased with the prompt response.	1356	Public Works: (sburger)  DOGGR: (akhan)  DRP: (rkambara)	04/29/13 1615  04/29/13 1615  04/29/13 1615	

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1313	05/04/13 1349	[REDACTED]	[REDACTED]	Noise	Unknown	PXP's 800 number received a call from a resident regarding noise. PXP's on-call personnel returned the call and left a voice message.  (bg)	PXP's ombudsperson will attempt to reach the caller Monday (5/6).	N/A	1800	Public Health: (clandowski)  DRP: (rkambara)	05/07/13 0956  05/07/13 0956	
1413	05/08/13 2053	[REDACTED]	[REDACTED]	Lighting	Ladera Crest	PXP's 800 number received a call from a resident complaining about bright lights in the northern portion of the field.  (bg)	Upon investigation, it was discovered that the land owner was filming approximately 1 mile north of the resident.	The complainant was informed of that filming was occurring and the lighting had nothing to do with operations at the oil field.	2127	DRP: (rkambara)	05/09/13 1703	The complaint was communicated to the landowner.
1513	05/30/13 1553	[REDACTED]	[REDACTED]	Odor & Vibration	Baldwin Hills	PXP's 800 number received a call from a resident complaining about a slight oily grease smell under the right side of their home and feeling a slight vibration.  (pg)	Through an investigation of the field identified no issues and no alarms from the air monitoring equipment at the gas plant or drilling rig. The drilling rig is located approx.. 2 miles southeast of the residence and wind direction was blowing towards the northeast.	The complainant expressed appreciation for the follow-up calls.	1605 (voice message left)	DRP: (rkambara)  AQMD: (mhernandez)	05/31/13 0939  05/31/13 0939	Follow-up call was placed the morning of (5/31) to report the outcome of the investigation.
1613	06/04/13 1010	[REDACTED]	[REDACTED]	Property Damage	Blair Hills	Freeport McMoRan Oil & Gas's (formerly PXP) ombudsperson received an email DOGGR regarding a resident in Blair Hills who had concerns that [REDACTED] might have oil in [REDACTED] soil where [REDACTED] plans to plant a vegetable garden. A DOGGR representative performed a site visit to the home; however there were no obvious signs of oil.  (lp)	A follow-up call (6/04) was placed to the homeowner.	The resident indicated there was no need or desire for further investigation and thanked the ombudsperson for the follow-up call. The ombudsperson provided both the direct office phone number and the 800 number for future reference.	1018	Public Works: (sburger)  DOGGR: (akhan)  DRP: (rkambara)	06/05/13 1330  06/05/13 1330  06/05/13 1330	

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1713	06/14/13 1654	[REDACTED]	[REDACTED]	Noise	Culver City WLA College	Freeport McMoRan Oil & Gas' 800 number received a call from a Culver City resident complaining about noise coming from the field near WLA College. The complainant stated [REDACTED] heard machinery and engine noise.  (lv)	Upon investigation, the only activity in that part of the field was a workover rig performing a re-abandonment of a well. At the time of the investigation, it was reported that the workover rig activity was not causing the noises reported and sound walls had previously been installed around the rig.	On-call personnel reported back to the resident at 5:29 p.m. with the results of the investigation, who expressed appreciation for the follow-up call.	1702	Public Health: (clandowski)  DRP: (tstapleton)	06/17/13 1244  06/17/13 1244	The drilling rig is currently located approximately 1.8 miles east of the resident.
1813	06/27/13 0710	[REDACTED]	[REDACTED]	Odor	Culver City Blair Hills	Freeport McMoRan Oil & Gas' (FM O&G) Ombudsperson received a call on her office phone from a Culver City resident regarding an odor. The caller stated they smelled a slight sewer type smell this morning when he woke up at 6:45 a.m. FM O&G immediately began an investigation as to the source of the odor.  (pg)	Through an investigation of the field, no issues were identified and there were no alarms from the air monitoring equipment at the gas plant nor drilling rig, which is located approximately 1.2 miles south west of the area where the resident is located. An FM O&G employee walked around the complainants neighborhood and found what appears to be a possible dead animal located west of the complainants property in a local park.	On-call personnel called the complainant to report the findings and he was thankful for the information.	0805	DRP: (tstapleton)  AQMD: (mhernandez)	06/27/13 1249  06/27/13 1249	FM O&G's ombudsperson is presently on vacation but returned the call to the complainant.