

+REF #	DATE & TIME	NAME (LAST, FIRST)	PH#	COMPLAINT TYPE	LOCATION	COMPLAINT	PXP ACTION	CALLER RESPONSE	RESPONSE TIME	CSD REPORTING (EMAIL)	DATE & TIME REPORTED	COMMENTS
1913	7/03/13 1622	[REDACTED]	[REDACTED]	Odor	Baldwin Hills	Freeport McMoran Oil & Gas's (FM O&G) 800 number received a call from a resident regarding an oily smell causing them to have a headache. The resident stated the odor was under the right side of the home (the same as reported on (5/30)). The resident also stated the odor had occurred the previous night between 9:00pm – 9:30pm. Prompting her to call both AQMD and FM O&G. (lp)	Through an investigation of the field, no issues were identified, flaring did not take place and the drilling rig was shut down as it was preparing to move to the next drilling location. The meteorological station indicated the wind direction was from the southwest.	A follow-up call was placed at 1726 with the results of the investigation. The resident appreciated the call back.	FM O&G Ombudsperson returned the call at 1627 and left a voice message. Resident spoken with at 1658.	AQMD: (mhernandez) DRP: (tstapleton)	07/03/13 0730 07/03/13 0730	
2013	7/05/13 0244	[REDACTED]	[REDACTED]	Vibration	Blair Hills	Freeport McMoran Oil & Gas's (FM O&G) 800 number received a call from a resident regarding vibrations. FM O&G's on-call personnel returned the call where the complainant stated they were hearing a low hum in the neighborhood, rather than a vibration. The caller inquired if fracking was occurring and if there was equipment nearby that could be the source. (sg)	Through an investigation of the field, no issues were identified, flaring did not take place and the drilling rig is currently located approximately 1/2 mile southeast of the area where the complaint originated.	The resident was appreciative of the call back.	0253	Public Health: (clandowski) DRP: (tstapleton)	07/05/13 0953 07/05/13 0953	The complainant called FM O&G's 800 number again at 3:59 a.m. indicating the low hum was still occurring. FM O&G's on-call returned the call, where the resident indicated they had placed a call to the Culver City Police Department, who had investigated and were unable to detect any noise or humming

REDACTED BY T. STAPLETON
10-2-13

2113	7/09/13 0934	[REDACTED]	[REDACTED]	Odor	Ladera Heights	Freeport McMoRan Oil & Gas's (FM O&G) 800 number received a call from a resident regarding a gas odor emanating from the bathroom shower drain. (lp)	Through an investigation of the field, no issues were identified, flaring did not take place and the drilling rig is currently located approximately 1 mile northeast of the area where the complaint originated. FM O&G's Ombudsperson also visited the home and detected what appeared to be a chemical odor in the home.	.	0936	AQMD: (mhernandez) DRP: (tstapleton)	07/09/13 1353 07/09/13 1353	The resident contacted Southern California Gas Company who investigated and were unable to determine the source of the odor.
2213	7/19/13 1511	[REDACTED]	[REDACTED]	Odor	Kenneth Hahn Park (eastern ridgeline)	Freeport McMoRan Oil & Gas's (FM O&G) ombudsperson received a voice message on the office phone from a complainant regarding a sulfur/hydrocarbon. (lp)	Through an investigation of the field, no issues were identified and there were no alarms from the air monitoring equipment at the gas plant or drilling rig. A workover rig located near Stocker Street and La Brea Avenue was in the process of shutting down for the evening and the drilling rig is located approximately ½ mile southwest of where the complaint originated.	A call was placed at 2:56 to report the outcome of the investigation to the complainant.	The voice message was received at 2:10 p.m. and returned call placed.	AQMD: (mhernandez) DRP: (tstapleton)	07/19/13 1311 07/19/13 1311	
2313	7/31/13 1511	[REDACTED]	[REDACTED]	Odor/ Vibration	Baldwin Hills	FM O&G's 800 number received a call from a resident of Baldwin Hills (located east of La Cienega and south of Rodeo) regarding an oily smell and a slight vibration under the right side of their house. FM O&G's ombudsperson returned the call at where the complainant stated both occurrences took place the night before (on 07/30) between the hours of 10:00 p.m. – 12:30 a.m. The resident expressed concern as the home will be tented for extermination Monday (08/05). (lp)	Through an investigation of the field, no issues were identified and there were no alarms from the air monitoring equipment at the gas plant. The drilling rig, located approximately 1.3 miles southeast of the area where the complaint originated, was shut down for the evening as it prepared to move to the next drilling location. The site location meteorological station indicated the wind direction was blowing towards the northeast from the southwest.	The resident was thankful for the return call. FM O&G's ombudsperson expressed the use of the 24-hour 800 number so an investigation can commence immediately.	0854	AQMD: (mhernandez) Public Health: (clandowski) DRP: (tstapleton)	07/31/13 1443 07/31/13 1443 07/31/13 1443	

2413	8/19/13 1047	[REDACTED]	[REDACTED]	Noise	Windsor Hills	<p>Freeport-McMoRan Oil & Gas' (FM O&G) ombudsperson received a voice message directly on the office phone from a Windsor Hills resident complaining about pipes banging and the number of rigs working in the vicinity. During the return call to the complainant, they stated the noise from pipes, hammering and engines was very loud and [REDACTED] had received calls last evening from other residents regarding the noise. The complainant also stated the lights from the drilling rig were shining into neighbors' homes.</p> <p>(lp)</p>	<p>FM O&G's ombudsperson informed the caller that only the drilling rig was working last night and noise mitigations are taken into consideration for all rigs working near sensitive areas. Additionally, noise monitoring equipment reflected no exceedances from drilling operations. The drilling rig has been on location since August 8th. We will review the lighting orientation this evening and make any adjustment, if necessary, since we just became aware there could be a potential issue.</p>		<p>FM O&G's ombudsperson returned the call at 1212 and spoke with the resident.</p>	<p>Public Health: (clandowski) DRP: (tstapleton)</p>	<p>08/19/13 1609 08/19/13 1609</p>	<p>FM O&G's ombudsperson encouraged the caller to utilize FM O&G's 800 number and to also remind [REDACTED] neighbors to use the 800 number, in order for an accurate and timely investigation and response. The caller indicated they had placed a call to FM O&G's 800 number and left a voice message. FM O&G's ombudsperson confirmed the on-call service does not have the capability to receive voice messages through the 800 number. FM O&G's ombudsperson called the complainant (1:07 p.m.) to inform them the 800 number is operating normally and is not capable of receiving voice messages.</p>
2513	8/29/13 2151	[REDACTED]	[REDACTED]	Odor	Los Angeles	<p>FM O&G's 800 number received a call from a presumed City of Los Angeles resident complaining about strong fumes occurring consecutively for two nights in "Los Angeles". The caller requested a return call after 12:00 p.m.</p> <p>(lp)</p>	<p>Although the location of the complaint is unknown, an investigation of the field was conducted; no issues were identified and there were no alarms from the air monitoring equipment at the gas plant.</p>		<p>FM O&G's ombudsperson returned the call this morning at 0930 leaving a voice message requesting specific details and leaving a direct office phone number.</p>	<p>AQMD: (mhernandez) DRP: (tstapleton)</p>	<p>08/30/13 1041 08/30/13 1041</p>	<p>FM O&G's ombudsperson will attempt to contact the caller again this afternoon.</p> <p>Contact was made with the Windsor Hills resident on Tuesday (09/03) who indicated the fumes were similar to diesel / gas.</p> <p>FM O&G's ombudsperson</p>

												provided the IW CSD website and AQMD's 800 number to the complainant
2613	09/10/13 1025	[REDACTED]	[REDACTED]	Vibration	Blair Hills	<p>FM O&Gs' 800 number received a call from a Blair Hills resident complaining about vibration coming from the field. The complainant stated they left a vibration and rattling in their home. The resident also stated another neighbor had also experienced the vibration</p> <p>(lp)</p>	<p>Upon investigation, the only activity in that part of the field was machinery being used to level and smooth out an existing road (approximately 400 feet from the resident). Work ceased for the day and will resume next week, where the resident will be notified 24 hours prior to work commencing. A follow-up call was placed to the complainant advising of the outcome of the investigation via voice message.</p>		<p>FM O&G's ombudsperson returned the call at 1038</p>	<p>Public Health: (clandowski)</p> <p>DRP: (tstapleton)</p>	<p>09/10/13 1404</p> <p>09/10/13 1404</p>	
2713	09/11/13 1025	[REDACTED]	[REDACTED]	Noise	Windsor Hills	<p>FM O&Gs' 800 number received a call from a Windsor Hills resident complaining about pipes banging. The complainant stated the noise from hammering was very loud.</p> <p>(lp)</p>	<p>FM O&G's ombudsperson informed the caller that a workover rig was working in the area and scheduled to be completed by Friday (09/13). The work is being conducted during daylight hours. Noise mitigations are taken into consideration for all rigs working near sensitive areas.</p>	<p>Complainant expressed concerns with the level of noise and duration.</p>	<p>FM O&G's ombudsperson returned the call at 2:19 p.m.</p>	<p>Public Health: (clandowski)</p> <p>DRP: (tstapleton)</p>	<p>09/11/13 1733</p> <p>09/11/13 1733</p>	