

**COMMUNITY STANDARDS DISTRICT – COMPLAINT LOG
THIRD QUARTER 2015**

| REF # | DATE & TIME | NAME (LAST, FIRST) | PH# | COMPLAINT TYPE | LOCATION | COMPLAINT | FM O&G ACTION | CALLER RESPONSE | RESPONSE TIME | CSD REPORTING (EMAIL) | DATE & TIME REPORTED | COMMENTS |
|-------|------------------|--------------------|--------|----------------|-------------------|--|---|---|------------------|---|---|---|
| 0915 | 07/01/15 1616 | ██████ | ██████ | Noise | Windsor Hills | <p>FM O&G's ombudsperson received noise complaint via a voice message left on the office phone. The complainant stated there was excess noise of pipes clanking from a rig crew.</p> <p>(lp)</p> | <p>FM O&G's operations personnel reported a crane was utilized during routine maintenance work on a well shortly after 4:00 pm. The intermittent noise lasted approximately 10 minutes as the job ceased for the day at 4:25 pm.</p> <p>FM O&G's ombudsperson responded to complainant advising them the work was completed for the day.</p> | The resident question how long the work would take place and if the crew was trained on the noise mitigation measures of the CSD. | 07/01/15 1637 | <p>DRP: (tstapleton)</p> <p>Public Health: (emasis)</p> | <p>07/01/15 1654</p> <p>07/01/15 1654</p> | |
| 1015 | 09/02/15 1207 | ██████ | ██████ | Odor | Kenneth Hahn Park | <p>FM O&G's 800 number received a call from an employee at Kenneth Hahn Park regarding a "strong smell of gas".</p> <p>(lp)</p> | <p>FM O&G on-call personnel returned the call and left a message. FM O&G's ombudsperson contacted the on-site gas plant and production operator who immediately began an investigation.</p> <p>FM O&G's gas plant operator reported that beginning at approximately 11:30 a.m. they began a routine process of switching from So Cal Gas to Tesoro and as part of the operation, the odorant was added.</p> <p>The odor described by the complainant was apparently from the operation switching from So Cal to Tesoro. Additionally, the oil field was operating properly and there were no other identified issues.</p> | <p>As part of the investigation FM O&G's ombudsperson went to the park and spoke with on-site personnel and reported the outcome of the investigation.</p> <p>Park employees thanked FM O&G's ombudsperson for coming to the offices to explain the outcome of the investigation.</p> | 09/02/15 1300 | <p>DRP: (tstapleton)</p> <p>AQMD: (mhernandez)</p> | <p>09/02/15 1502</p> <p>09/02/15 1502</p> | Based on the meteorological station data (the wind was blowing from the SW towards the NE). |

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|------|------------------|-------------------|----------------|------|----------------|---|---|---|------|--|---|---|
| 1115 | 09/14/15 1100 | AQMD Inspector | 1.800.288.7664 | Odor | Culver City | <p>An AQMD inspector arrived at the oil field to investigate 2 odor complaints received by AQMD at approximately 9:00 am. The locations of the complainants were northwest of the facility, one at a resident and the other by an individual driving by.</p> <p>The description of the odor was an oil or gas smell. The inspector drove around the facility and indicated to FM O&G that the odor complaints were not confirmed.</p> <p>(pg)</p> | <p>FM O&G Operations verified there were no issues on the field and there were no alarms from the air monitoring equipment at the gas plant.</p> | N/A | N/A | <p>DRP: (tstapleton)</p> <p>AQMD: (mhernandez)</p> | <p>09/14/15 1453</p> <p>09/14/15 1453</p> | <p>The meteorological station indicated the wind direction was from the southeast to the northwest.</p> |
| 1215 | 09/19/15 1257 | [REDACTED] | [REDACTED] | Odor | Ladera Heights | <p>FM O&G's 800 number received a call from a resident complaining about a gas smell.</p> <p>(sg)</p> | <p>FM O&G's on-call personnel contacted Operations who immediately began an investigation of the field nearest to complainant and the gas plant.</p> <p>FM O&G Operations verified there were no issues on the field and there were no alarms from the air monitoring equipment at the gas plant.</p> | <p>FMO&G on-call personnel called to report the outcome of the investigation to the resident at 1:25 a.m. and the resident thanked them for the follow-up call.</p> | 0100 | <p>DRP: (tstapleton)</p> <p>AQMD: (mhernandez)</p> | <p>09/21/15 0811</p> <p>09/21/15 0811</p> | <p>The meteorological station data indicated the wind was blowing from the NW towards the SE.</p> <p>Since produced gas does not have an odor, the resident was advised to call So Cal Gas.</p> |