



Of 18 complaints received in the second quarter, none were deemed associated with oil field operations. This includes a "cluster" of complaints received on or around June 6th-8th from residents of Village Green. This compares with only 2 total complaints from the previous quarter. The approved oil field Odor Minimization Plan identifies potential sources of nuisance odors at the Inglewood Oil and measures to be taken to minimize odors such as the use of odor suppressants, maintenance of a portable flare, and use of closed systems. The Plan provides no guidance, nor is intended, for handling general complaints from the public. SPR to seek LA County guidance on handling unrelated calls in the future.

C. Halley, 7/5/18

COMPLAINT SUMMARY

Q2-18-03 Received an odor ("burning rubber") complaint from a resident in the Cameo Woods neighborhood (BH/Crenshaw n/o IOF). IOF Operators dispatched, no odors/anomalies detected. Incident deemed unrelated to oil field activities.

Q2-18-04 Received an odor ("burning rubber") complaint from a resident in the Village Green neighborhood (n/o IOF). IOF Operators dispatched, no odors/anomalies detected. Incident deemed unrelated to oil field activities.

Q2-18-05 Received a noise complaint from Culver City representative advising 2 residents contacted Culver City complaining about "drilling noises". Upon contact, one of the complainants stated she advised the city that the noise was either from nearby City construction job or Metro rail construction. The 2nd complainant never returned SPR's calls. Incident deemed unrelated to oil field activities. It is unclear why City representative misrepresented the incident.

Q2-18-06 Received an odor complaint from 3800 block of S. Cochran Ave., caller advised of a "strong skunk odor". IOF Operators dispatched, no odors/anomalies detected. Incident deemed unrelated to oil field activities.

Q2-18-07 Received a complaint from resident in Ladera Heights who stated he discovered what he thought to be oil in his main sewer line. SPR personnel responded and, upon further investigation, determined the substance not to be oil and the resident agreed with SPR's conclusion.

Q2-18-08 AQMD Inspector called in regards to a complaint he received of a "petroleum odor" near i/o Stocker/La Cienega. IOF Operators & Engineers responded to the location, no odors/anomalies detected. Incident deemed unrelated to oil field activities.

Q2-18-09 Received an odor complaint from the Village Green neighborhood. Odor described as "burning/hot rubber" or "sewage" smell. IOF Operators dispatched, no odors/anomalies. Incident deemed unrelated to oil field activities.

Q2-18-10 Received an odor complaint from the Village Green neighborhood. Odor described as "really strong odor in the air". IOF Operators dispatched, no odors/anomalies detected. Incident deemed unrelated to oil field activities.

Q2-18-11 Received an odor complaint from the Village Green neighborhood. Odor described first as "ongoing horrible skunk smell" and upon contact changed to "strong burnt rubber odor". IOF Operators dispatched, no odors/anomalies detected. Incident deemed unrelated to oil field activities.

Q2-18-12 Received an odor complaint from the Village Green neighborhood. Odor described as "rubber burning, like a skunk smell". Similar unfounded complaints received about the same time period and with each investigation, IOF Operators dispatched, no odors/anomalies detected. Incident deemed unrelated to oil field activities.

Q2-18-13 Received an odor complaint for the c/o Hauser/Coliseum. Operations checked the area, but no odors were detected and no source or cause of the reported odor could be found. Incident deemed unrelated to oil field activities.

Q2-18-14 Received an odor complaint for the c/o Hauser/Coliseum. Operations checked the area, but no odors were detected and no source or cause of the reported odor could be found. Incident deemed unrelated to oil field activities.

Q2-18-15 Received an odor complaint (strong, chemical, burning rubber type odor, eyes burning) for the Village Green neighborhood. Operations checked the area, but no odors were detected and no source or cause of the reported odor could be found. Incident deemed unrelated to oil field activities.

Q2-18-16 Received an odor complaint for the Village Green neighborhood. Operations checked the area, but no odors were detected and no source or cause of the reported odor could be found. Incident deemed unrelated to oil field activities.

Q2-18-17 Received an odor complaint (strong, chemical, burning rubber type odor, eyes burning) for the Village Green neighborhood. Operations checked the area, but no odors were detected and no source or cause of the reported odor could be found. Incident deemed unrelated to oil field activities.

Q2-18-18 Received an odor complaint (strong, chemical, burning rubber type odor, eyes burning) for the c/o Rodeo Rd & La Cienega Blvd. Operations checked the area, but no odors were detected and no source or cause of the reported odor could be found. Incident deemed unrelated to oil field activities.

Q2-18-19 Received an odor complaint (foul, skunk-smell) for the Village Green neighborhood. Operations checked the area, but no odors were detected and no source or cause of the reported odor could be found. Incident deemed unrelated to oil field activities.

Q2-18-20 Received an odor complaint ("burning trash") from complainant on Don Valdes Drive. Operations checked the area, but no odors were detected and no source or cause of the reported odor could be found. Incident deemed unrelated to oil field activities.





INDIVIDUAL COMPLAINT DETAILS							
REF #	DATE & TIME Call rec'd	NAME (LAST, FIRST)	PHONE #	LOCATION	COMPLAINT	Sentinel Peak Resources Actions	CSD REPORTING (EMAIL - Date/Time)
<u>Q2-18-07</u>	05/08/18 09:52	██████████	██████████	Ladera Heights	Other	See "Comments"	tstapleton Email - 05/08/18 @ 11:41
Comments:	<ul style="list-style-type: none"> • ██████████ called the SPR 800 # to report that he found, while snaking the line, what he thought to be oil in the main sewer line of his residence. • SPR EH&S Specialist Landgard responded to the residence to investigate the complaint and found that the substance was not oil. • ██████████ agreed with Mr. Landgard's assessment that the substance was not oil, no further action/follow-up needed. 						
<u>Q2-18-08</u>	05/16/18 11:31	Lee, Thomas (AQMD Inspector)	909-396-2412	Stocker St./La Cienega Blvd.	Odor Complaint	See "Comments"	tstapleton Email - 05/16/18 @ 12:21
Comments:	<ul style="list-style-type: none"> • AQMD Inspector Thomas Lee telephoned in regards to a complaint he received of a "petroleum odor" near Stocker St./La Cienega Blvd.; Inspector Lee could not provide an exact time of the original complaint, but added that he received it "this morning". • Inspector Lee responded to the area "right away", drove the perimeter of the field and did not detect any odors. He also recalled performing a site audit of the field a few weeks ago, with no odors detected at that time either. Inspector Lee SPR to check out the area for any possible sources of an odor, but that this was an "<u>informal call</u>", with not need for follow-up unless something is found. • SPR Safety Specialist Landgard contacted our field operations and the Field Foreman and Operators were sent to the location, but no odors were detected. • SPR Engineer Taimuty investigated the area for odors at 12:30-13:00, but no odors were detected. 						
<u>Q2-18-09</u>	05/16/18 22:09	██████████	██████████	██████████ Village Green	Odor Complaint	See "Comments"	tstapleton Email - 05/16/18 @ 22:45
Comments:	<ul style="list-style-type: none"> • ██████████ called SPR EH&S 800 # to report she smelled a "burning or hot rubber" or "sewage" odor near her residence, which is in the Village Green neighborhood (n/o IOF). • SPR Safety Specialist Landgard responded to the area shortly after ██████████ call and thought he smelled a "quick whiff of sewage odor" which then quickly dissipated. • Mr. Landgard also contacted SPR Field Operations who responded to the north side of the field, but no odors or source of any odors were found. • Mr. Landgard phoned ██████████ after his investigation and she advised that the odor was gone. 						
<u>Q2-18-10</u>	05/16/18 22:56	██████████	██████████	Village Green Neighborhood (north of Ing Field)	Odor Complaint	See "Comments"	tstapleton Email - 05/16/18 @ 23:16
Comments:	<ul style="list-style-type: none"> • ██████████ called SPR EH&S 800 # and reported a "really strong odor in the air", nfd (no further description/details). • SPR Safety Specialist Landgard called ██████████ back and left a message, but has not received a call back (as of 05/17/18 @ 08:43) • Mr. Landgard again called SPR Field Operations, who again responded to the north area of the field, but <i>again</i> found no odors or source of any odors. 						



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