

COMMUNITY STANDARD DISTRICT  
COMPLAINT LOG

Fourth Quarter 2010

REFERENCE NUMBER	DATE/ TIME	NAME (LAST, FIRST)	PHONE NUMBER	TYPE OF COMPLAINT	PXP ACTION	CALLER RESPONSE	CSD REPORTING	DATE/ TIME REPORTED	COMMENTS
1510	10/05/10 0950	[REDACTED]	[REDACTED]	Baldwin Vista Stillwater Drive	[REDACTED] placed a call directly to the ombuds person regarding a long crack along the side of [REDACTED] home. The call was returned at 1030 hours and a message was left.	Another call was placed on 10/06 at 1010 hours where [REDACTED] stated [REDACTED] didn't want to pursue the call.	emailed: Public Works (Shover)  emailed: DRR (freeman) emailed: 00668 (Karlson)	10/05/10  10/05/10  1546  1546	The caller was unwilling to provide [REDACTED] address stating [REDACTED] didn't want to go on the record. The caller was advised if [REDACTED] would like to pursue the issue in the future [REDACTED] may write BXP a letter.
1610	10/06/10 0910	[REDACTED]	[REDACTED]	Noise Windsor Hills	A call was received to the 800 number regarding a noise complaint. BXP staff immediately began an	[REDACTED] was informed of the work taking place and the mitigation			



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1710	10/19/10 1545	AGM Inspector	800 288.7664	Odor Windsor Hills	An AGM Insp. arrived at the field to investigate an odor complaint of a sulfur smell. The Inspector visited the area of the complainant's home and reported no odor was detected. The Inspector inquired if any incidents occurred and a wood shed.		emailed: AGM (in her name)	10/20/2010 0900	
1810	10/29/10 2325	[REDACTED]	[REDACTED]	Vibration Creeshaw Area	The CSD website (ingewoodoilfield.com) received an email regarding "rumbling from the refinery that usually begins after midnight, the roaring lasted close to 20 minutes and the windows were rattling." The email also indicated the complainant lives closer to Creeshaw. A return call was placed to the contact number provided but a message was unable to be left.		emailed: Public works (C. Landowski)	11/01/10 1730	Tuesday (11/01) the Ombudsman reached the househol and spoke to a gentleman who took a message and indicated they would notify the complainant. Contact to reach the complainant will continue.

[illegible]

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2010	11/09/10 1200	Adamo Inspector	800 288.7664	Odor Culver Crest	Ado Adamo Inspector arrived at the field to investigate and Odor Complaint of a sulfur smell.  The Inspector visited the Resident of the caller and reported no odor was detected. The Inspector requested a drive through the field nearest the area of the complaint and detected no odors.		emailed: Adamo (mherandez)  emailed: Dae (lfreeman)	11/09/10 1800	
2110	11/29/10 1151	[REDACTED]	[REDACTED]	Odor Culver Crest	(93) PXP received a call to the 800 number regarding an odor of burning culver or lighter fluid.  PXP returned the call at 12:15 and began an investigation. The outcome of the investigation was reported to the caller via email at 1901 on 11/29/10	investigation was reported to the caller via email at 1901 on 11/29/10	emailed: Adamo (mherandez)  emailed: Dae (lfreeman)	11/29/10 1707	The caller also called Adamo's 800 number and emailed PXP on 06/29/2012

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					Meteorological Station indicated the wind direction was blow from the west. Based upon the investigation and data no odors could have originated from PXP.					
2210	11/28/10 1643		N/A	Odors Culver Crest	PXP's Onbody Person received an email regarding "obnoxious smells often in the invertebrate Culver Crest" (pg)	Onbody person replied to the email 11/29 deferring the out-come of the invertebrate investigation.	emailed (Gardner) (Inverness 222)	12/01/10	1316	
							emailed (Doe) (Ifceman)	12/01/10	1316	
2310	12/09/10 1717			Sink Holes Windsor Hills	An email was received re. gardening sink holes on their property which the resident contributes to the activity in the field. PXP's Onbody person stopped by the residence on 12/10/10 left and assigned card and later spoke with the resident to schedule a visit to the home. (pg)	The resident was pleased with the quick response.	emailed (Doe) (KCartson)	12/10/10	1606	Visit to the resident scheduled for 12/14/10.
							emailed (Public Works) (SBurger)	12/10/10	1606	
							emailed (Doe) (Ifceman)	12/10/10	1606	

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2410	12/09/10 2004	[REDACTED]	[REDACTED]	Odor Rainforest	PXP received a call to the 800 number regarding a complaint of "ongoing gas odors". FHTIS On call informed. Later returned the call but was unable to reach the resident... receiving a VeriFone message that the wireless phone service was unable to accept calls or receive messages. PXP's		emailed: Adam (messenger) emailed: OAD (freemans)	12/10/10 1637	The following morning 2 additional calls were placed to the resident. ent... both times the same Veri-800 message was received. The caller did call the 800 later on 12/10. The Onbuds person returned and spoke to the caller who stated the phone was working and nothing PXP states they would be. live.
					The operator was unable to detect any odors. Air monitoring stations were				
					nothing properly with no odor alarms. The next station data reflected the wind was from the SW				

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2510	12/09/10 1930 - 2030	[REDACTED]	[REDACTED]	Noise windbox Hills	During the car meeting, a car member stated to the ombuds person that excessive noise was coming from the pipe yard on and off all day. The sound was of pipes clanking. The member asked if the pipe yard could be moved. The possibility of moving the pipe yard is being looked into.		emailed: Bobie (Chadowski) Hecker emailed: OAR (Heckman)	12/10/10 1621 12/10/10 1621	100 call was placed to PxD's 800 number to report the noise. The following day Operations reported no was out of the ordinary had taken place.
2610	12/09/10 2300	[REDACTED]	[REDACTED]	odor Rodeo and Jefferson	PXP received an email 12/10/10 at 918 hours re: garbage and odor smelled the night before near Rodeo and and Jefferson Blvd. The email stated the smell was "extremely obnoxious, lighter		emailed: Adamo (Meredith) emailed: OAR (Heckman)	12/10/10 1637 12/10/10 1637	The odor was also reported to Adamo by [REDACTED]



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