

## COMPLAINT LOG

## Second Quarter 2012

REFERENCE NUMBER	DATE/TIME	NAME (LAST, FIRST)	PHONE NUMBER	TYPE OF COMPLAINT	PXP ACTION	CALLER RESPONSE	CSD REPORTING	DATE/TIME REPORTED	COMMENTS
1412	04/09/12 1000	Adam Inspector		Odor motorist on I-89 between Stocker and Slason	AD Adam Inspe. has advised at the field at 1000. An investigation of the field can be commenced there were no opera. found issues nor any alarms from the gas plant air monitors. The drilling rig was in the process of moving. (Sg)		emailed: DGR (Kambura)	04/09/12 1535	
1512	04/17/12 1202	[REDACTED]	[REDACTED]	Odor Kenneth Kenner Park	PXP received a call to the 800 number regarding a far odor operations immediately be- gas can investi- gation of the field. The field was operating normal- 14,20 alarms from the gas plant and the drilling rig was in the process		emailed: DGR (Kambura) emailed: DGR (Kambura)	04/17/12 1517	Call returned to [REDACTED] at 12:15 pm

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					of moving. The meteorological Station indicated the wind was blowing toward the northwest (lp)				
1612	04/26/12 2207	[REDACTED]	[REDACTED]	Property Damage	PXP's Ombuds- person received a voicemail message on the office phone from a Windsor Hills resident regarding property damage. During the CAD meet- ing the resident mentioned a crack in their pool.		Public Works (S. Burger) DOCK (unknown) DAD (R. Kambour)	04/27/2012 1150 04/27/2012 1150 04/27/2012 1150	Meeting was scheduled for the following day with the property owner.
					(lp)				
1712	05/03/12 1324	[REDACTED]	[REDACTED]	Odor Eastern Ridgeline Keweenaw Hammock	PXP's 800 number received a call regarding an odor along the Eastern Ridgeline. The caller described an oily smell occurring later- immediately. As	Complainant thanked the Ombuds person for coming to the park to investigate.	Adam (myer-mendez) DAD (Kambour)	5/3/12 1629 5/3/12 1629	Call returned to [REDACTED] at 1:25pm

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					to the north-east.				
					(b)				
1812	5/7/12 1619			Property Damage View Park	PXD's Ombudsman was copied and an email from the ROS's Office to a resident at View Park re-garding property damage. PXD's Ombudsman will follow up with the resident in the nearest in the morning.		Public Works - Email (S Burger) DOER - Email (akman) DAP - Email (ckumbaca)	05/07/12 1619 05/07/12 1619 05/07/12 1619	Email respond- sent at 4:30pm, follow-up call placed to the complainant at 9:38am (5/8)
1912	5/11/12 1730	Adam Inspector	800	Odor Kenneth Hahn Park	Adam Inspector arrived at the field to investigate and odor complaint called into their 800 number. The Inspector stated		Adam - Email (mscadenaz)	05/14/2012 1319 05/14/2012 1319	

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					the call came in from the area of the Eastern Ridgeline. A PXP operator drove the Inspector to the area of the field adjacent to the park. there were no odors present at the time of the inspection. there were no operational issues, odors from the gas plant or drilling air monitoring. wind direction was from the South west.					
					(P)					
2012	05/15/12 1258	Adamo Inspector		Odor W.L.B. College	Adamo notified PXP of an odor complaint called into their 800 number at 1000. The Inspector drove the area of the complaint		emailed: Adamo (mheerwadez)  emailed: one (Rkumbura)	05/15/12  05/15/12 1333	1333	

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					and detected no odors at the time. There were no operational issues at the field. The wind direction was from the south/southwest				
					(pg)				
2112	05/15/12 1746	Adam Inspector		Odor location not provided	Adam notified PXP and odor complaint received their 800 number no location was identified. The Inspector indicated they investigated the area and detected no odors (1855). There were no operational issues, no odors from the plant or drilling air monitors.		emailed: Adam (when needed)  emailed: DAP (when needed)	05/16/12  05/16/12	1006  1006

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2212	05/23/12 1317	Aommo Inspector		Odor Kenziehn Hamm Pack	Aommo Inspe- tor notified PXD of an odor complaint rece- ived to their 800 number. The complaint des-		email: Aommo Comms@adeq  email: DOR (Kammaran)	05/23/12      1614	
					cribed the odor as a gas mer- captan smell. The Inspector investigated no odors at 1427 and detected				
					were at the time. Upon in- vestigation it was determined SoCal Gas had blowdown down their pipeline for repairs dur- ing the time of				
					the odor com- plaint. All other operations in the field were nor- mal.				
					(pg)				

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2312	05/31/12 1033	[REDACTED]	[REDACTED]	Property Damage Blairst Hills	PXP's Onbuds - person received a call directly to office phone regarding a bookcase (after- Chad to the wall for earthquake prevention) that dislocated from a wall on 5/3/12. The complainant stated while at a meeting the night before another officer. We suggest she contact PXP. PXP's Onbuds - person arrived at the resident at 10:45am to photograph the damage (16)	The complainant was pleased with the prompt response.	Email: OARP (Memorial) Email: Public Works (Sburger) Email: DDCR (Lakman)	5/31/12 1457 5/31/12 1457 5/31/12 1457	[REDACTED] initially contacted PXP in Jan. 2011 regarding property damage. The home was visited by PXP's Geotechnical Counsel - that on 5/1/12 who is analyzing property damage complaints pursuant to the CSD.



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2612	06/27/12 1508	[REDACTED]		Property Damage Windsor Hills	PXP's Houston office spoke with [REDACTED] at 3:08 pm central time regarding property damage. PXP's Onbuds-	[REDACTED] was pleased with the quick response.	Email: OAR (Kambour) Email: Publicworks (Sorgner) Email: DOUGER (Kambour)	6/27/11 2:56 pm 2:56 pm 2:56 pm	PXP's Onbuds- person spoke with [REDACTED] at 1:45 pm (on time) a meeting has been set for 7/11/12 at 10:00 am. [REDACTED] will be out of town.
					Person contacted [REDACTED] at 1:43 pm. [REDACTED] mentioned cracks in [REDACTED] name 1 1/2 years ago. [REDACTED] recently heard news accounts and called to report the damage as it may relate to oil activities.				

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2712	6/28/12 7:30pm	[REDACTED]		Noise Kenneth Hansen Pack	Doing the CAP meeting, a CAP member mentioned loud noise coming from a maintenance rig located near Kenneth Hansen Pack. The rig was working within normal business hours. OPR's Ombuds - Stated a follow up investigation would occur and suggested the use of OPR's 800 number for immediate reporting.	The following morning at 10:42 AM, OPR's On-Responsor reported the work was expected to be completed by 7/5.	emailed: PJB, Health (Coudowski)  emailed: OPR (Kumborn)	06/29/12  10:51am	Follow-up call made to CAP Member 7/24 at 10:23am.
					(10)				