

COMMUNITY STANDARDS DISTRICT COMPLAINT LOG

Third Quarter 2012

REFERENCE NUMBER	DATE/TIME	NAME (LAST, FIRST)	PHONE NUMBER	TYPE OF COMPLAINT	PXP ACTION	CALLER RESPONSE	CSD REPORTING	DATE/TIME REPORTED	COMMENTS
2812	07/23/12 1318	[REDACTED]	[REDACTED]	Vibration, noise, odor and dust (Ladera)	PXP's 800 number received a call at 1318 from a resident complaining about various issues. PXP's Ombudsperson returned the call at 1330 and re-	The caller thanked the Ombudsperson for the returned call.	emailed: Pub. Health (Clandowski) emailed: ARMU (Mherandez) emailed: DRP (Kambara)	07/23/12 1528 07/23/12 1528 07/23/12 1528	Call returned at 1330; message left to complainant. 2nd call placed at 1359, complainant reached.
					ceived a voice-message. A message was left leaving the direct office number and the 800 number. PXP's Ombudsperson called again a 1359 where the complainant answered. The resident has lived in the home for 8 yrs. where [REDACTED] stated concerns				
					have been ongoing. The complainant is now calling because [REDACTED] didn't know where to call. [REDACTED] mentioned [REDACTED] spoke with				

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					An attorney who advised [REDACTED] to come to the field and get a phone number to complain. [REDACTED]				
					also stated [REDACTED] neighbors had experienced the same concerns for much longer. The complainant stated the				
					odors occur every morning between 3:30 am - 4:20 am; [REDACTED] described the vibration and humming occur nightly. PXP's Ombuds person briefly				
					described the CSD and encouraged the use of the 800 number if [REDACTED] believes [REDACTED] concerns may be attrib-				

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					ted to opera- tions, so an investigation can begin im- mediately. The complainant was asked to				
					please share PXP's 800 num- ber with neighbors.				
					(b) PXP's 800 number received a noise complaint from a resident of Windsor Hills. The complainant stated the noise had occur- red all week				work hours for main- tenance rigs are 7am-7pm per the CSD. Reported to Resident at 5:15pm.
2912	08/08/12 1658			Noise Windsor Hills	and had called numer- ous times. PXP has 2 records of calls from the complainant. The first at 4:45 pm directly to				

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					the Ombuds- person's office phoned and the second to the 800 number. PXP's on-call phoned the		Email: Pub Health (Clawdowski) emailed: DAF (rkambara)	08/09/12 1602 08/09/12 1602	
					Maintenance rig supervisor, where work was wrapping up for the day. PXP's on-call reported back				
					to the complain- ant at 5:15 pm. PXP's Ombuds- person spoke to the complain- ant the follow- ing day, where the complain-				
					ant stated the noise was con- siderably less and [REDACTED] Appre- ciated the mitigation efforts. (BG)				

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3012	08.28.12 1053	[REDACTED]	[REDACTED]	Property Damage Lament Park	PXP's Ombudsper- son received a call directly to her cell phone. The complainant called to re- port property	A meeting was sche- duled per the com- plainant's work sch- edule.	emailed: DRP (Rkambara) emailed: Public Works (Sburger) emailed: DOGGR (akhan)	08/28/2012 1631 08/28/2012 1631 08/28/2012 1631	PXP's ombuds- person ex- plained the property da- mage process, and provided both the 24hr
					damage... cracks in [REDACTED] home. [REDACTED] stated [REDACTED] had spoken with [REDACTED] neigh- bor who showed	[REDACTED] appreciated the infor- mation provided.			800 number to PXP and the direct office number meeting date 9/8/12
					[REDACTED] a newspaper article on the oil field and suggested [REDACTED] report the da- mage to PXP. (b)				
3112	09.20.12 620	[REDACTED]	[REDACTED]	Odor Ladera Crest	PXP's Ombudsper- son received a call directly to the office phone from a resident complaining about odors. The res-		emailed: DRP (Rkambara) emailed: AGMO (m hernandez)	09/20/12 1234 09/20/12 1234	The outcome of the inves- tigation was reported to the resident during the time of the site visit.

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					Stated other neighbors also smelled the odor. Operations immediately began a field investigation.				
					PXP's ombuds - person went to the resident to investigate, and spoke to the complainant. At the				
					time of the visit no odors were detected. Through an investigation of the field, no issues were identified and no alarms				
					from the air monitoring equipment at the gas plant. The Met station data indicated wind direction				

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					from the SE.				
					(ip)				
3212	09/23/12 2245	[REDACTED]	[REDACTED]	Noise Ladera Crest	PXP's 800 number received a call from a Ladera Crest resident complaining about a "generator noise". The com-	Caller thanked PXP for follow-up and the information provided regarding	emailed: ORP (RKambara) emailed: ORP (Clandowski)	09/24/12 1533 09/24/12 1533	The call to the resident was returned at 9:55 pm. The report of the findings was reported back
					plaintiff stated the noise had occurred all day and into the night. PXP Operators began an investigation and discovered a water tank	the installation of temporary sound walls.			to the resident at 10:30 pm. PXP's ombuds-person followed up the next morning at 9:00 am. with the resident.
					pump supplying water temporarily to Phase 2 of the landscaping project was the source. The pump was				

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					Immediately turned off.				
3312	09/29/12 0853	[REDACTED]	[REDACTED]	Noise Ladera Crest	PXP's 800 number received a call from a Ladera Crest resident complaining about loud noise from the	AT 9:36 am. PXP's On-Call personnel reported to the resident the job being performed and work	emailed: DRO (Kambara) emailed: DPH (Clawdowski)	10/01/12 8:37 am. 10/01/12 8:37 am.	PXP's On-Call personnel returned the call to the 800 number at 9:22 am. per the CSD work hours
					field. The call- er indicated the noise be- gan at 0830. PXP's Operators began an inves- tigation and discovered a mainteance	was dis- continued until Monday. The resident thanked On-Call personnel for the return call.			are Mon-Sat- 7:00 am - 7:00 pm
					rig was per- forming a well abandonment Approx. 1250 ft. from the reside- nt. (Pg)				