

COMMUNITY STANDARD DISTRICT  
COMPLAINT LOG

First Quarter 2011

REFERENCE NUMBER	DATE/TIME	NAME (LAST, FIRST)	PHONE NUMBER	TYPE OF COMPLAINT	PXP ACTION	CALLER RESPONSE	CSD REPORTING	DATE/TIME REPORTED	COMMENTS
1101	01/04/11 0430	ANONYMOUS	N/A	Noise	A voicemail was left on a DXP's employee's cell phone regarding loud music and talking coming from employees entering the main gate. During the investigation on-site security and a resident on 53rd Street (who spoke to security) both acknowledged the noise was coming from the park across the street.	Because the phone number came up private for return call to the complainant could be made.	email: Public Health (C. Ladosowski)  email: ORP (freeman)	01/04/11 1549  01/04/11 1549	No call was placed to DXPs 800 number.
1102	01/20/11 2200	AamO Inspector	800 288-7664	Odor Ladera Heights	(Sg) AamO received a complaint from a homeowner South of Slawson at La Cienega. The inspector visited the vicinity of the property and reported no odors present at the time. The		emailed: AamO (Mierwender)	01/21/2011 1451	DXP was simultaneously re-peating an attempt to make a call to the agency (AamO). DXP did not receive a call to the

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					Inspector investigated the area of the field at La Cienega and Stocker Street. The location of the equipment.				800 number.
1103	01/20/11 2200	ARMO Inspector	800 288.7664	Odor Motorist on La Cienega	(BG) ARMO received a call from a motorist regarding odor. The inspector had detected odors on La Cienega. The inspector investigated the location of the equipment.		emailed: ARMO (M Hernandez)	01/21/2011 1451  01/21/11 1451	PXP was simultaneously re-parting and equipment mechanical failure to ARM. No call was placed to PXP's 800 number.
1104	01/23/11 1900	ARMO Inspector	800 288.7664	Odor Motorist on La Cienega	(BG) ARMO received a call from an area resident traveling along La Cienega. The inspector did not detect any odors at the resident but noticed slight				

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					Odor at Stocker and Calaveras. The inspector also investigated the area along Fairfax.		emailed: Armando (Mervander)	01/24/11 1538	
					(PXP operator) AN Armando Inspector arrived at the field to investigate and odor complaint from a resident no odors were present at the		emailed: DAP (Ifreeman)	01/24/11 1532	
1105	01/25/11 0900	Armando Inspector	800 288-7664	Odor Windsor Hills	resident or the field at the time of the investigation.		emailed: Armando (Mervander)	01/25/11 1707	
					(ps) During a HOA meeting [redacted] voiced her concern of cracking walls at her home. A subsequent meeting was scheduled to		emailed: DORGA (K. Carlson)	01/26/11 1545	
1106	01/26/11 1100	[redacted]	310	property Damage Blair Hills			emailed: DAP (Ifreeman)	01/26/11 1545	
							emailed: DORGA (Sburger)	01/26/11 1545	

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					Visit her resident and discuss her concerns. A letter was requested in order to begin the process (per the CSD)	[REDACTED] was pleased with the response.			
1107	01/28/11	[REDACTED]	[REDACTED]	Car Window (Fairfax)	Ombudsman received an email from the County Supervisor Office regarding a notification from a constituent about the widow of their car being hit by a rock from the oil field.	[REDACTED]	emailed: OAR (Ifreeman)	01/28/11	called [REDACTED] and left a message for more details on the incident (2/11).
					(ip) PXP's Ombudsman received an email regarding cracking and shifting of a home in Blair Hills. The homeowner stated in the email they wanted to be added to list. PXP placed a	The resident stated she would write the letter and looked forward to the meeting.	emailed: OOGGR (K Carlson)	02/10/11	1430
1108	02/09/11	[REDACTED]	[REDACTED]	property Damage (Blair Hills)			emailed: OAR (Ifreeman)	02/10/11	1430
							emailed: Pub. Works (Sburger)	02/10/11	1430

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					Call to the resident to set up a time to meet at the residence and also requested a letter be sent to articulate her concerns (IP)				
1109	02/09/11 1528	[REDACTED]	[REDACTED]	Odor Culver City	PXP's Onbuds person received an email regarding noxious vapors experienced Sunday (2/6) between 8:32-9:00 PM. The resident stated having a chemical/metallic taste and stinging eyes. Upon investigation the field had operated normally and a review of monitoring stations (air) confirmed no detections.	Email response was sent and the residence noted. The information provided would be shared and thank you.	email: DAP (Ifreeman)  email: A. G. and (mhermesandez)	2/10/11 1435  2/10/11 1435	No calls or other complaints were received. PXP also advised the resident to contact PXP through the 800 number ASAP.
					(IP)				



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1111	03/01/11 0755	[REDACTED]	[REDACTED]	Property Damage Blair Hills	PXP received a call through the 800 number re- garding a home- owner who stated they've noticed cracks in the floor and ground their home. Meeting with the homeowner will be sche- doled. (p)		emailed: DCGR (Karlson)  emailed: DAP (lfreeman)  emailed: Ab. Worts (Sburger)	03/02/11 0653  03/02/11 0653  03/02/11 0653	
1112	03/07/11 1706	[REDACTED]	[REDACTED]	Odor Kenneth Hahn Hornback	PXP received a call from an employee at Kenneth Hahn Park regarding an "oil smell" all day. PXP's operator im- mediately be- gan an inves- tigation of the area adjac- ent to the park and did not de- tect any odors at the time.	A return call was placed to the park, NO answer at the time the call was re- turned.	emailed: Adam (mheswader)  emailed: DRR (lfreeman)	03/08/11 1359  03/08/11 1359	PXP's ombuds- person was copied on an email earlier from the Supervisor's Office. The Office re- ceived an email from park per- sonnel at 1555 stating a gas pat- tern com- plained about odors

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					A follow up call was placed the following morning to the Park.				from the oil field. The email also noted 5 similar complaints were re- ceived on
									Sunday 3/6 and ques- tioned what protocols should be followed,
									the office advised them to contact AAMO and PXP.
1113	03/09/11 2039			Vibration Ladera Heights	PXP received a call to the 800 number regarding "Com- munity Com- plaints About Vibrations". The allegations		emailed: Dore (for email)	03/10/11 0832	During the follow up call [redacted] stat- ed he wasn't sure of the ex- act time- frame or
							emailed: Public Health (Clandowski)	03/10/11 0832	



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					alleged the drilling rig caused the vibration. At the time of complaint the				locations. PXP requested that he try and reach those who contact- ed him
					drilling rig had completed drilling and was preparing to move. Bet- ween 1800- 2000 hours PXP switched from the DL line to the SO Cal line. A follow-up call was placed to the [REDACTED] next morning with additional details.				Good. Es- courage them to call PXP so additional infor- mation could be gathered.
					(b9)				

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1114	03/19/11 0318	[REDACTED]	[REDACTED]	Property Damage Blair Hills	PXP's Ombudsman received an email requesting an inspection to investigate cracking and subsidence at the residence. (P)	[REDACTED] was pleased with the response time.	emailed: DCGC (K Carlson)  emailed: DAP (Ifreeman)  emailed: PJB works (Sburger)	03/21/11 1425  03/21/11 1425  03/21/11 1425	Meeting was scheduled for Friday (3/25) at 10:00am.   All equipment was operating normally, the air monitoring equipment detected no odors, and the drilling rig had completed drilling and was in the process of moving.
1115	03/26/11 1900	AGMD Inspector	800 288.7664	Odor Stocker La Cienega	AGMD inspector arrived at the field to investigate and odor complaint. Called into their 800 number.  A PXP operator drove the inspector to the area of the field nearest the intersection. No odors were detected at the time of the investigation.		emailed: DAP (Ifreeman)  emailed: AGMD (Wherwader)	03/28/11 0918  03/28/11 0918	

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1116	03/30/11 2224	[REDACTED]	[REDACTED]	Noise Culver Crest	PXP received a call to the 800 number regarding a humming sound. The call back number was to a business and the complainant was unable to be reached until the following morning. Based on the details provided all possible noise sources were investigated.	Both PXP's On-call and On-bus spoke to [REDACTED] who stated she'd call again if the noise persisted and thanked PXP for the return calls	emailed: DDD. Heath (Clawchowski)  emailed: DDD (Hreemad)	03/31/11 1401  03/31/11 1401	[REDACTED] was asked when possible to leave a message where her call may be promptly returned in order to immediately begin an investigation.
1117	03/31/11 1009	Adamo Inspector	800 288.7664	Odor Blair Hills	(bg) As Adamo Inspector notified PXP (4/1) that Adamo received and responded to an odor complaint for a resident in Blair Hills.		emailed: Adamo (Hreemad)  emailed: DDD (Hreemad)	04/01/11 1009  04/01/11 1009	

