

COMMUNITY STANDARDS DISTRICT – COMPLAINT LOG
FOURTH QUARTER 2014

REF #	DATE & TIME	NAME (LAST, FIRST)	PH#	COMPLAINT TYPE	LOCATION	COMPLAINT	FM O&G ACTION	CALLER RESPONSE	RESPONSE TIME	CSD REPORTING (EMAIL)	DATE & TIME REPORTED	COMMENTS
3214	10/01/14 1056	[REDACTED]	[REDACTED]	Noise	Blair Hills	FM O&G received an email from a resident and LA County DRP regarding a “constant unusually loud and strong bumping sounds that seem to be underneath my house in addition to the earthquake like shaking”.	FM O&G ombudsperson replied to the residents email explaining the well re-abandoned was not located under any homes and the work being performed at the time of the complaint involved routine cement work. Also, through an investigation of the field no issues were identified.	No Response Received	10/02/14 0932	DRP: (tstapleton) Public Health: (emasis)	10/01/14 1532 01/07/15 0922	Representatives from the both the State of California DOGGR (standard regulatory procedure) and Culver City Fire Department were on hand in person to observe the operations. There were no occurrences of earth shaking observed on the well location by either our crews or the regulatory officials that were on hand to witness the work.
3314	10/10/14 2330	AQMD Inspector	800 288.7664	Odor	Baldwin Hills	FM O&G received a call on an office phone from AQMD relating to four (4) odor complaints that originated between 9:00pm and 9:30 pm Friday, 10/10/14. The complainants stated that the odor was a rubber smell which lasted approximately 1 hour, however, they no longer smelled the odor at the time of the AQMD call back. (pg)	Through an investigation of the field, all pumping units were operating properly and there were no other identified issues. There were also no alarms from the air monitoring equipment at the gas plant and since the end of June, drilling activities have ceased and the drilling rig has moved off-site	N/A	N/A	DRP: (tstapleton) AQMD: (mhernandez)	10/13/14 0929 10/13/14 0929	Per AQMD the complaints were greater than ½ mile north of Kenneth Hahn Park. The site location meteorological station indicated the wind direction was blowing towards the northeast.

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3414	11/07/14 2100	AQMD Inspector	800 288.7664	Odor	Baldwin Hills	<p>On Friday (11/07) at 9:00 p.m., an AQMD Inspector arrived at the field to investigate 3 odor complaints of “crude oil” and “burning odor” smells received to AQMD’s 800 number between 6:00 and 7:00 p.m from the Baldwin Hills area north of Kenneth Hahn near Rodeo Road.</p> <p>The AQMD Inspector visited the complainants residences at 8:10 p.m. and there were no odors present.</p> <p>(pg)</p>	<p>An FM O&G operator drove the Inspector around the field and did not detect any odors that could have reached the complainants area north of the field.</p> <p>Upon investigation FM O&G Operations verified there were no issues on the field and there were no alarms from the air monitoring equipment at the gas plant.</p>	N/A	N/A	<p>DRP: (tstapleton)</p> <p>AQMD: (mhernandez)</p>	<p>11/11/14 1126</p> <p>11/11/14 1126</p>	<p>AQMD notified our EH&S representative via voice message on his office phone (11/07). The EH&S representative was out of the office until 11/11 which delayed receipt of detailed information from AQMD.</p> <p>The site location meteorological station indicated the wind direction was blowing to the north east at the time of the complaints.</p> <p>The drilling rig has not been on the field since late June</p>
3514	11/18/14 1851	AQMD Inspector	800 288.7664	Odor	Stocker Street and La Cienega Boulevard	<p>AQMD’s 800 number received an odor complaint at (1730).</p> <p>An AQMD inspector arrived at the field to investigate the complaint. The Inspector indicated they also investigated the perimeter of the field and indicated they were unable to detect any odors.</p> <p>(pg)</p>	<p>FM O&G operators investigated the vicinity of the field in and around the intersection and no issues were identified, nor were there any alarms from the air monitoring equipment at the gas plant.</p>	N/A	N/A	<p>DRP: (tstapleton)</p> <p>AQMD: (mhernandez)</p>	<p>11/19/14 1201</p> <p>11/19/14 1201</p>	<p>The site location meteorological station indicated the wind direction was blowing to the north east at the time of the complaints.</p> <p>The drilling rig has not been on the field since late June</p>

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3614	11/25/14 0632	LACDRP	213 974.6453	Odor	Ladera Heights	<p>LACDRP forwarded an email to FM O&G ombudsperson from a resident complaining about “a strong odor of what appears to be petroleum” that has occurred nightly for the past week at approximately 9:00 p.m.</p> <p>(lp)</p>	<p>Upon investigation FM O&G operations reported no issues during the said timeframe, nor were there any alarms from the air monitoring equipment at the gas plant.</p> <p>An email reply will be sent to the resident regarding the outcome of our investigation, and urging them to contact the FM O&G 24 hour 800 number in order to investigate any concerns in a timely matter.</p>	None Received	11/26 0913 Email response	<p>DRP: (tstapleton)</p> <p>AQMD: (mhernandez)</p>	<p>11/25/14 1019</p> <p>11/25/14 1019</p>	<p>Since the end of June, drilling activities ceased and the drilling rig moved off-site.</p> <p>The site location meteorological station indicated the wind direction was blowing to the northeast (towards the field) during the time of 9:00 p.m. – 10:00 p.m. November 18 through the 20th and was blowing to the south southwest November 21st through the 23rd .</p>
3714	12/08/14 0812	LACDRP	213 974.6453	Odor	Intersection Jefferson and Overland (Culver City)	<p>LACDRP forwarded an email to FM O&G ombudsperson from a Culver City resident</p> <p>The resident stated when they moved into their condo 1 ½ years ago, there were no odors. However, sewer odors began appearing at night and are now also present during the daytime.</p>	<p>Although the details of the complaint are not specific, FM O&G investigated the field activities over the last several months.</p> <p>The oil field was operating properly and there were no other identified issues. There were also no alarms from the air monitoring equipment at the gas plant and since the end of June, drilling activities have ceased and the drilling rig has moved off-site for the remainder of 2014.</p>	Email response from the complainant appreciating both the thoroughness of the response, and the speed with which it was provided.	12/09 0802 Email response	<p>DRP: (tstapleton)</p> <p>AQMD: (mhernandez)</p>	<p>12/08/14 1432</p> <p>12/08/14 1432</p>	<p>Upon further investigation of the perimeter of the field in the Culver City area, sewer odors were detected at 2 sewer vent areas north of West LA College. These 2 vents have historically been the source of sewer odors. There is also an ongoing LA City sewer maintenance project occurring in the vicinity of the homeowner.</p>

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						(lp)						
3814	12/10/14 1015	LACDRP	213 974.6453	Odor	Baldwin Hills	LACDRP forwarded an email to FM O&G ombudsperson from a Los Angeles City resident located 1 mile northeast of the Inglewood Oil Filed regarding a very strong smell described as a “gas or petroleum like” smell in their home, primarily in the garage. The complainant also mentioned other neighbors have experienced the same odors. The resident stated they contacted So Cal Gas Company (date unknown), AQMD (date unknown) and the L.A. City Fire Department (12/04) to investigate. The residents indicated none of the agencies were able to identify the source of the odors, although they did smell odors in the home and garage related to the petroleum family. LA City Fire Department also used their monitoring equipment and were	FM O&G Operations personnel verified FM O&G operates no facilities or wells east of La Brea Avenue or north of Stocker Street. They also confirmed that there are no operational issues at the gas plant or any of our other facilities at the Inglewood Oil Field. An email reply will be sent to the resident regarding the outcome of our investigation.	None Received	12/12 0805 Email response	DRP: (tstapleton) AQMD: (mhernandez)	12/10/14 1515 12/10/14 1515	None of the agencies mentioned in the complainants email have contacted FM O&G regarding this complaint. Since the end of June, drilling activities ceased and the drilling rig moved off-site.

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						unable to get any gas detections. (lp)						
3914	12/23/14 1341	LACDRP	213 974.6453	Property Damage	View Park	FM O&G received an email from LA County DRP indicating LA County DPW received a call from a resident reporting a misaligned garage door and exterior/interior wall cracks. (lv)	FM O&G's on-call personnel returned and left a voice message was left.	None Received	1307	DRP: (tstapleton) DOGGR (akhan) Public Works (sburger)	12/23/14 1341 12/23/14 1341 12/23/14 1341	A Geotechnical Evaluation Report regarding this location was submitted to the owner, the County and DOGGR on 10/2/2014, per the CSD Section 22.44.142, E.4.b.
4014	12/30/14 1235	██████	██████	Odor	Raintree (Culver City)	FM O&Gs' 800 number received a call from a Culver City resident complaining about the "foul odor" occurring all morning. FM O&Gs' on-call personnel contacted the complainant who indicated the odor smelled like "vomit".	FM O&G on-call personnel and operations immediately began an investigation of the field in the vicinity of the complaint. FM O&G's operations identified a strong odor from an LA City Sanitation malfunctioning compressor at their venting system located just north east of the residential community. No other issues were identified from the investigation of the field.	FM O&Gs' on-call personnel reported the outcome of the investigation to complainant where the resident was appreciative of the follow-up and no longer smelled the odor.	1247	DRP: (tstapleton) AQMD: (mhernandez)	12/30/14 1503 12/30/14 1503	The meteorological station indicated the wind direction from the north east. FM O&G's ombudsperson spoke with an LA City Sanitation Supervisor who indicated they would dispatch a crew ASAP.