

**COMMUNITY STANDARDS DISTRICT – COMPLAINT LOG
SECOND QUARTER 2014**

+`REF #	DATE & TIME	NAME (LAST, FIRST)	PH#	COMPLAINT TYPE	LOCATION	COMPLAINT	PXP ACTION	CALLER RESPONSE	RESPONSE TIME	CSD REPORTING (EMAIL)	DATE & TIME REPORTED	COMMENTS
1314	04/24/14 0915	[REDACTED]	[REDACTED]	Odor	Ladera (off Farifax)	FM O&Gs' 800 number received a call from a local resident south of the field complaining about the "gas smell" (lp)	FM O&Gs' ombudsperson contacted operations who immediately began an investigation of the field in the vicinity of the complaint. The caller indicated the smells occurred at approximately 3:30 a.m. and continued until about 5:00 a.m. Through an investigation of the field, no issues were identified and there were no alarms from the air monitoring equipment at either the gas plant nor the drilling rig within the timeframe mentioned by the complainant. The meteorological station indicated the wind direction from NE to the SW during the time specified by the complainant. A return call was made at 10:05 a.m. to the resident with the results of the investigation with the recommendation to please call the 1-800 number when you smell an odor so FM O&G can investigate immediately.	The complainant thanked FM O&G's Ombudsperson for the follow-up call.	0935	DRP: (tstapleton) AQMD: (mhernandez)	04/24/14 1538 04/24/14 1538	The drilling rig is located approximately .87 miles north west of the area of the complaint
1414	04/29/14 2045	[REDACTED]	[REDACTED]	Odor	Culver Crest	FM O&G's 800 number received a call from a resident complaining about strong a gas odor. (bg)	FM O&G operators investigated the vicinity of the field nearest the complainant. There were no operational issues nor are there active operations in the immediate area of the complainant. The drilling rig is located approximately 0.79 miles east of the location of the complaints. There were no alarms from the drilling rig nor the gas plant air monitors. Meteorological station data indicated the wind direction was from the west towards the field. At 2208 on-call personnel called the complainant back to report the outcome of the investigation (a voice message was left).	N/A	2053	DRP: (tstapleton) AQMD: (mhernandez)	04/30/14 1543 04/30/14 1543	

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1514	04/29/14 2048	██████	██████	Odor	Culver Crest	FM O&G's 800 number received a call from a resident complaining about a strong oil odor. (bg)	FM O&G operators investigated the vicinity of the field nearest the complainant. There were no operational issues nor are there active operations in the immediate area of the complainant. The drilling rig is located approximately 0.79 miles east of the location of the complaints. There were no alarms from the drilling rig nor the gas plant air monitors. Meteorological station data indicated the wind direction was from the west towards the field. At 2210 on-call personnel called the first complainant back to report the outcome of the investigation.	The resident was thank full for the return call and indicated the odor was oil.	2059	DRP: (tstapleton) AQMD: (mhernandez)	04/30/14 1543 04/30/14 1543	
1614	04/29/14 2055	██████ ██████	██████ ██████	Odor	Culver Crest	FM O&G's 800 number received a call from a resident complaining about a chemical smell outside home. (bp)	On-call personnel left a voice message. FM O&G operators investigated the vicinity of the field nearest the complainants. There were no operational issues nor are there active operations in the immediate area of the complainants. The drilling rig is located approximately 0.79 miles east of the location of the complaints. There were no alarms from the drilling rig nor the gas plant air monitors. Meteorological station data indicated the wind direction was from the west towards the field.	N/A	2101	DRP: (tstapleton) AQMD: (mhernandez)	04/30/14 1543 04/30/14 1543	
1714	04/29/14 2058	██████████ ██████	██████████████████	Odor	Culver Crest	FM O&Gs' ombudsperson received an email from a resident stating "Came home 8:45pm; opened car door to "greasy" petroleum smells coming from oil field. I am downwind of the field and my throat is feeling raw. Please let me know what is going on."	FM O&G ombudsperson responded to the email "The odor you experienced was also experienced by other neighbors who call the FM O&G 800 number (800.766.4108) and AQMD. Upon receipt of the calls our on-call personnel notified our operators who immediately began an investigation of the field in the vicinity of the field nearest the complainants. There were no operational issues nor are there active operations in	No reply received.	05/02/14 1305	DRP: (tstapleton) AQMD: (mhernandez)	04/30/14 1543 04/30/14 1543	

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						(lp)	the immediate area of the complaints and the drilling rig is located approximately 0.79 miles east of the location. Also no alarms from the drilling rig nor the gas plant air monitors. Meteorological station data indicated the wind direction was from the west towards the field. At 10:45 pm AQMD Inspector had arrived to the lease and notified our operators AQMD had received odor complaints. The inspector informed the operators they had driven around the perimeter of the lease where the complaints originated and the only odor the inspector detected was the sewer venting odors. Therefore concluding by wind direction and AQMD confirmation the odors were not from the field.” (lp)					
1814	05/16/14 1340			Odor	Culver Crest	FM O&G’s 800 number received call at 1:40pm from Culver Crest resident. FM O&G’s ombudsperson returned the call at 2:06 pm where the caller complained about strong skunk like odors occurring in their home. The complainant stated the odors have occurred almost nightly since January and most recently two nights ago. The caller indicated they also called AQMD regarding the odors. (lp)	There were no operational issues nor are there active operations in the immediate area of the complainants. The drilling rig is located approximately 0.82 miles northeast of the location of the complaints. There were no alarms from the drilling rig nor the gas plant air monitors. Meteorological station data indicated the wind direction was from the southwest towards the field.	The complainant was very appreciative of the prompt response and indicated the odor was caused by the oil field.	1406	DRP: (tstapleton) AQMD: (mhernandez)	05/16/14 1237 05/16/14 1237	

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1914	05/22/14 1124	██████ ██████ ██████	██████████████████	Odor	Ladera Heights	FM O&G ombudsperson received an email (with a copy to the LA County Supervisor’s office) from a Ladera Heights resident regarding a concern “that each water faucet in my home that I turned on this morning emitted a gasoline/rotten egg type smell. This has frequently been the case in the master bath, but was present in the kitchen and guest bathroom today.” .	FM O&G’s ombudsperson responded to the email this afternoon upon returning from a meeting at 1:38pm. Although this was not related to an airborne odor complaint, we investigated field operations and no issues were identified. There were also no alarms from the air monitoring equipment at the gas plant and the drilling rig is currently in the process of moving well locations.	The resident appreciated the response and clarification of the work hours.	1338	DRP: (tstapleton) AQMD: (mhernandez)	05/22/13 1513 05/22/13 1513	The resident expressed concern with regards to our 800 number operators not being able to provide business hours. It was explained to the complainant that the oil field is a 24hr operation and office hours vary. FM O&G’s ombudspersons provided the typical office hours and both of her direct office and cell numbers.
(lp)												