

**COMMUNITY STANDARDS DISTRICT – COMPLAINT LOG
THIRD 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
2014	07/19/14 1943			Odor	Blair Hills	<p>FM O&Gs' 800 number received a call from a Culver City resident local resident complaining about "a gas odor outside the house".</p> <p>The resident requested a return call in the morning after which FM O&Gs' 800 number operator confirmed with the complainant a return call the next business day was satisfactory. (sg)</p>	<p>FM O&Gs' operations immediately began an investigation of the field in the vicinity of the complaint. 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> <p>FM O&Gs' ombudsperson returned the call to the resident at 9:00 am (07/21) to report the outcome of the investigation.</p>	The complainant explained mistakenly dialing the FM O&Gs' 800 number instead of LA City Sanitations' 800 number. The odor was described as a sewer gas smell that frequents the neighborhood. The resident indicated LA City Sanitation crews were in the area investigating the odor and (the complainant) had called a plumber to inspect home.	0900 (07/21)	<p>DRP: (tstapleton)</p> <p>AQMD: (mhernandez)</p>	<p>07/21/14 0847</p> <p>07/21/14 0847</p>	<p>Since the end of June drilling activities have currently ceased and the drilling rig has moved off-site.</p> <p>The site location meteorological station indicated the wind direction was blowing towards the northeast</p>
2114	07/30/14 0748			Noise and Vibrations	Blair Hills	<p>FM O&G's 800 number received a call from a Culver City resident complaining about "mild drilling sounds and vibrations, since 7:20am this morning".</p> <p>(sg)</p>	<p>FM O&G operators immediately began an inspection of the field in the vicinity nearest the complainant.. The investigation confirmed that the field was operating normally and there were no workover rigs operating in the area. However, there was a possible source that could have contributed to the complaint.</p> <p>FM O&G was unloading a large piece of equipment (excavator) around that time to clean out the catch basin to the south east. The cleaning out of the catch basin will continue throughout the day. In the future an 8 AM start time will be considered for work close to the residential community of Blair Hills.</p>	FM O&G's on-call personnel reported the results of the investigation to the resident at 9:47 AM and was appreciative of the call back and the information.	0801	<p>DRP: (tstapleton)</p> <p>Public Health: (emasis)</p>	<p>07/30/14 1021</p> <p>07/30/14 1021</p>	The drilling rig is no longer drilling in the field

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2214	08/13/14 0441			Vibrations	Blair Hills	<p>FM O&G's 800 number received a call from a resident complaining. "equipment vibrating the house and is annoying".</p> <p>(lv)</p>	<p>FM O&G operators immediately began an investigation of the field in the vicinity of the complaint and found no issues nor oil field activities or equipment in the area that could cause the vibration.</p>	<p>The complainant stated felt home vibrating and requested a follow-call after 8:00 a.m.</p> <p>FM O&G's Ombudsperson report the outcome of the investigation. The resident appreciated the follow-up information and requested the previous dates where they filed vibrations complaints (7/5/14 and 7/30/13) to the oil field.</p>	0445	<p>DRP: (tstapleton)</p> <p>Public Health: (emasis)</p>	<p>08/13/14 1651</p> <p>08/13/14 1651</p>	The drilling rig is no longer drilling in the field
2314	08/22/14 1829			Odor and Vibration	Baldwin Hills	<p>FM O&G's 800 number received a call from a resident regarding "oil coming up in their backyard". FM O&G on-call personnel returned the call, where the complainant stated while watering the lawn stepped in oil. The resident indicated "it smelled like the La Brea tar pits" and asked "what is going on at the field that could cause this" and specifically asked about "fracking".</p> <p>(lv)</p>	<p>There were no operational issues nor are there active operations in the immediate area of the complainants. The residence approximately ½ mile north of the field. On-call personnel informed the complainant fracking was not occurring at the oil field nor was drilling, and oil field.</p> <p>FM O&G's on-call personnel informed the complainant an investigation would take place and on Monday FM O&G would follow-up with</p> <p>FM O&G's ombudsperson placed a follow-up call to the resident at 11:03 AM (8/25) leaving a voice message and the direct office number.</p>	<p>The resident returned call and appreciated the follow-up call. The resident explained upon further investigation, they discussed the occurrence was due to recent landscaping improvements.</p>	1837	<p>DRP: (tstapleton)</p> <p>AQMD: (mhernandez)</p> <p>Public Health: (emasis)</p> <p>DOGGR: (akhan)</p>	<p>08/25/14 1417</p> <p>08/25/14 1417</p> <p>08/25/14 1417</p> <p>08/25/14 1417</p>	Additionally there were no workover rigs operating in the area and the drilling rig is no longer drilling in the field.

2414	08/25/14 0625	██████████ ██████████	████████████████████	Odor	Intersection Jefferson near the of National	FM O&G’s Ombudsperson received an email forwarded from DRP, regarding an odor. The complainant “was forcefully hit with not only a debilitating blinding & suffocating vapor that near totally immobilized for an unexpectedly long time; in fact i had to pull over to the side of the road to re-orient myself to where i was going and attempt to 'shake off' dizziness and light-headedness”. (lp)	FM O&G’s ombudsperson verified with Operations the field was operating normally at the time the complainant experienced the odor. Additionally, there were no alarms at the gas plant. FM O&G’s ombudsperson replied via email to all (inclusive of the complainant at 9:24 AM) regarding the outcome of the investigation and noted the June CAP meeting discussion related the area’s LA City odor scrubbing system. Also, mentioned in the complainant email was an inquiry regarding fracing activities at the Inglewood Oil Field; in response FM O&G’s ombudsperson informed there was no recent fracing at the field other than during the mandated Frac Study in 2012. FM O&G ombudsperson’s direct contact information was provided in the email and at this time the complainant has not replied nor contacted FM O&G.	N/A	0924	DRP: (tstapleton) AQMD: (mhernandez)	08/25/14 1350 08/25/14 1350	The drilling rig has not been on the field since late June. At the time of the occurrence the Meteorological Station data showed the wind direction blowing towards the north east. FM O&G concludes through an investigation, the oil field was not the source contributing to the odor experienced.

2514	08/25/14 1230			Vibration	Blair Hills	<p>At 12:30pm on 8/25, a resident that lives adjacent to the oil field near the Dabney Lloyd stormwater basin approached the Guard at the main gate to the Inglewood Oil Field. A FM O&G EH&S staff member met the resident at the gate, where the resident claimed that house was shaking due to work occurring at the Dabney Lloyd basin.</p> <p>The FM O&G staff member took the resident's contact information and commenced an investigation of the complaint.</p> <p>The resident then called FM O&G's 800# to report the complaint at 1:15pm, and indicated that did not need a call back right away.</p> <p>At 2:00pm, FM O&G's Ombudsperson returned the call. The resident repeated assertion that work at the basin was causing home to shake. (sg)</p>	<p>The results of the investigation found that the work being done at the Dabney Lloyd basin was ground preparation for the installation a temporary, fresh, stormwater tank in preparation for rainy season. A roller was used to flatten the ground at the future location of the tank at approximately 11:00am and 1:00pm for about 15-minutes each. The work has been completed with the exception of the delivery and placement of the tank, which is expected to occur on October 1st.</p>	<p>The complainant appreciative the update.</p>	1400	<p>DRP: (tstapleton)</p> <p>Public Health: (emasis)</p>	<p>08/25/14 1500</p> <p>08/25/14 1500</p>	
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2614	08/25/14 1456	████████	████████	Vibration	Blair Hills	<p>FM O&G ombudsperson received an email regarding “brief episodes of “drilling” in our bedroom on Sunday at 7:08 AM and 7:23 AM, and again Monday at 5:25 AM”.</p> <p>The complainant also stated “each of these episodes was very brief, less than 30 seconds, but just enough to wake me and my ██████████”. The resident wanted to clarify hours of operations and asked if the pumps operated all night.</p>	<p>FM O&G’s ombudsperson verified with Operations the field was operating normally at the time the complainants.</p> <p>FM O&G’s ombudsperson spoke with the complainant and explained working hours are Monday - Friday and pumping units operate periodically 24/7. Also explained that the pumping units do not operate continuously and it was unlikely the units are causing vibrations.</p>	The resident appreciated the response and clarification of the work hours.	1534	<p>DRP: (tstapleton)</p> <p>Public Health: (emasis)</p>	<p>08/26/14 0827</p> <p>08/26/14 0827</p>	
2714	08/27/14 1001	████████	████████	Dust	Stocker And Fairfax	<p>Freeport-McMoRan Oil & Gas’s (FM O&G’s) 800 number received a call from a driver traveling through the intersection of Stocker Street and Fairfax Avenue complaining about dirt and dust.</p>	<p>FM O&G’s ombudsperson contacted Operations to immediately commence an investigation of the area.</p> <p>FM O&G’s ombudsperson returned the complainant’s call, where the complainant stated generally when traveling through the area there is no dust, and this morning they noticed dust blowing off the field.</p>	The caller thanked FM O&G for the return call.	1008	<p>DRP: (tstapleton)</p> <p>AQMD: (mhernandez)</p>	<p>08/27/14 1311</p> <p>08/27/14 1311</p>	The meteorological station data showed the wind direction and speed at the time of the complaint was 10 mph to the NE. From 9-10 AM the average wind speed was 5.7 mph to the NE and from 10-11 AM the average wind speed was 10.3 mph to

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						(lp)	At the time of the investigation at 10:20 AM, there was no visible dust observed leaving the field.					the NE.
2814	08/28/14 1312	AQMD Inspector	800 288.7664	Odor	Culver City	FM O&G received a call from AQMD relating to an odor complaint from a Culver City resident that originated this morning at 8:00 am. The complainant stated that the odor was a sulfur smell. (pg)	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. Since the end of June drilling activities have currently ceased and the drilling rig has moved off-site	N/A	N/A	DRP: (tstapleton) AQMD: (mhernandez)	08/28/14 1312 08/28/14 1312	The site location meteorological station indicated the wind direction was blowing towards the northeast. Since the location of the odor complaint was west of the field, the subject odor could not have been originating from the oil field.
2914	09/02/14 0817	██████ ██████	██████ ██████	Odor	Fairfax Ave. just south of Stocker St.	FM O&Gs' 800 number received a call from an individual who stated █████ smelled a natural gas odor similar to what you smell in a stove. The caller mentioned, █████ was aware that our field gas was not odorized but was concerned. (pg)	FM O&Gs' on-call personel drove to the area of the complaint and detected no odors. Through an investigation of the field, no issues were identified and there were no alarms from the air monitoring equipment at the gas plant.	A return call was made to the complainant at 11:30 am with the results of the investigation.	0840	DRP: (tstapleton) AQMD: (mhernandez)	09/02/14 1453 09/02/14 1453	Since the end of June, drilling activities have ceased and the drilling rig has moved off-site. The site location meteorological station indicated the wind direction was blowing towards the southwest.
3014	09/17/14 1617	DRP	213 974.6453	Dry choking cough at night, sore throat and burning sensation.	Fox Hills	FM O&Gs' ombudsperson received a forwarded email from DRP. The initial email was sent from a Culver City resident living near Fox Hills, regarding █████	FM O&Gs' ombudsperson replied directly to the complainant citing CSD regulations, the LAC Public Health Assessment, Air Quality Study, and the mandated Hydraulic Fracturing Study in 2012.	The resident thanked FM O&G for the email response. The resident maintains "there is no regulating/controlling of poisonous gases leaking from old or new wells".	09/24/14 0847	DRP: (tstapleton) Public Health: (emasis)	09/18/14 1622 09/18/14 1622	

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						concern for [REDACTED] "11 year old daughter and I have experienced a dry choking cough at night, and she a sore throat and burning sensation. This seems to occur on and off between 11pm and 3am." The resident mentions the concern related to air quality and the use of a chemical used in hydraulic fracturing.						
3114	09/26/14 0645	[REDACTED]	[REDACTED]	Odor	Ladera Crest	FM O&Gs' 800 number received a call from a Ladera Crest resident regarding the "smell of oil and gas". (sg)	FM O&Gs' on-call personnel returned the call to the complainant at 7:12 am and left a voice message. FM O&G operators immediately began an investigation of the field in the vicinity of the complaint. Upon investigation there were no issues on the field and there were no alarms from the air monitoring equipment at the gas plant. Since the end of June, drilling activities have ceased and the drilling rig has moved off-site.	A return call was made to the complainant at 1:50 pm with the results of the investigation.	0712	DRP: (tstapleton) AQMD: (mhernandez)	09/26/14 1450 09/26/14 1450	The site location meteorological station indicated the wind direction was blowing towards the north-north west.

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