

## COMPLAINT LOG

### Third Quarter 2011

REFERENCE NUMBER	DATE/ TIME	NAME (LAST, FIRST)	PHONE NUMBER	TYPE OF COMPLAINT	PXP ACTION	CALLER RESPONSE	CSD REPORTING	DATE/ TIME REPORTED	COMMENTS
1126	070711 0952 cad 1019	[REDACTED]	[REDACTED]	Odor Kenneth Hahn PK	Pxs on call per- sonnel and Pxs Ombuds person returned the call to the to the person at provided at 1003 and 1006.		emailed. O&P (mherandez)  emailed. O&P (freeman)	07/07/11 1644	While at the park Odors of cut grass and gasoline were in the air. Field person not reported
					The caller was not in the office when the calls were returned. The person who answered the phone stepped outside at the request of Pxs Ombuds person to see if any odors were pre- sent at the time, none were. Pxs on call per- sonnel went to the park to conduct investi- gate and spoke with the initial caller who stated a park person walking complained of odors.				So no drilling operations were taking place and air monitor- ing equipment had no det- ections.
					(S)				

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1127	07/09/11 1643	[REDACTED]	[REDACTED]	Property Damage Windsor Hills	PXD's Ombuds - Person received an email from a resident re- questing an in- spection of their property to investigate cracking and subsidence.	A meeting is scheduled for Thurs. 7/14 at 1330 with the prop- erty owner.	emailed: DOGGE (all know)  emailed: Public Works (S. Burger)  emailed: ORR (H. Aramian)	7/12/11 0636  07/12/11 0636  7/12/11 0636	The initial contact with the resident occurred Monday, 7/11/11 during the Supervisor's Community Meeting. At that time the resident stated they were leaving town and would con- tact PXD upon their return.
1128	07/12/11 1032	AGARD Inspector	800 288.7664	Odor Along LaBrea	AGARD notified via email that an odor com- plaint was re- ceived through AGARD's 800 number on Sat. (7/10/11 at 2205) PXD's investiga-		emailed: AGARD (recommended)  emailed: ORR (H. Aramian)	7/12/11 1430  7/12/11 1430	

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					How Snowed the field was operating nor- mally at the time. The drilling rig was located				The ARMED inspector responded to the site at mid-night surveyed the area and detec-
					1.4 miles to the northwest (west of La Cienega and north of stockton ) (pg)				fed no odors at the time.
1129	7/13/11 0100			Noise PXP Office	A resident called PXP's Ombudsman office and a PXP employ- ee's cellphone and left a voice message		emailed: Public Health (Cladosowski)	07/13/11 1719	
					on both stating the sound of battering was occurring. During PXP's investiga- tion, the sec- urity company reported		emailed: DAD (freeman)	07/19/11 1719	The guard stated they didn't see any street sweep- ers on the road.

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					hearing sounds of vehicles burning rubber.				
					(S)				
					And Adam Ins Pector arrived at the Single-wood oil field to investigate a complaint from a resident of Wind-est of Wind-est Hills. The resident reported a burning rubber smell. The Inspector went to the resident and the surrounding area and detected no odors at the time. PXP Staff drove the inspector along Stocker where a slight chemical				
1130	07/21/11 1500	Adam Inspector	800 288. 7664	Odor Windsor Hills	Enclosed: Adam Ins Pector (mherandez)	Enclosed: ORC (freeman)	07/21/11 1710	The wind direction at the time was blowing NE. the resident lives SE of the location of the city.	

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					Smell was detected at a maintenance city.				
1131	08/01/11 0348	[REDACTED]	[REDACTED]	Odor Ladera (Fairfax Ave)	(P) PXP's 800 number received a call regarding a pet-oleum based odor. PXP's operators immediately began an investigation of the area where a strong skunk odor was detected. The field was operating normally.	The caller requested a call back after 8am. At 8:25am the call was returned and a message left on the voice mail.	emailed: Adam (intermediate)	08/01/11 11:23am	An Adam Inspector who res. added to the site contacted PXP on 8/1/11
					(S) Sunday morning (8/7) at 1:30am a resident contacted a PXP employee directly to his company cell phone, leaving a voice mail stating "loud noise and heads" were		emailed: OAR (intermediate)	08/08/11 1623	No call was placed to PXP's 800 number and the caller's phone was blocked.
1132	08/08/11 0100	[REDACTED]	[REDACTED]	Noise			emailed: PUB Health (Circumowski)	08/08/11 1623	

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					Carried from cars in the middle of the street at PXP's refuery. PXP's investiga- tion of the com- plaint indicated there were no unusual noises				
					Noted during that time coming from the field letter by the security services) PXP concluded the source could not have come from the field				
					(b3)				
1133	09/07/11 0700	Adamo Inspector	800 288.7664	Odor Ludena Heights	Adamo Ins- pector respo- ded to the field regarding an odor com- plaint received to Adamo's 800 number. At 1015 the inspector		emailed: Adamo (informed)	09/07/11 1638	
							emailed: DRE (if necessary)	09/07/11 1638	

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					Investigated the area of the field near est the collars location and detected no odors at the time. The				
					Adm O Inspr for also checked the Wet Station data, the wind at the time the call was placed was coming				
					from the south west towards the field.				
1134	09/15/11 2056			Odor Cured Crest	PRP's Ombudsman received an email from a CSD member who learned that several neighbors were bothered by very strong odors		email: Adm O Inspr (unresponder)	09/16/11 1156	
							email DRP (if necessary)	09/16/11 1156	

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