

COMMUNITY STANDARD DISTRICT
COMPLAINT LOG

First Quarter 2010

REFERENCE NUMBER	DATE/ TIME	NAME (LAST, FIRST)	PHONE NUMBER	TYPE OF COMPLAINT	PXP ACTION	CALLER RESPONSE	CSD REPORTING	DATE/ TIME REPORTED	COMMENTS
0110	01/07/10 0539	[REDACTED]	[REDACTED]	Odor Ladera Crest	Returned [REDACTED] call at 0539 where [REDACTED] reported smelling either an oil or skunk smell and asked if we would investigate. A PXP operator investigated.	0639 spoke to [REDACTED] and reported the outcome of the investigation.	Emailed: Armando (Inheranandez)	01/07/10 1459	
					The field and detected no odor; however [REDACTED] did sight three skunks in the area.		Emailed: OAR (LFreeman)	01/07/10 1459	
					(P)				
0210	01/12/10 1100	Aviles, Christiana (Armando Inger)	909 396.2370	Odor Windsor Hills	Armando Inger notified PXP of an odor complaint from a resident located east of Labrea. Armando drove around the perimeter of the field and detected no odors. (PC)		Emailed: Armando (Inheranandez)	01/12/10 1648	PXP employees arriving to work between 0530 and 0700 reported strong skunk odors.
0310	01/12/10 2055	[REDACTED]	[REDACTED]	Odor Windsor Hills	The caller did not identify [REDACTED] location and requested a return call the following day. During the	PXP Ombudsman placed a return call to the [REDACTED] who stated [REDACTED]	Emailed: Armando (Inheranandez)	01/13/10 1426	After explaining that everything was in order last night
							Emailed: OAR (LFreeman)	01/13/10 1426	

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					Inspection of the field that night by PXP operators, nothing out of the ordinary was detected. (B3)	was a resident of Windward Hills. [redacted] stated [redacted] was on car- train of the source but it could have been a SKOPK. (LP)			and there have been problems with SKOPKs in the field.
0410	02/08/10 2316	[redacted]	[redacted]	odora Laderna Heights	PXP operators began an investigation of the field to locate the source of the odor and were unable to detect the source. [redacted] also sent an email directly to PXP's ombudsman where a response was made at 0540. The ombudsman spoke to [redacted] to report the status and outcome of the investigation. (LP)		emailed: ORP (Ifreenant) Verbal: Armando Reyes emailed: Armando (undercover)	02/04/10 1620 02/04/10 1300 02/04/10 1620	

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0510	03/17/10 0848	[REDACTED]	[REDACTED]	Vibration Ladara Crest	[REDACTED] Call was returned at 0858. After the investigation [REDACTED] was notified at 0906 that the flare was operating as a necessary safety device and the vibration would be eased as much as possible.	During a re-tuo call to [REDACTED] stated the vibration was greatly reduced.	emailed: D&P (freeman)	03/17/2010 1423	
0610	03/31/10 1030	Armo Inspectors	800 288.7664	Odor Windsor Mills	Two Armo Ins. arrived at the field to investigate odor complaint received to their 800 number. The inspectors drove the field and were unable to confirm any odors.	PXP operators drove the field with the Armo Inspectors to the vicinity of the field where the complaint originated	email: D&P (freeman) email: Armo (masondez)	04/01/10 1107 04/01/10 1107	
					(93)				