

COMMUNITY STANDARD DISTRICT
COMPLAINT LOG

Second Quarter 2011

REFERENCE NUMBER	DATE/ TIME	NAME (LAST, FIRST)	PHONE NUMBER	TYPE OF COMPLAINT	PXP ACTION	CALLER RESPONSE	CSD REPORTING	DATE/ TIME REPORTED	COMMENTS
1118	04/16/11 0700	AGARD Inspec.	800 288.7664	Odor Blair Hills	An AGARD Inspec- tor notified PXP that a resident contacted AGARD on Saturday re- garding odors from the oil field. The AGARD Inspec- tor responded to the resident and drove around the area and detected no odors at the time.		emailed: AGARD (M Hernandez) emailed: DAP (Ifreeman)	04/18/11 1408 04/18/11 1408	The Meteorolo- gical Station showed wind direction blowing in a southwesterly direction from the area to- wards the oil field.
					Upon investiga- tion PXP operat- ors reported every thing was operating nor- mally (PS)				
1119	04/17/11 1046	[REDACTED]	[REDACTED]	Property Damage Blair Hills	PXP's Ambassadors received a voice mail on the office phone requesting their (callers) res- idence be added to the list for an inspection to in- vestigate cracking and subsidence		Emailed: DOGGR (K Carlson) emailed: Public Works (Sburger) emailed: DAP (Ifreeman)	04/18/11 1352 04/18/11 1352 04/18/11 1352	meeting Scheduled for 04/21.

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					at this property; on [REDACTED] Drive. Monday morning. The ombudsman returned the call and left a voice message to sch- edule a meeting with the home- owner.				
1120	04/18/11 1100-1120	ARMO Inspector	800 288-7664	Kenneth Hahn/Dark	(lp) ARMO notified XP that three odor complaints were received by ARMO. The ARMO Inspec- tor responded to the site at 1200 and at the time de- tected no odors. XP Operators reported the field was oper- ating normally. (bg)		emailed: ARMO (m hernandez) emailed: DRP (Hernandez)	04/18/11 04/18/11	1638 1638 It's unclear if there were three separate individuals reported or one person calling three times.

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1121	04/21/11 1619	[REDACTED]	[REDACTED]	property Damage Blair Hills	A resident called PXP's 800 number to report cracks in their walls and foundation. The caller asked to be added to the list for an inspection. PXP's Ombuds person returned the call and set up a meeting on 4/29 (16)		emailed: DORR (K Carlson) emailed: Public Works (Sburger) emailed: DORR (Ifreeman)	04/25/11 0744 04/25/11 0744 04/25/11 0744	
1122	05/09/11 1217	[REDACTED]	[REDACTED]	Noise Blair Hills	PXP's 800 number received a call regarding noise, the caller did not leave a call back number. Shortly after the call to the 800 number the caller left a voice message on the Ombuds person's office phone. The message indica- ted they would be attending a		emailed: Public Health (Clausdowski) emailed: DORR (Ifreeman)	05/09/11 1642 05/09/11 1642	Future opera- tions as those performed dur- ing the time period of the complaint will take place outside of office hours. Quite made during hours.

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					Conference and unavailable. PXP's Ombudsper-son did call and left a voice message. The Ombudsper-son spoke to the drilling foreman regarding the complaint. The work taking place the evening of 4/16 can create an occasional clanking sound however no CSD noise thresholds were exceeded. (1p)					
1123	05/27/11 1335			Noise Windsor Hills	PXP's 800 number received a noise complaint from a resident regarding clanging coming from the direction of the field. At the time of the complaint a delivery	Did not receive a call back.	emailed: Rob. Health (Clawdowski) emailed: DRP (Ifreemas)	05/31/11 05/31/11	1006 1006	Handling of tubing for delivery will take place in-order to reduce noise.

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					was being made.				
1124	06/01/11 1129	[REDACTED]	[REDACTED]	Noise Windsor Hills	(pg) PXP's 800 number received a noise complaint from a resident of Windsor Hills regarding a clanging noise coming from the field. There was a delivery at the time of the complaint.		emailed: Rob Health (Cladowski) emailed: Dale (Ifreeman)	06/01/11 1554 06/01/11 1554	All deliveries were monitored after receiving the call to PXP's 800 number.
1125	06/05/11 1252	[REDACTED]	[REDACTED]	Noise Blair Hills	(pg) PXP received a call to the 800 number regarding noise coming from their living room. The noise has been intermittent over the week and occurring at different times. The drilling	Refused the call to the complaint and reported the location of the drilling rig and the operations of the field as normal.	emailed: Rob Health (Cladowski) emailed: Dale (Ifreeman)	06/06/11 1503 06/06/11 1503	The resident also called PXP's Ombudsman's office phone and described the noise as beeping.

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