

COMPLAINT INVESTIGATION FORM

Department of Environmental Protection

Air Quality

Complaint Number:

CH-2010-0261

Assigned to Kolb, Michael D

Source :	Pennzoil-Quaker State Company, Char'ton/Etowah Te	Facility/City:	CHARLESTON
County:	Kanawha	Source ID:	039-00035
		Filed:	

Source Address: ETOWAH TERMINAL

Date & Time of Complaint:

4/7/2010 14:13:00

Cause

Odor

County: Kanawha

Who took call:

SPRADLING, WANDA E

Contact: _____

Date & Time of Occurrence:

Phone: _____

04-06-2010 ONGOING

CONFIDENTIAL

Anonymous

REGION:

Address: 'XXXXXX'

Phone: ()- - ()- -

Anonymous

Email: 'XXXXXX'

Comm: 'XXXXXX'

Applicable regulations

AIR Programs

Regulated Pollutants

Nature of Complaint:

COMPLAINING OF AN ODOR THAT SMELLS LIKE "LICORICE". LEAVES BAD TASTE IN YOUR MOUTH. THINKS THE ODOR IS COMING FROM THE OLD PENN OIL PLANT ON BARLOW DRIVE.

COMPLAINANT SMELLS THE ODOR FROM HIS HOUSE ON KEYSTONE DRIVE BUT HE WAS AT HIS BROTHER'S (REDACTED) YESTERDAY EVENING AND SMELLED ODOR THERE AS WELL. WANTS SOMEONE TO CHECK IT OUT.

Resolution

Post Office: CHARLESTON

Location: THE OLD PENN OIL PLANT ON BARLOW DRIVE - CHARLESTON.

Investigation Date: 4/12/2010 00:00:00

Status: Terminated

Date Form provided to Complainant

Contact: Roger Arthur

Phone: 3047208065

Comments: On April 12 2010 @ 4:00 pm I went to said facility and did smell a slite odor. On 04/13/2010 Robert Keatley and myself went to the facility and requested an MSDS sheet for the product causing the odor. Once back at the office we found out that a permit determination was not completed for this product. I called the complainant @ 3:19 pm and left a message. On May 5, 2010 forms were taken to the facility and given to Roger Arthur (Facility Manager) and asked him to complete permit determination forms for any product on site that was not in the first determination. He said he will start on it the next day. On May the 10th the company came in to review files and to complete the said forms. No further action at this time but we will need to see what comes out of the determinations. The MSDS will be placed in the company file.

Weather Conditions

Temp: _____ Sky: _____ Wind: _____

Assigned 4/7/2010 00:00:00

Printed 1/13/2014

COMPLAINT INVESTIGATION FORM

Department of Environmental Protection

Air Quality

Complaint Number:

CH-2014-0193

Assigned to Bauerle, Dan

Source : Pennzoil-Quaker State Company, Char'ton/Etowah Te	Facility/City: CHARLESTON
County: Kanawha	Source ID: 039-00035
	Filed:

Source Address: ETOWAH TERMINAL

Date & Time of Complaint:

1/9/2014 08:16:00

Cause

Odor

Who took call:

HAMMONDS, STEPHANIE NM

County: Kanawha

Date & Time of Occurence:

01-09-2014 EACH MORNING

Contact:

Phone:

CONFIDENTIAL

Anonymous

REGION:

Address: 'XXXXXX'
Anonymous

Phone: ()- - ()- -

Email: 'XXXXXX'

Comm: 'XXXXXX'

Applicable regulations

AIR Programs

Regulated Pollutants

Nature of Complaint:

PLEASE SEE ATTACHED EMAIL FROM STEPHANIE HAMMONDS DATED 1/9/14.

SOMETHING IN THE AIR AT THE 77-79 SPLIT EACH MORNING WHEN COMPLAINANT COMES INTO WORK. COMPLAINANT SAID IT IS COATING HIS WIFE'S THROAT.

Resolution

Post Office: CHARLESTON

Location: 77-79 SPLIT IN CHARLESTON.

Weather Conditions

Temp: _____ Sky: _____ Wind: _____

Assigned 1/9/2014 00:00:00

Printed 1/13/2014

Printed by Spradling, Wanda (OAQ)