



COGCC DATA DOWNLOAD INSTRUCTIONS

COMPLAINT DATA

Document Control:

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Background:

Overview

All public complaint data is stored in the “Complaints” table.

Data Considerations

All complaint data from 2010 forward is included in this data download. Data prior to 2010 was excluded due to significantly different complaint investigation processes and data tracking methods used prior to 2010.

COGCC is protecting the privacy of individuals by not including complainants' names, addresses, phone numbers, email addresses in these data downloads. However, because that information is a matter of public record it remains included in the files for the individual complaints and can be found there, unless the complaint was submitted anonymously.

The COGCC has a long history of responding to “water well complaints.” These “complaints” are situations where a domestic water well owner, such as a homeowner, contacts COGCC with concerns about the water quality in their private, domestic water well. The concerns may be that the well owner feels that nearby oil and gas activities have affected their water quality or may be that they want to know the “baseline” conditions of the water prior to oil and gas development in the area. When requested, COGCC has sampled water wells, and since 2010, these requests have been tracked as complaints labeled as “Ground Water,” “Baseline Water Request,” or “Water Well.” The files for these complaints will contain sampling data, analytical data reports, and a

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summary letter from COGCC; sampling data are also available on the COGIS map system, and through the CO_ENV database “[Water Well Download](#).”

The COGCC significantly enhanced the complaint process effective January 9, 2015 to ensure greater public transparency, to make it easier to file a complaint, and to establish more internal COGCC efficiencies. As part of this new process, additional data fields were added to the COGCC database and methods of collected data were also enhanced. Major data field changes that resulted from this will be noted in the below tables.

All complaints tied to API number 05-123-12345 are internal test complaints and should be ignored.

Database Table Field Descriptions:

Complaints Table

The below table will describe each field in the Form 18 table along with pertinent comments.

Field Name	Field Description	Comments
Document Number	Sequential number stamped on each form as it is received.	
Receive Date	Date when form was received from the complainant.	
Form Status	Status of the form 18.	“On hold” means the form is not yet approved and the data can be updated.
Form Status Date	The date the status was last changed.	
Complainant Connection	How complainant is connected to incident (such as Land Owner or Royalty Owner).	
Facility Type	Is this a complaint related to a well or a location.	Blank items mean the complaint was not tied to a specific well or facility.
Well Name	Name of well that is creating the alleged problem.	Blank items mean the complaint was not tied to a specific well or facility.
Well Number	Number of well that is creating the alleged problem.	Blank items mean the complaint was not tied to a specific well or facility.
API State Code	State code for Colorado.	Will always be “05”.
API County Code	API code for county in which permit was granted.	Blank items mean the complaint was not tied to a specific well or facility.
API Sequence Number	API unique sequence number.	Blank items mean the complaint was not tied to a specific well or facility.
Facility Name	Facility name where alleged problem	Blank items mean the

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	is located.	complaint was not tied to a specific well or facility.
Facility ID	Number of facility that is creating the alleged problem.	Blank items mean the complaint was not tied to a specific well or facility.
Qtr Qtr	Quarter Quarter in which alleged problem is located (described in a Jeffersonian format).	Blank items mean the complaint was not tied to a specific well or facility.
Section	Section in which alleged problem is located (described in a Jeffersonian format).	Blank items mean the complaint was not tied to a specific well or facility.
Township	Township in which alleged problem is located (described in a Jeffersonian format).	Blank items mean the complaint was not tied to a specific well or facility.
Range	Range in which alleged problem is located (described in a Jeffersonian format).	Blank items mean the complaint was not tied to a specific well or facility.
Meridian	Meridian in which alleged problem is located (described in a Jeffersonian format).	Blank items mean the complaint was not tied to a specific well or facility.
Operator Number	A unique COGCC number assigned to each operator.	Blank items mean the complaint was not tied to a specific well or facility.
Operator	Name of operator.	Blank items mean the complaint was not tied to a specific well or facility.
Initial Contact Date	Date COGCC technical staff first made contact with the complainant.	This is a field that was added in January 2015. Previous complaints will have this field blank.
Method Received	The method the complaint was received which includes online tool, e-mail, paper form, or other.	This is a field that was added in January 2015. Previous complaints will have this field blank.
Routed Agency	Whether the complaint was outside of the COGCC's jurisdiction and therefore routed to another agency or local government.	This is a field that was added in January 2015. Previous complaints will have this field blank.
Issue Category	The category type listing the specific issue the complainant is experiencing such as noise, lights, odor, etc.	Many times there will be multiple issues (therefore types) for the same complaint doc_num. For example, if a complainant files a complaint for both noise and lights, there will be one doc_num but two type (so two rows in this table).
Issue Description	The details of the issue the	

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	complainant is experiencing, which is tied to an issue “type”.	
Issue Resolution	The detailed resolution that occurred by COGCC staff related to the issue (“type”).	
Issue Resolved Date	Date the issue (“type”) was resolved by COGCC staff.	
Letter Sent	Was a letter sent to the complainant after the issue was resolved.	This requirement was added to the process starting for all complaints received after January 9, 2015. This field is not accurate for all complaints received prior to January 9, 2015.
NOAV	Whether the investigation of this complaint led to a notice of alleged violation against the operator.	
NOAV Number	If the investigation of this complaint led to a notice of alleged violation against the operator, what is the noav document number.	
Form 19	Whether the investigation of this complaint led to a requirement that the operator file a spill report (Form 19).	
Form 19 Number	If the investigation of this complaint led to a requirement that the operator file a spill report (Form 19), what is the Form 19 document number.	
Form 27	Whether the investigation of this complaint led to a requirement that the operator file a spill remediation report (Form 27).	
Form 27 Number	If the investigation of this complaint led to a requirement that the operator file a spill remediation report (Form 27), what is the Form 27 document number.	

Disclaimer:

All data and information contained in these downloads have been subject to a series of rigorous quality assurance procedures. However, the COGCC is not able to guarantee the accuracy, completeness or quality of all data and information provided herein. The information may require further research and associated information may need to be investigated.

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Document Change Log:

Change Date	Description of Changes
May 7, 2015	Document Created and Finalized