

## Faye Thomas

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**From:** Clerk of Board  
**Sent:** Wednesday, January 24, 2024 8:02 AM  
**To:** [REDACTED]  
**Cc:** Faye Thomas; Altheresa Rothschild  
**Subject:** FW: [EXTERNAL] January 24, 2024 LASAN hearing  
**Attachments:** hyperion calls - non responses 2023.docx

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**From:** [REDACTED]  
**Sent:** Wednesday, January 24, 2024 12:38 AM  
**To:** Clerk of Board <ClerkofBoard@AQMD.gov>; Michal Haynes <mhaynes@aqmd.gov>  
**Subject:** [EXTERNAL] January 24, 2024 LASAN hearing

To Whom It May Concern:

My name is Katina Wong, my family and I have been continuously affected by the effects related to the spill of July 11, 2021.

It is my understanding that LASAN is attempting to shutdown their reporting hotline on the grounds that they are not receiving enough calls to indicate that there continue to be an issue or that justifies the continuation of it.

There are many reasons these calls have appeared to dwindled residents are tired of making these calls because:

- 1) They are told that the smell is due to the neighbor fertilizing their yard, the porta potty at the construction site  
around the corner, it's trash day.
- 2) They are told that everything thing is functioning properly (even when citations are issued)
- 4) That there is no smell or Hyperion staff don't smell anything (when residents are present for their monitoring  
and it is verified by AQMD inspectors)
- 5) The Hotline is not functioning
- 6) The Hotline phones are not being answered therefore reports are not taken
- 7) The attitude and actions of certain Hyperion administration frustrates residents as their manner and tone of  
said administrator is felt to be belittling, demeaning, and dismissive.

Attached are some of my calls to the hotline. A follow up call and a written report was been requested. Often either a report was not received in the timely matter as required by previous AQMD hearings or was never received at all.

While LASAN promotes that they are being a good neighbor, many residents are tired and frustrated with LASAN's lack of transparency, their unprofessionalism, and inhumane behavior.

Sincerely,

Katina Wong

[Redacted]  
[Redacted]

March 11, 2023 8:35 am  
Called Hyperion Hotline  
They never answered phone

June 4,2023 10:40 am  
Called Hyperion Hotline several times  
And was hung up on without taking report

June 25, 2023 8:36 pm  
Called Hyperion Hotline  
Requested follow up call of findings  
No follow up calls received

June 26, 2023 7:48 pm  
Received call from Tanya Shelton at 7:48 pm  
She said that they did not detect odor and all equipment was functioning  
Informed her that AQMD inspector verified odor report

July 20,2023 11:pm  
Called Hyperion Hotline  
Requested follow up call of findings  
No follow up calls received

Written findings was received on July 28, 2023

August 9, 2023 9:39 pm  
Called Hyperion Hotline  
Requested follow up call of findings  
No follow up calls received

No written response received

August 11, 2023 9 pm  
Called Hyperion Hotline  
Requested follow up call of findings  
No follow up call received

They said they would only send written findings via SMS or email  
They would not mail it

No written response received

August 15, 2023 8:32pm  
Called Hyperion Hotline  
Was told that written response would be sent via mail, email, text

No written response received

August 17, 2023 1:51 pm

Called Hyperion Hotline  
Requested call back of findings  
Requested written report of findings be mailed  
No follow up call received

August 18, 2023 3:54 pm

Received call from hyperion staff of plant findings  
Requested written report of findings be mailed

Written findings received August 25, 2023

August 30, 2023 1:46 pm

Called Hyperion hotline  
Requested call back and written report  
No follow up call received

Written findings received September 2, 2023

September 6, 2023 8:15 pm

Called hyperion hotline  
Requested call back and written report  
No follow up call received

No written response received

October 1, 2023 2:20 pm

Called Hyperion Hotline  
No one ever answered the phones

October 13, 2023 8pm

Called Hyperion Hotline  
Requested call back and written report  
No follow up call received

Written report received October 23, 2023

November 3, 2023 8 pm

Called Hyperion Hotline  
Rang for about 10 minutes  
No one ever answered phone

November 158:45 6

December 30, 2023 8:55pm

Called Hyperion Hotline  
Requested call back and written report  
No follow up call received

No written report recieved