

5/12/2016 Phone Log- RO2745 Shell #13-5032, 1601 Webster St., Alameda

Duration: Approximately 2 minutes

I received a phone call from an unidentified individual who sounded like an older woman. She said she received a notification of potential case closure for the subject case and said she did not know what it is. I said that the former Shell gas station at the corner on Webster had a fuel release which resulted in Alameda County opening a case, and that the letter is a formal notification of potential case closure. The notification was sent to individuals who are in the immediate vicinity of the gas station and those who may be impacted by the contaminant plume associated with the release. The notification includes the opportunity for the public to comment.

After the first time through my explanation, she repeated she did not understand. I walked her through a second time, at which point she said "ok" and hung up.

Keith Nowell