

January 8, 2015

LGDs,

Effective Friday January 9, 2015, the COGCC has a new process for how public complaints related to oil and gas operations are received, processed, and closed. What has not changed is COGCC's emphasis on working with complainants, operators, individuals, and communities to resolve issues under our jurisdiction.

Due to the importance of this information to citizens of Colorado and local governments, we respectfully request that you please pass this e-mail on to City or County staff, elected officials, and colleagues, and that you please disseminate this information to citizens within your respective jurisdictions via any or all methods you select (i.e., website, newsletter, upcoming public meeting, etc.).

This new complaint process was developed using Lean process improvement techniques which focused on improving public transparency of the process, making it easier for the public to file a complaint, and making the internal processing, closing, and communication of complaints more effective.

As a result, the COGCC has created a dedicated webpage that contains the following:

- A newly developed and easy to use tool to file a complaint online.
- Guidance for how to file a complaint. To be considered a formal complaint, all complaints are required to be in a written format.
- Questions and answers related to the complaint process, including what to expect and rights of the complainant.
- Guidance and tools to search for complaints already filed.

This website will be active on Friday, January 9 and is located at the below link or can be accessed by the "Complaints" link on the left hand side of our main webpage:

<http://cogcc.state.co.us/Complaints/Complaints.html>

And to repeat, we ask that you please pass this e-mail on to City or County staff, elected officials, and that this information be disseminated to citizens within your respective jurisdictions.

We will be providing more information on this new process in our next LGD newsletter to you, and also during our next series of training sessions, and public meetings we participate in. In the meantime, if you have any questions related to this process, please let us know and we would be more than willing to sit down with you to discuss.

If you have questions, please do not to hesitate to contact Nancy Prince or me.

Thanks for your help and any input on the process is appreciated.

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**Local Government Liaison**

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