

Frequently Asked Questions Remediation

1. What is the Remedial Action Plan?

The Remedial Action Plan outlines the work that will be conducted to remediate the Carousel neighborhood.

This plan is based on extensive testing in the neighborhood, under the oversight and review of the Los Angeles Regional Water Quality Control Board (Water Board), the lead state agency for the project. The Water Board approved the Remedial Action Plan on July 10, 2015.

2. How will the neighborhood be remediated?

Three methods of remediation will be used:

1. excavation;
2. soil vapor extraction (SVE) and bioventing; and
3. sub-slab depressurization (SSD).

These methods were approved by the Water Board to address the conditions in the neighborhood. For more detailed information about these methods, please call the Carousel Community Information Hotline at (310) 857-2335.

3. When will remediation start in the Carousel Tract, and how long will it take?

Remediation began in spring 2016 and will occur in clusters of 10-16 homes; it will take a few months to complete remediation in each cluster. The goal is to complete all of the excavation work in the Carousel neighborhood within five to six years once work begins.

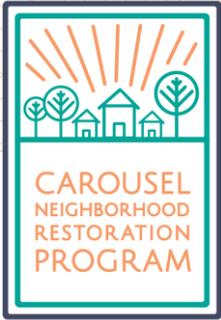
4. What type of work will be done on my property?

The work conducted at each property was determined based on the findings of the environmental investigation for that specific property, and is outlined by address in the Remedial Action Plan. For specifics on a particular property, please call the Carousel Community Information Hotline at (310) 857-2335. Closer to the date of an individual property's remediation, a Property Specific Remediation Plan will be prepared.

5. Why isn't remediation being done at my property? Why are some people getting different remediation than others?

Work conducted at each property varies because the distribution of impacted soil is not consistent across the neighborhood. Remediation at each property was determined based on the testing and findings from the environmental investigation at that property, and has been approved by the Water Board. All properties will benefit from the soil vapor extraction and bioventing system being installed throughout the neighborhood, and all properties are eligible for a sub-slab depressurization system upon request.





Frequently Asked Questions (cont'd)

Remediation

6. What if a homeowner does not want their home remediated? As a neighbor, how will this impact remediation at my home? Will contaminants spread through the soil over to my home?

All residents are encouraged to participate in the remediation program. If a homeowner or resident refuses to participate, it will impact the remediation at neighboring homes, though to what extent will be determined on a case-by-case basis as it is dependent on many factors, such as the layout of the homes.

7. Why aren't you excavating beneath the streets and sidewalks?

The city streets and sidewalks are barriers and prevent direct contact with the soil. These areas will be remediated by the SVE and bioventing system.

8. How will dust, sound and odors stemming from the remediation be handled to protect properties and adjacent residents?

Each cluster will be surrounded by 12-14 ft. high sound panels to alleviate noise. Dust and odors will be managed by the following:

1. a water mist; and
2. odor suppressing compounds.

Dust, sound, and odors will be monitored throughout the process to monitor the impacts in the neighborhood.

9. How will you excavate yards with pools?

Excavation will occur around pools; pools will not be removed.

10. What do I do if I have a question about the remediation?

Please call the Carousel Community Information Hotline at (310) 857-2335.





Frequently Asked Questions (cont'd)

Remediation Technologies

1. What is soil vapor extraction and bioventing, and sub-slab depressurization?

The technologies that will be used to remediate the neighborhood include: (1) soil vapor extraction and bioventing, and (2) sub-slab depressurization.

1. Soil vapor extraction and bioventing (SVE) are two technologies that work hand-in-hand to 1) remove vapors from the soil and 2) draw in oxygen to promote the natural breakdown of compounds in the soil. By working together, these technologies are able to more effectively remove contaminants from the soil.
2. Sub-slab depressurization (SSD) uses a fan to remove air from below the floor slab of a home and exhaust it above the roof to minimize any potential for vapor intrusion into the residence.

2. How do we know these technologies will work?

Both technologies are proven, have been widely used across the country, and have been approved by the Water Board for this project. They are also recognized by the U.S. Environmental Protection Agency (EPA) and the California EPA as effective and reliable remediation technologies.

3. How will the remediation be measured and monitored in the short-term? In the long-term?

Monitoring will be conducted throughout the site and at the off-site SVE treatment facility. This includes periodic monitoring and testing of the sub-slab soil vapor probes throughout the neighborhood. The results will be submitted to the Water Board and will be available to the public.

4. How long will the SVE and SSD systems operate?

The SVE system will operate until the Water Board approves it to be turned off based upon monitoring data. We expect it to operate for 30 to 40 years.

For the 29 homes requiring an SSD system, the system will operate for approximately 30 to 40 years. For those that request an SSD system, the system will also be operational for the same duration, but homeowners have the option to stop operation earlier if desired.

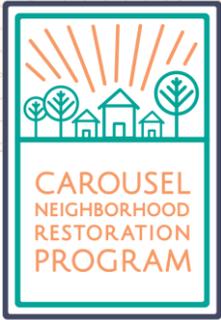
These estimates will be refined once the SSD and SVE and bioventing systems are operational.

5. Am I required to have an SSD system?

Twenty-nine (29) properties have been identified by the Water Board to receive the SSD system. To see if you are one of these 29 properties, please call the Carousel Community Information Hotline at (310) 857-2335.

6. My home is not slated to receive an SSD system – can I have this added on?





Yes, Shell is offering installation of an SSD system to any of the homeowners in the Carousel neighborhood. To request an SSD system, please call the Carousel Community Information Hotline at (310) 857-2335.

Frequently Asked Questions (cont'd) Remediation Technologies

- 7. How much power will the SSD system require? Who is responsible for payments?**
The SSD system uses approximately as much power as a 100 watt light bulb. Electricity costs related to the SSD System will be paid for or reimbursed by Shell.





Frequently Asked Questions (cont'd)

Temporary Housing

1. Why do I have to leave my property?

During remediation, each cluster of homes will be an active construction site. Residents will be provided with temporary accommodations for their safety.

2. How much notice will be given before I need to leave my property? When can I move back?

One-on-one meetings to discuss temporary housing will be held at least eight weeks prior to move out. A final move out date will be provided at least four weeks prior to move out. At this time, residents will also receive an estimated return date.

3. What if I don't want to leave my property? Can you do remediation around it?

No. Each cluster of homes will become an active construction site and for the residents' safety, residents cannot live in the property during remediation.

4. What are the accommodation options? Where are they located?

Residents will be moved to fully furnished apartments that are approximately 5-10 miles from the Carousel neighborhood. The apartments are pet-friendly and have full kitchens, cable, internet, and parking. For families with particular needs, a few single-family homes are available. These housing costs will be paid directly by Shell.

5. Will I be compensated during my stay at the temporary housing location?

Yes. Residents will receive a per diem payment for members of the household living at the residence. Residents will also receive an inconvenience allowance following the remediation and return to their home.

6. Do I need to provide Shell with receipts for my expenses?

No.

7. How will I receive my payments?

The per diem allowance will be loaded onto a debit card weekly. One debit card will be issued per property. The inconvenience allowance will be paid after residents return to their home.

8. My family has very specific circumstances – will every property's temporary housing plan be the same?

No. Individual meetings will be held with each household to review the household's specific needs and develop potential options to meet those needs.

9. Will I need to pay out of pocket for any costs?

No. Unless a resident prefers to arrange his/her own housing, housing will be arranged by, and paid for, directly by Shell.





10. Who will be covered under the temporary housing plan?

All legal residents of the property will be accommodated as part of the temporary housing program.

Frequently Asked Questions (cont'd)

Temporary Housing

11. Who is responsible for housing-related payments, such as mortgage and/or rent, insurance, utilities, and/or tax payments, at my home while I am living elsewhere?

Residents are responsible for continuing to pay all regular housing-related payments during the time they are away from their homes, including mortgage, rent, tax, utilities and insurance payments.

12. Why do I need to fill out a W-9 form?

The federal government requires all households receiving financial benefits from a company to fill out W-9 federal income tax forms.

13. How will my pets be accommodated?

Pet friendly accommodations are available to those who opt into the temporary housing program. If a resident has pets that will not be staying at the temporary housing location, the resident will be given the option to board the pets at a facility selected and reserved by the Program Administrator, or to make their own arrangements to board pets with an allowance of \$30 per day per pet.

14. What if I don't agree with the temporary housing option selected for my family? Who is responsible for handling the dispute?

Please contact the Carousel Community Information Hotline at (310) 857-2335 and we will work to resolve the dispute.

15. Will there be security on the property during the remediation?

Yes. During the work week, the site will be attended by the remediation team. In addition, onsite security will be provided by a combination of off-duty, uniformed law enforcement officers and non-law enforcement security personnel when the remediation team is not present, such as nights, holidays and weekends.

16. Can we access our property while remediation work is ongoing?





During remediation, each cluster will become an active construction site, which poses safety risks. To protect your safety and those at the site, access will not be available to the properties until the work is completed within the cluster.

17. What do I do about my mail during remediation?

Residents must 1) forward their mail to their temporary housing address or 2) arrange for mail to be held at the local post office.

18. What do I do if I have a question about temporary housing?

Please call the Carousel Community Information Hotline at (310) 857-2335.





Frequently Asked Questions (cont'd) Optional Real Estate Program

1. What is the Optional Real Estate Program?

The Optional Real Estate Program is designed to enable Carousel homeowners to receive Fair Market Value, if they choose to sell their homes. If a Carousel homeowner signs up for the program and sells their home at or above Fair Market Value, the program will compensate the participating homeowner for his or her real estate agent's fees up to 3% of the sales price.

As described in more detail in the Optional Real Estate Program documents, if the home sells below Fair Market Value due to the environmental condition of the property and/or the Remedial Action Plan-related activities, the homeowner will be compensated for the difference between Fair Market Value and the sale price.

For more details or to enroll in the program, please call the Carousel Community Information Hotline at (310) 857-2335.

2. Who is eligible for the Optional Real Estate Program?

The program is available for first-time sales by current owners who owned their residential property in the Carousel neighborhood on June 30, 2014, and who sell their residential property to independent third-party buyers as a result of a bona fide arm's length transaction.

The program is not available to banks, lenders and financial institutions.

To be eligible for the program, the Carousel homeowner must sign up for the program and meet the program requirements prior to listing their home.

3. How is Fair Market Value in the Optional Real Estate Program determined?

As described in the Optional Real Estate Program documents, Fair Market Value is determined through the independent appraisal process of the Optional Real Estate Program, using approved independent real estate appraiser(s).

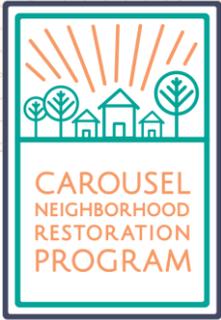
4. What is the timeline for the Optional Real Estate program? Is there a cut-off date to opt-in to the program before work takes place at my property/cluster?

The Optional Real Estate Program is valid from July 10, 2015-July 10, 2025. Residents need to qualify for the program and sell their property within this 10-year period.

5. What is the process for the OREP program?

1. Enroll in Optional Real Estate Program by calling the Carousel Community Information Hotline at (310) 857-2335.
2. Notify Program Administrator at least 30 days prior to listing and secure approval of real estate agent.
3. Make a reasonable effort to sell your residence.





4. Notify Program Administrator of sales offers.

6. What do I do if I have a question about the Optional Real Estate Program?

Please call the Carousel Community Information Hotline at (310) 857-2335.





Frequently Asked Questions (cont'd)

Landscaping

1. How will landscaping be restored after excavation?

Homeowners will meet with a landscaping professional on an individual basis to discuss the restoration of remediated areas to like or better conditions. This includes the landscaping for the front, back and side yards, re-painting of homes and replacement of driveways. New landscaping must comply with current ordinances and City and State water use restrictions.

2. If walls/fences between properties need to be removed for excavation, how will they be replaced if the current wall/fence location is not properly located along the property line?

Following remediation, all exterior walls and fences will be replaced pursuant to current code and property lines.

3. If my home is not being remediated, will you still landscape and paint my home?

Yes. Homes in the Carousel community that are not being remediated will also be re-painted and re-landscaped.

