



Torrance

Refining Company

April 5, 2017

Dear Neighbor,

We are preparing to perform planned maintenance on several of our refinery units. This maintenance project, called a “turnaround,” will continue for several months. We will shut down equipment in a portion of the refinery for inspection, cleaning, any needed repairs and improvement.

Turnarounds are conducted in compliance with rigorous safety and environmental regulations to improve the refinery’s efficiency, ensure mechanical integrity and meet regulatory obligations.

To aid us in safely completing this turnaround, we have hired approximately 1000 additional contractors who specialize in refinery maintenance. We are providing parking for these contractors on refinery property.

During the turnaround, you may notice:

- **increased traffic** during shift changes, between the hours of 4-7 a.m. and 4-7 p.m. We are coordinating with the Torrance Police Department to ensure adequate monitoring and traffic control.
- the use of our **flare**, which is an integral part of the refining process. The flare is a key safety device that ensures the safe combustion of excess, flammable gases. During shutdown and startup of units, you may see intermittent planned flaring. While flaring is a necessary and environmentally and technology sound safety measure, we will make every effort to minimize its use. The South Coast Air Quality Management District regulates the emissions from refinery flare systems. You may see “planned flaring” alerts issued, this is precautionary and does not mean that we will actually flare.

We appreciate your patience and understanding as we complete this important work to support safe, reliable and environmentally responsible operations.

Questions? Call our 24-Hour Community Hotline at (310) 505-3158 or our Community Relations Department at (310) 212-1852, Monday–Friday, 8:00 a.m.–4:30 p.m.



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INFORMATION SHARING

We have an interactive website where you can find information regarding the company, ask questions, and sign-up to receive updates. You are welcome to register by visiting www.torrancerefinery.com.

PARTNERING FOR SAFETY

We work cooperatively with public officials and emergency responders. You will see the refinery partnering with fire and police departments on training exercises, preparing for and executing emergency response drills, and community preparedness training.

BEING PREPARED

Success in responding to an incident depends in part on timely distribution of information. We have committed to providing the city with timely status reports to notify residents of an incident.

The primary communication tool the city uses is TorranceAlerts, the official City of Torrance emergency notification system. This free city service sends messages to the public via landline telephone, mobile phone, text message, or email in the event of an emergency. We encourage you to sign up for this valuable service by registering at www.TorranceCA.Gov/TorranceAlerts.

Have a question? Ask us.

(310) 505-3158 | www.torrancerefinery.com

