

Torrance Refinery
Neighborhood Hotline
(310) 505-3158

COMMUNITY PROFILE

RETIRED SENIORS SERVE THE COMMUNITY THROUGH VOLUNTEER PROGRAM

During tax season, retired Torrance resident Terry Bass is busy offering tax counseling services to senior citizens in the community. However, Terry is not employed as a professional accountant. Rather, he is a trained AARP Tax Aide volunteer, using his top-notch computer and management skills to provide free tax assistance to older individuals in the Torrance area and helping them file tax returns over the Internet.

Barbara Cardella, a local retiree with an outgoing personality and excellent



Torrance residents Barbara Cardella (middle) and Terry Bass (right) discuss volunteer opportunities at the RSVP offices with Director Hope Witkowski (left).

listening skills, had an interest in volunteering in the healthcare industry. A lifelong bookkeeper and resident of

Torrance for 37 years, Barbara now volunteers her time at the Torrance Memorial Hospital working at the reception desk, escorting patients to their appointments and offering an ear to visitors going through trying times. "If I don't help, who else will?" wonders Barbara.

Terry and Barbara are volunteers with the Retired Senior Volunteer Program (RSVP) of the South Bay, an agency that provides opportunities for retired residents to donate their time and expertise to the community. This organization services over 75 non-

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COMMUNITY CALENDAR

6/1 HEALTH & WELLNESS WEDNESDAYS - WEIGHT LOSS
(1st and 3rd Wednesday of every month)
11:00 p.m. - 12:00 p.m.
Torrance-South Bay YMCA
Info: (310)-325-5885 x7502



6/24 TCACF GALA EVENT: MOMENTS TO REMEMBER
The Fabulous 50's featuring The Coasters & The Diamonds
6:00 p.m.
Torrance Cultural Arts Center
Info: (310)-787-1201



7/8 BEST OF BROADWAY
Art Attack Foundation
7:30 p.m.
Torrance Cultural Arts Center
Info: (310)-781-7173

6/18 EVENING UNDER THE STARS- THE PLANETS (BOB NOSS)
8:30 p.m. -10:30 p.m.
Madrona Marsh Nature Center
Info: (310) 782-3989



7/7 STAR PARTY (PAUL LIVIO)
8:00 p.m. -10:00 p.m.
Madrona Marsh Nature Center
Info: (310) 782-3989



7/16-17 HOME TOUR 2005 SAVE HISTORIC OLD TORRANCE
The Olmsted District Preservation Association
The Zamperini House
2028 Gramercy Avenue
11:00 a.m. - 5:00 p.m.
Info: (310) 320-0269



NEIGHBOR

ExxonMobil

TO

NEIGHBOR

A Community Newsletter
Produced by the
Torrance Refinery

Vol 15 • No 2
Spring 2005

PEGASUS AWARDS LEGACY PROJECT

Learning From the Past



North High School student Philip Tonga with senior mentor Masaji Morita, a former government worker who worked at Japanese internment camps during World War II.

High school is a busy time for students, with schedules filled with homework, class projects, extracurricular activities and social plans. This busy lifestyle can make it difficult for students to get to know others outside of their circle of peers.

Recently, North High School students took a break from their own lives to learn some important lessons from the community's richest and sometimes most hidden treasures — its senior citizens. Through a program called the "Legacy Project" created by North High School teacher Jenna Murata and funded by ExxonMobil's Pegasus Awards, English Language Learner (ELL) students partnered with senior mentors at Renaissance Pacific Inn, an assisted living facility, to share

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REFINING 101:

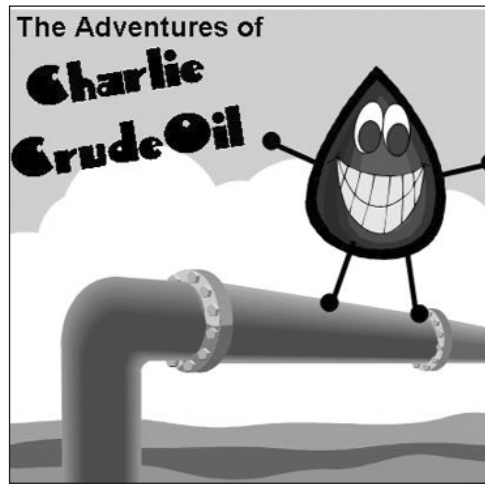
How Does Crude Oil Become Gasoline?

Almost everyone knows that the Torrance Refinery produces gasoline and other types of fuels. But how does California's "black gold" turn from heavy sticky crude oil to the familiar fuel that powers our cars? In this article, we'll explain the process and

hopefully lift the veil on some of the mystery surrounding how fuels are refined. We believe that by explaining some interesting facts about refining, we'll help clarify the complexity of our operations.

From the outside, the ExxonMobil Torrance Refinery looks like a giant erector set. But within the maze of pipes and soaring structures, the refinery actually works more like a chemistry set. Each day, our employees work around the clock to turn 6.5 million gallons, or 155,000 barrels, of crude oil into usable products like gasoline. The process of refining crude oil is simple and complex at the same time; simple because the major steps are easily explained and complex in the way the chemical processes actually occur.

Today, the majority of the Torrance



Crude oil enters the Torrance Refinery through pipelines and is stored in tanks until it is refined.

Refinery's crude oil comes from Central California's San Joaquin Valley. The crude oil enters the refinery through pipelines and is stored temporarily in tanks until it is refined. California crude oil is some of the heaviest and most difficult crude oil in the world to refine. In order to deal with the heavy

California crude, it is necessary for the Torrance Refinery to be a state-of-the-art facility.

AS EASY AS 1-2-3-4...

At Torrance, crude oil has to go through a four-step process to be turned into products including gasoline, kerosene and jet fuel. The four steps are distillation, purification, conversion and blending. The refining process begins when the crude oil enters the crude or distillation unit.

STEP 1: DISTILLATION (SEPARATION)

To begin distillation, which is the process that produces different types of fuels, the crude oil is heated until it naturally separates into five levels. The lighter weight crude oil rises to the top

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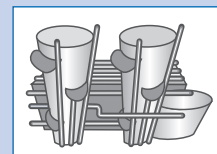


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Retired Seniors Serve
the Community through Volunteer Program



REFINERY SPOTLIGHT:

Voices of the Torrance Refinery: Mary Nardone and Doug Boyd

"Why did those flares go off earlier today?"

"Is that odor from the refinery or is it from somewhere else?"

"Are those refinery or fire engine sirens?"

These are some of the questions posed to Doug Boyd and Mary Nardone, managers of the ExxonMobil Neighborhood Hotline. Each day Doug and Mary take calls from community members who are seeking information about the refinery. Mary and Doug are available most weekdays to talk with Torrance residents, providing answers to questions about the refinery. When responding to community calls, they research the answers to the questions from the caller and follow up by phone or in person once they have an answer. "When our neighbors call the Neighborhood Hotline, my goal is to be approachable, let them know that we take their concerns seriously and provide answers to their questions," said Doug.

Mary added, "Community service is a big part of our job and interestingly enough we sometimes find ourselves returning a lost dog to a neighbor or reporting a residential natural gas leak to the Torrance Fire Department."

In addition to staffing the Neighborhood Hotline, Mary and Doug have a range of duties and monitor a host of environmental health and safety activities in and around the refinery. They provide guidance and training on environmental issues to other employees at the refinery and at field locations, identify pollution-prevention and waste-minimization



Mary Nardone

opportunities. They also work with the Torrance Fire Department and other agencies to make sure that events having potential environmental impacts are carefully monitored. "We are the eyes, ears and nose of the refinery," said Mary.

Mary is no stranger to the petroleum industry, having a long history of 25 years with ExxonMobil. Originally from New Jersey and a 10-year South Bay resident, she has held a host of positions ranging from operator to manager to supervisor. Prior to ExxonMobil, she attended college to be an electrician, a career which she practiced for 10 years. Doug, a Southern California native, has been with the ExxonMobil team for nearly 16 years, serving as a member of the fire brigade and working as an operator and a supervisor prior to accepting his current position.

"I live in the community with my wife and children. I feel that if I'm driving around, making sure everything is running how it's supposed to be, I'm doing my part," said Doug.

Mary and Doug's day may consist of routine status checks around the refinery, keeping clear and concise records and training other employees, but the community is their first priority. When asked to name one thing she would want the Torrance residents to know, Mary replied, "I want them to know that I'm there for them. Whenever they call, I'll take their concerns seriously and will do everything in my power to help." She continued, "We really do strive to be good neighbors."

To reach the ExxonMobil Torrance Neighborhood Hotline, you can call (310) 505-3158.



Doug Boyd

EMPLOYEES IN THE COMMUNITY:

Jon Child and the SBEC Torrance Businesses Unite to Keep the Community Clean

As you take your daily drive around Torrance, you can't miss the many national companies that call Torrance home including Toyota, Northrop Grumman, Neutrogena Corporation and of course, ExxonMobil. What you may not realize is that many of these companies work together through the South Bay Business Environmental Coalition (SBEC) to find ways to make their businesses friendly to both the environment and the community.

The SBEC is an organization comprised of Southern Californian representatives from local businesses and organizations that gather monthly to discuss environmental issues that impact the South Bay. Jon Child, Safety, Health and



Jon Child

Environmental manager at ExxonMobil, serves on the board at the SBEC, representing the people of Torrance and the refinery.

One of the projects Jon is involved with is the Regional Waste Reduction Awards Program (WRAP), which recognizes businesses annually for their waste reduction efforts. Surprisingly, the WRAP program is the only one of its kind in California! Disposing of waste properly is one of the best ways to keep the community clean. This program works in partnership with the South Bay

business community, local government and the California Integrated Waste Management Board to

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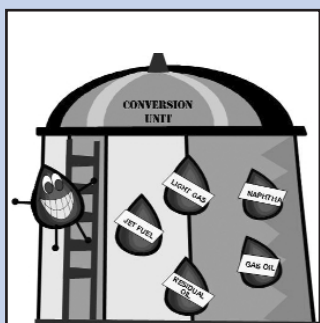
REFINING 101: HOW DOES CRUDE OIL BECOME GASOLINE?



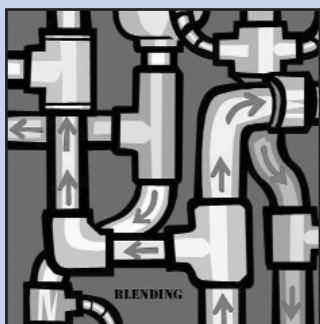
STEP ONE: In the crude unit, the crude oil is heated until it naturally separates into five levels of materials.



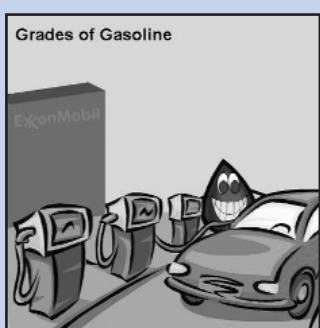
STEP TWO: Purification process destroys any unwanted components, leaving a cleaner product behind.



STEP THREE: In the conversion unit, the refinery converts heavier materials to lighter materials by changing its complex molecular structure.



STEP FOUR: Nine different streams of gasoline are blended together to make the three grades of gasoline you can choose from at the pump.



STEP FOUR: Regular, Special and Super gasoline meet California's high standards.



Daily, the ExxonMobil Torrance Refinery turns 6.5 million gallons of crude oil into usable products like jet fuel and gasoline, providing nearly 10 percent of the gasoline sold in California

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and the heavier crude oil sinks to the bottom. The five levels are:

- i. Light gases (propane and butane)
- ii. Naphtha (low octane gasoline)
- iii. Jet fuel/diesel fuel
- iv. Gas oil (heating oil, often used in colder climates)
- v. Residual oil (tar or pitch-like residue)

STEP 2: PURIFICATION

In the second step, purification accomplishes what a home water filter does by removing impurities from drinking water. The purification process helps produce clean burning gasoline for your car by destroying any unwanted components, leaving a cleaner product behind.

Purification is an important step of refining as the finished products must meet specific requirements set by different state and federal agencies that regulate the petroleum industry, such as the Environmental Protection Agency and California Air Resource Board. These stringent requirements help make California's gasoline the cleanest in the world. To find out more about California gasoline standards, visit www.epa.gov or www.arb.ca.gov.

STEP 3: CONVERSION (CONVERTING HEAVY OIL INTO GASOLINE)

Next, the five distilled materials, which have now been purified, are then moved along to the conversion unit. Here, each material is transformed into the products we use in our everyday life.

In the main conversion process, the refinery converts the heavier distilled material, gas oil and residual oil, into lighter gasoline by changing its

DID YOU KNOW?

70 percent of the crude oil that enters the Torrance Refinery is refined into gasoline. The refinery also provides jet fuel for LAX.

complex molecular structure. Once converted, the material moves along to the next step, blending.

STEP 4: BLENDING

Following the conversion process, nine different "streams" of gasoline are blended together to make the three grades, each with increasing octane level that you can choose from at the pump: Regular, Special and Super. We protect our fuels at every step of the process, and we maintain stringent quality control procedures to ensure that our fuel meets or exceeds engine builder and industry specifications. To find out what octane your engine needs, check your owners manual.

FUELING SOUTHERN CALIFORNIA AND BEYOND

California's 13 refineries must produce virtually all of the state's gasoline, as the Golden State's standards are so stringent that refineries outside of the state don't make the types of gasoline we require to meet our clean air standards. Did you know that the ExxonMobil Torrance Refinery provides nearly 10 percent of gasoline sold in California, and that most of it is sold right here in Southern California? There's more than a good chance that you use "home grown" gasoline in your family car!

The refinery manufactures gasoline that is distributed to 555 Mobil gas stations in this state, 146 in Arizona and 30 in Nevada. There is even a direct pipeline from the refinery to Los Angeles International Airport, bringing jet engine fuel directly to the airplane terminal. We are pleased to be such an integral part of the local economy, providing a product that helps keep our community on the move.

DID YOU KNOW?

The Torrance Refinery has one of the highest conversion rates in the world of any refinery, which makes us extremely efficient at producing the maximum amount of clean burning gasoline from every barrel of crude oil.

FACT AND FICTION:

Do you reduce emissions on rainy days?

Editor's note: This question was included in an "Ask Pete" question. Because it is a common misperception, we decided to address it in our Fact and Fiction column.

Interesting enough, we've most often heard this question asked in just the opposite way, that is, "Do you *increase* emissions on rainy days?" Sometimes we are asked if we increase emissions at *night*. The thought that we increase or decrease emissions based on weather conditions or time of day is completely erroneous, but understandable! When you observe the refinery on a sunny, warm, dry day, you will see almost no visible emissions from the refinery. Conversely, when you observe the refinery during a cool evening or a very damp day, you are going to see lots of billowy clouds coming from the refinery. During very cool weather, the warm air being emitted from the

refinery units hits the cool air and forms clouds. On a rainy or humid day, when the air is already heavy with moisture, warm moist air from the refinery process cannot evaporate and instead forms clouds that hang over the refinery. These clouds look white and fluffy or dark and ominous depending on the location of the sun. The visible emissions that you can observe coming from the refinery are almost always steam.

All other emissions are strictly regulated and must be within levels specified in the relevant operating permit. These "permitted" emissions are reported to the South Coast Air Quality Management District and enforced by frequent regulatory inspection. Any emission resulting from a power disruption or a mechanical failure must also be reported to the same agency. These unplanned events could occur during any 24-hour period.

PEGASUS AWARDS LEGACY PROJECT-LEARNING FROM THE PAST

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experiences and learn from each other.

Students wrote a biography on their senior mentor, which was published as a hardback book. The students gave their senior mentors a copy of the book as a gift for inspiring them to create their own life's story. "My mentor had a wealth of life experiences that I wouldn't have learned in a text book," said Patty Fajardo, a junior at North High School.

This project allowed students to learn about history through people who witnessed it first-hand. For example, one of the mentors was a government employee who worked at Japanese internment camps during World War II. Another was a research engineer who decoded Japanese messages during World War II. One student had a mentor who went back to school to earn her bachelor's degree at age 70.

Recognizing that today's youth are tomorrow's leaders, ExxonMobil's Torrance Refinery strives to make positive contributions in education by sponsoring projects that enable students to build self-esteem, set individual goals and develop decision-making skills. Programs



North High School student Patty Fajardo with senior mentor Joy South, a former Hughes Aircraft employee.

such as the Legacy Project are made possible through ExxonMobil's Pegasus Awards, a program that enables Torrance Unified School District teachers to receive funding for innovative classroom learning projects.



“ASK PETE”

Q: Why is the odor near the refinery stronger during rain? Do you reduce emissions on rainy days?

- asked by Morgan Lowe, Torrance Resident

A: Dear Ms. Lowe: I am not sure that there is a single...or simple... answer to your first question. Let me start by referring you to the insert in this edition of Neighbor to Neighbor that explains the origin of odors that come from the refinery. You will quickly see that we are dealing with some pretty smelly stuff. Believe me; we place a high priority on controlling the odors that are produced during various aspects of the refining process. Nevertheless, during a rain, especially a heavy rain, we sometimes seem to experience odors at the refinery that cannot be traced to a specific process or source. Perhaps it is because the wind blows from unusual directions on rainy days, or possibly because heavy cloud cover and moisture-saturated air seem to “hold in” odors that otherwise may dissipate quickly. Please know that we do take very seriously the fact that odors can be a nuisance to our neighbors. You have my personal commitment to continue our vigilance in controlling the sources of potential odors. We will always respond immediately to any neighbor call regarding odors and will do whatever we can to minimize any impact due to odors.

Q: In the last edition of Neighbor to Neighbor, Fact vs. Fiction tells what “the

flame” doesn’t do. Will you explain exactly what it does do?

- asked by Diane Stiles, South Bay Resident

A: Dear Ms. Stiles: The Refinery flares are essential safety systems that serve to protect the public, refinery employees and refining equipment. The flare system acts as a safety relief valve for the refinery. During normal operation, excess gases from the refinery process are collected and routed back into refinery units for further processing where they are converted into products such as gasoline and jet fuel. However, when the operation experiences an interruption, such as unplanned loss of power, the system is sometimes unable to recover these excess gases and send them back to the process units for further refining. Instead, the gases are routed to the refinery flare system. There, these vapors are combined with steam and safely combusted or burned. This avoids both the over-pressurization of refinery units and the need to release the uncombusted gases directly into the atmosphere in order to prevent overpressurization. The flare system ensures maximum combustion of hydrocarbons while minimizing emissions into the air.



Q: I am always interested in the level of safety nearby. What is the technical level of people protecting Torrance 24 hours a day, seven days a week?

- Robert Cruse, Torrance, CA

A: Dear Mr. Cruse: At the Torrance Refinery, safety is our number one priority. We work to keep both the community and our employees out of harm’s way. While safety and security are closely related, I will respond to your question in two parts. In this issue, I will focus on refinery safety, which refers to maintaining safe operations. In the next issue, I will explain how we protect the refinery from external incidents—either natural or man-made.

You specifically asked about the technical level of people working at the refinery. Our industry employs a wide variety of professionals including engineers, operators, inspectors, laboratory technicians, safety instructors and maintenance personnel. A fact not widely known is that we also train a full brigade of firemen who are the first responders to an on-site incident. A number of these skilled professionals are at the refinery and available 24 hours a day, seven days a week.

Almost every aspect of the refinery’s operation is governed by a set of stringent procedures that employees are required to follow in order to ensure operations run smoothly. Employees are expected to view safety as their top priority whether they work in an office or in a refining unit. A requirement of all personnel is the completion of safety training modules. These modules cover a wide range of safety topics and must be retaken each year or the employee’s badge will be deactivated and access to buildings or entrance through refinery gates will be denied.

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ASK PETE!

Pete Trelenberg, Torrance Refinery Manager, wants to hear from you! Please submit questions you may have about the Refinery and Pete will answer as many questions as space allows in each edition of Neighbor to Neighbor. Questions not printed in the newsletter will be addressed by direct mail or by phone. If you have an immediate concern or would like a timely response on a specific subject, please contact Public Affairs at (310) 212-4756. We can’t wait to hear from you!

Q: _____

Name*: _____ Daytime phone number*: (_____) _____

Address*: _____
Street City Zip Code

Comments: _____

To Submit Your Questions: Tear off this form and mail to:
ExxonMobil • Public Affairs/Ask Pete • 3700 West 190th Street • Torrance, CA 90509

* By submitting your name, you agree to be identified in Neighbor to Neighbor as the author of the question you submitted. Only questions submitted with name and contact information will be considered for publication. Addresses and phone numbers are required for verification purposes and follow-up and will not be published.

RECYCLED WATER PIPELINE CONSTRUCTION TO START NEAR EXXONMOBIL PLANT

The West Basin Municipal Water District is implementing the Harbor/South Bay Water Recycling Project, a federally-funded partnership between the U.S. Army Corps of Engineers and West Basin. The goal of the Harbor/South Bay Water Recycling Project is to reduce the region's dependence on imported potable water through water recycling.

The Madrona Lateral, a project of the Harbor/South Bay Water Recycling Project is next in line for construction. The alignment runs through the City of Torrance. It starts at

190th Street/Crenshaw Boulevard, adjacent to the ExxonMobil Refinery and runs south along Crenshaw to Maricopa Street. It then proceeds west to Maple Avenue and will run along Maple from Civic Center Drive to Plaza Del Amo.

Weekday construction of the Madrona Lateral started in April and is expected to continue through November 2005. For more details about the project and traffic impact, call the construction information hotline at (800) 915-1005 or visit the Web site at www.westbasin.org.

EMPLOYEES IN THE COMMUNITY: JON CHILD AND THE SBBEC

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honor businesses for their waste reduction efforts. Jon, along with the SBBEC, hopes to encourage other California businesses to go the extra mile to keep their surrounding communities clean.

In addition to keeping Torrance clean, the SBBEC nurtures the minds of future scientists by sponsoring the Annual Environmental Science Fair. The fair encourages students, kindergarten through eighth grade, to think creatively about using natural resources more effectively. About 120 to 200

students from the local area gather annually at the Torrance Cultural Arts Center for the competition. Jon encourages ExxonMobil employees to join a panel that judges the competition and presents the awards.

Jon values and believes in the SBBEC's objective to preserve the environment and is inspired by the company he represents. He says, "ExxonMobil has a strong commitment to the community and to protect the environment. It is because of this commitment that I have dedicated my own time to the SBBEC."

RETIRED SENIORS SERVE THE COMMUNITY THROUGH VOLUNTEER PROGRAM

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profits, placing workers in a wide variety of industries including education, healthcare and public service. In addition to Terry's and Barbara's programs, RSVP matches volunteers with organizations such as America Reads, Knit for

Children and Recording for the Blind and Dyslexic.

Like most of the RSVP volunteers, Terry and Barbara enjoy the social aspects of volunteering and treasure the many new friends they have made. However, both agree that the real inspiration for volunteering comes from their love of the community and their ability to make a positive impact on their neighbors' lives.

"Through my own work experience, I was fortunate enough to gain a capacity and skill level for certain things in life," Terry explains. "Now it's only right that I use those skills to help others."

More information on the Retired Senior Volunteer Program of the South Bay can be found at www.rsvpsb.org or by calling (310) 320-3322.

HAVING AN EAR OPEN TO THE COMMUNITY

ExxonMobil's 2005/2006 Community Advisory Panel (CAP) welcomed 35 new members, bringing membership to an all time high of 47 community representatives. The CAP kicked off the year on January 26, marking the beginning of a two-year term for participants. We thank everyone who joined and look forward to working with this great group.

The CAP is made up of neighbors and community leaders who meet bi-monthly to discuss refinery-related topics that are important to Torrance. CAP members help the refinery management communicate with Torrance residents and better understand the neighbors' viewpoint.

PUBLISHER'S BOX:

Neighbor to Neighbor is published periodically as a community service by the Torrance Refinery, 3700 West 190th Street, Torrance, CA 90509-2929.

Pete Trelenberg

Refinery Manager

Carolin A. Keith

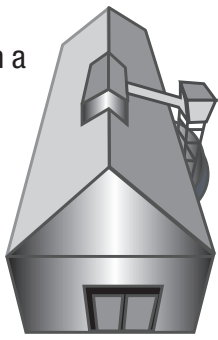
Public Affairs Manager

Public Affairs Office

(310) 212-1852

WHAT'S THAT SMELL?

The process of refining oil can be a smelly business. Refiners start with a raw material called "crude oil" and convert it into products such as gasoline and jet fuel. Part of that process involves removing impurities in order to create a cleaner burning fuel. Some of these impurities give off unpleasant odors. Generally speaking, refining takes out many of the odors so they won't be emitted from your vehicle.

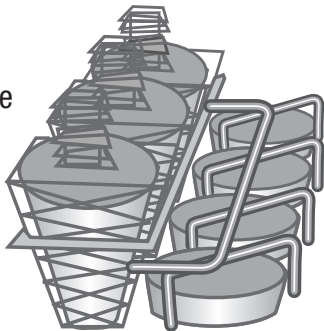


Coke Barn

Some common odors you may smell from the Torrance Refinery include:

- Rotten Eggs → Hydrogen Sulfide
- Burnt Matches → Sulfur Dioxide
- Rotten Cabbage or Natural Gas Leak → Mercaptan
- Window Cleaner → Ammonia
- Asphalt or Tar Coke → Petroleum

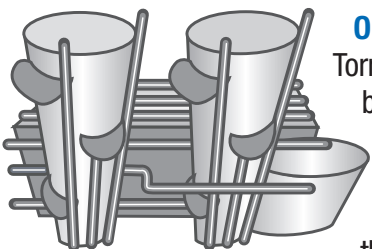
Unfortunately, none of these odors are pleasant. This is one reason why the Torrance Refinery works diligently to achieve our goal of zero impact on our neighbors.



Coker

HEALTH IMPACT

We are often asked about the impact that odors associated with the Torrance Refinery have on health. The common odors you might smell from the Refinery will not have serious impact to the average person's health if released in small amounts. The Refinery abides by the most stringent regulations in the nation with regard to air pollution and air quality. Refinery emissions are carefully monitored, controlled and reported to the local air quality agency, the South Coast Air Quality Management District.



Sulfur Unit

ODOR RESPONSE

Torrance Refinery management believes no level of odor should be tolerated or considered acceptable. Research as well as our own experience has proven that the human nose is so sensitive

that it can detect very minor odors, often better than sophisticated

analyzers. Based on this understanding, we have established an Odor Brigade to help in early detection and to locate an odor that has been reported. All Refinery employees and contractors are members of the Odor Brigade. The Brigade's slogan is "If you have a nose, you're on the brigade!"

REPORTING ODORS

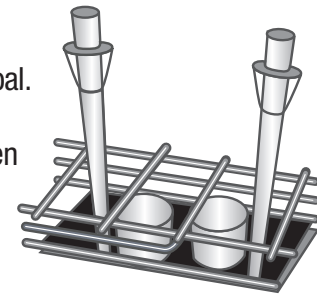
If you detect an odor that may be from the Refinery, please do not hesitate to call the 24-Hour Neighborhood Hotline at (310) 505-3158. The person monitoring the Hotline will ask for your

name, location and description of the odor. This information will help us pinpoint the source of the odor promptly.

ODOR PREVENTION

While responding quickly to an odor call is important, preventing the odor is our real goal. Because our goal of zero impact on our neighbors is a constant focus, we have taken a number of actions to prevent odors from reaching the community. We have pursued both procedural changes as well as equipment modifications, including:

- Installation of large vapor recovery systems on our tanks and units
- Injection of masking odorants into process streams
- Upgrades to our Flare system
- Installation of Flare meters and controls
- Establishment of the Odor Brigade
- Tracking / analyzing odors to find solutions

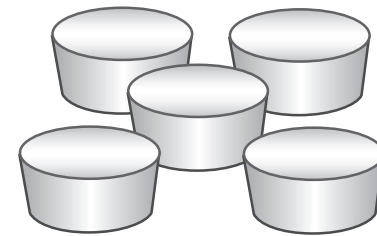


Flares

In addition, we work hard to continually improve upon maintenance programs and procedural controls.

OUR COMMITMENT

We are committed to our goal of zero impact on our neighbors. Through installation of equipment, better communication and procedural improvements, we are dedicated to providing quality products in a way that is environmentally responsible and community friendly.



Tankage

Special Note: If you think you smell mercaptan, which is similar to the smell of a natural gas leak, please do not assume it is an odor from the Refinery. Please notify us, but also check your home for immediate gas leaks as mercaptan is added to natural gas that you may use in your home. Call the fire department at 911 if you detect a gas leak in your home.

"ASK PETE"

(continued from page 5)

Another example of our commitment to safety is our incident response team. Safety, environmental, process and technical employees are connected around the clock through a paging system. This system notifies team members of incidents at the refinery and whether or not a response is necessary.

The Torrance Fire Department (TFD) is also plugged into this paging system responding to incidents that require their expertise. TFD and ExxonMobil's own fire brigade work as a joint team and have regularly scheduled emergency drills.

If you're interested in how the refinery is doing regarding safety, we also post our "safety record" outside our front entrance on 190th Street. We hold ourselves to a very strict standard of safety and believe it's important to share with community members how we're doing.