Henry Gonzalez
Manager, Public Awareness
Phone: 361-249-9445
E-mail: henry.gonzalez@nustarenergy.com
Website: NuStarEnergy.com

ABOUT NUSTAR LOGISTICS, L.P.

NuStar Logistics, L.P. is a subsidiary of NuStar Energy L.P., a publicly traded limited partnership based in San Antonio, Texas, with pipeline and terminal facilities that store and distribute crude oil, refined products and specialty liquids. NuStar has operations in the United States, Canada and Mexico. For more information, visit NuStar Energy's Web site at www.nustarenergy.com.

The Regional Headquarters for NuStar Logistics, L.P. is located in Corpus Christi and Amarillo,TX. The region is commonly referred to as the Central West Region.

COMMITMENT TO HEALTH, SAFETY AND ENVIRONMENT

NuStar is committed to achieving the highest standards of safety and environmental excellence throughout its operations and believes it is every employee's responsibility to conduct business in accordance with this commitment, and management's responsibility to provide the resources, equipment, training, and tools to ensure continued improvement. And, we're proud of the results we've achieved thanks to our employees commitment to this mission.

As NuStar continues to grow, safety will remain our highest priority. It is NuStar's goal to continue to evolve and improve as best safety practices are shared among all our facilities, with the constant goal of achieving safe, accident-free facilities throughout our system.

NuStar fully recognizes that our safety and environmental success is due in large part to the partnerships formed with the stakeholders in the communities in which we operate. NuStar is committed to promoting pipeline safety and providing stakeholders with the information necessary to promote general awareness of pipelines and what to do in the event of a pipeline emergency.

This booklet is an important first step in understanding public awareness and pipeline safety. Should you have additional questions or need additional information on public safety or NuStar, please call our Central West Region Public Awareness Supervisor, Mr. Henry Gonzalez, at (361) 249-9445.

NUSTAR LOGISTICS, L.P. SYSTEM OVERVIEW

REFINED PRODUCT PIPELINES

These pipeline systems transport refined products from Corpus Christi, McKee, Three Rivers and Ardmore refineries to NuStar terminals or to interconnections with third-party pipelines, for distribution to markets in Texas, Oklahoma, Colorado, New Mexico, Wyoming, other mid-continent states and Mexico.

The refined products transported in these pipelines include gasoline, distillates (such as diesel and jet fuel), natural gas liquids (such as propane and butane), blend stocks and petrochemicals including but not limited to toluene, xylene and raffinate. Terminal loading and storage facilities associated with these pipeline systems may contain ethanol.

NUSTAR DAMAGE PREVENTION MEASURES

There are several damage prevention measures NuStar employs to help ensure pipeline integrity.

Pipeline Surveillance: NuStar regularly inspects and surveys the pipelines it operates. NuStar performs aerial patrols of our pipelines on a scheduled and frequent basis. Operations and maintenance personnel make visual inspections of the pipeline right-of-way as they perform their normal duties. In today's era of heightened security, we ask that you, as you go about your normal duties of protecting your community, be on the lookout for any unidentified individuals or suspicious activity occurring on NuStar rights-of-way. If you note any suspicious activity around our pipeline right-of-way, please contact us by calling our 24-hour toll free emergency number (1-800-481-0038).

EMERGENCY CONTACT:
1-800-481-0038

PRODUCTS/ DOT GUIDEBOOK ID#/ GUIDE#:

Diesel Fuel	1202/1993	128
Gasoline	1203	128
Jet Fuel	1863	128

COLORADO COUNTIES OF OPERATION:

Adams	El Paso
Arapahoe	Elbert
Baca	Las Animas
Bent	Otero
Crowley	Pueblo
Denver	

Changes may occur. Contact the operator to discuss their pipeline systems and areas of operation.

PIPELINE MONITORING

At various locations along the NuStar pipelines, there is monitoring equipment, which relays via satellite transmissions information about the operations of the pipelines. Information about the flow rate, pressure, and pumping status is constantly transmitted to the NuStar pipeline control center in San Antonio, Texas. There, trained technicians called pipeline controllers operate pumps and valves along pipeline routes remotely, through the use of computer technology, and keep track of flow and pressures along NuStar pipelines. Deviations from normal flow conditions are detected and analyzed to determine whether these abnormal conditions indicate a possible pipeline leak, thus providing the controller with information that can be used rapidly to evaluate changes in flow and pressure conditions. The controller takes appropriate action based on this information. The pipeline control center operates 24 hours a day, seven days a week.

When an abnormal situation arises, one resolution available to the NuStar controller is to close one or more of the motor operated valves located at the stations, and other key locations in the pipeline. Another is that he/she can shut down the pumps on the pipelines. In addition, the controller may send a person to close one or more of the manual operated block valves, which are located along the line.

PIPELINE MARKERS AND SIGNS

Pipelines are buried for safety reasons. Since most pipelines are underground, pipeline markers like these examples are used to show their approximate location:

NuStar has installed pipeline markers, similar to these examples, at public roads, rail and river crossings, and various other places along the pipeline's path. However, you should never assume that these markers mark the exact location of the line. Someone may have moved or removed the sign. It is a criminal offense to willingly deface, damage, remove, or destroy any pipeline sign, right-of-way marker, or marine buoy. Please look for similar signs at or near your location. Should you see one or these NuStar signs, please don't hesitate to dial the number on the sign. A NuStar representative will be happy to help.

Aerial patrol pilots are trained to observe the rights-of-way for anything out of the ordinary. Should pilots notice a discoloration on the ground, the presence of heavy equipment on or around the rights-of-way or a number of other conditions, they report these situations to NuStar field personnel who are dispatched to the site for further investigation.

Mile markers help both pilots and field personnel identify specific locations on the pipeline. These mile markers run the entire length of the pipeline, and provide good, consistent reference locations for the identification of specific points on the pipeline. The pipeline mile markers NuStar use to mark the pipelines it operates look similar to the one shown below.

THIRD PARTY DAMAGE PREVENTION

A major cause of pipeline accidents is third party damage to pipelines caused by excavation activities. NuStar has a continuing educational program to communicate pipeline safety information to the general public and excavators. NuStar is a member of one-call notification systems in states where it operates pipelines. One-call centers take detailed information from anyone doing excavation work and notify member underground facility operators. Underground facility operators determine whether they have a conflict with the excavation and, when necessary, mark the approximate location of underground facilities. In some cases, and in order to protect the public and the environment, NuStar employees remain on-site during excavation work near the pipeline. Underground facility locations are provided as a free service to anyone performing excavation work.
Law requires you to call an excavation notification service registered in the State of operation if you plan to dig or construct anywhere near a pipeline. You are required to call 48 hours, (excluding weekends) before you begin your excavation project. This law applies to individuals as well as excavation/construction companies.

ONE-CALL INFORMATION

If you plan to dig or construct anywhere near our pipeline, call 811 or a qualified one-call center in your area of operation.

INTEGRITY MANAGEMENT PLAN OVERVIEW

Safety and environmental performance is NuStar's first priority. Ensuring the mechanical integrity of our pipelines helps us to successfully meet our goal of protecting employees, customers, contractors, and the public and environment. The NuStar Pipeline Integrity Management Program defines how we work to achieve this goal and comply with applicable laws and regulations.

The NuStar Pipeline Integrity Management Program assists us in preventing leaks and spills, determining pipelines that could affect High Consequence Areas (HCA's), and identifying evaluation and improvement opportunities.

LEAK PREVENTION PROGRAM

Our leak prevention program includes specific practices and procedures to continually assess and monitor, regularly test and inspect, and prevent corrosion and excavation damage on the pipelines we operate. NuStar regularly tests and inspects the condition of the pipelines and the effectiveness of our day-to-day leak prevention activities, using timely data evaluation, investigation, and corrective action procedures. Employees and contractors who perform work must attend training and meet qualification requirements.

The following practices and procedures are among many that NuStar has developed to ensure safe and reliable pipeline operations:

- Routine pipeline operations and maintenance
- Excavation damage prevention education
- SCADA- NuStar applies **Supervisory Control and Data Acquisition** systems for safe and efficient pipeline operation. The Operations Control Center in San Antonio, Texas electronically monitors our pipelines. Information is communicated between the Control Center and remote monitoring sites 24 hours a day, seven days a week, using satellite and other remote communication technology.
- ROW patrols and surveys- Right-Of-Way conditions are evaluated by routine aerial and surface patrols. Surveys are conducted to evaluate changing conditions on the pipeline right-of-way, and to consider water-ways, erosion and soil subsidence, and unauthorized excavation or construction activity.
- External corrosion prevention- Prior to pipeline burial, an external coating is applied to the outer pipe surface to prevent corrosion. This coating, combined with the application of **cathodic protection**, minimizes the potential for corrosion. Cathodic protection is an

electrical process whereby metal rods connected to a surface power source attract corrosion instead of the pipe.

- Internal corrosion prevention- In NuStar pipelines that transport products containing water, which can cause corrosion inside the pipe, we inject a **corrosion inhibitor chemica**l into the pipelines and perform internal cleaning to prevent corrosion.
- Integrity testing- NuStar regularly performs **in-line inspections and pressure testing** of its pipeline to evaluate their condition and effectiveness of leak prevention activities. High resolution in-line inspection equipment, capable of detecting corrosion and dents, are used to inspect our pipelines. Inspection data is evaluated and an investigation performed if necessary. To confirm safe operation at normal pressures, NuStar performs pressure testing at pressures exceeding normal operating pressures.

SPILL MITIGATION PROGRAM

Through our spill mitigation program we endeavor to educate and communicate. This is accomplished by way of public awareness activities, carefully monitored leak detection systems, emergency response plans and drills.

HIGH CONSEQUENCE AREAS CONSIDERATION

High Consequence Areas (HCA's) are defined in federal regulations as populated areas, commercially navigable waterways, and areas that are unusually sensitive to environmental damage. NuStar has identified pipeline sections that could affect an HCA, and has made special considerations in these areas when developing and implementing leak prevention and spill mitigation programs.

PROGRAM EVALUATION AND IMPROVEMENT

At NuStar we regularly evaluate and audit the implementation of our practices and procedures to ensure consistent application and identify improvement opportunities. NuStar enlists its own auditors and subject matter experts as well as state and federal auditors to perform evaluations and audits.

NuStar constantly seeks new products and techniques that enhance the safety and reliability of the pipelines it operates.

If you want additional information on Integrity Management or wish to comment to NuStar about public safety, damage prevention, protection of HCA's, emergency preparedness or other concerns, please contact the NuStar Central West Public Awareness Supervisor at the region office in Corpus Christi, Texas at 361-260-0604.

NUSTAR PIPELINE SAFETY TIPS FOR EMERGENCY RESPONDERS

- 9-1-1 Dispatch Centers receiving calls related to NuStar should call the NUSTAR CONTROL CENTER'S 24 hour emergency number at **1-800-481-0038**. If NuStar lines seem to be involved in an incident the Control Center will ensure that appropriate operations representatives respond to the scene with vital operational information.
- Please understand that pipeline incidents are **Haz Mat** incidents. As pipeline products can produce vapors, gathering weather information about wind speed, and direction, temperature, and relative humidity will help responder's approach from a safe up-wind direction.
- Be sure not to drive vehicles or equipment into a vapor cloud.
- If you use your DOT EMERGENCY RESPONSE GUIDEBOOK, to establish exclusionary zones, **note that pipeline products are referenced in the DOT Guide-book.** Responding vehicles and personnel should of course avoid vapor clouds, or puddles of liquid. If you're using Excavation Protocols because of a pipeline incident, remember that the evacuating citizens may need to be informed about ignition source elimination practices such as not operating motor vehicles, electrical switches, or other spark/flame producing equipment.
- As you establish your Hot, Warm, and Cold Zones, render medical aid, and ensure all road, rail, and air traffic is kept out of your exclusionary zone, remember that the presence of a rotten egg odor at a pipeline incident maybe an indication of Hydrogen Sulfide. Hydrogen Sulfide can quickly deaden your sense of smell. The smell maybe gone, but the danger of Hydrogen Sulfide may remain.
- ***Do not*** *allow anyone to try to* ***turn pipeline valves, or shut off pipeline equipmen****t. This could cause* ***instability*** *in the pipeline system. (Do not attempt to extinguish a primary pipeline fire, but direct efforts at exposures only.)*
- *If there are several pipeline signs in the affected area, and you can not determine whose line is involved,* ***feel free to contact NuStar*** *at the number listed on our sign. A NuStar Representative will respond.*
- *Please inform the law enforcement officers that are limiting access to your scene that* ***NuStar personnel*** *are on the way.* ***NuStar personnel will be a valuable resource to your response team****.*
- ***NuStar representatives are trained in the Incident Command System****, and will report directly to the Incident Commander upon arriving at the scene.* ***All NuStar response personnel are trained to perform their activities in accordance with applicable laws and regulations.***
- *The* ***NuStar Pipeline Control Center*** *in San Antonio, Texas is able to monitor and control all pipeline operations, including opening and closing valves, product identification, flow rates, and other important information.* ***Your on-site NuStar Representative*** *will have access to all Control Center information.*

NUSTAR EMERGENCY RESPONSE RESOURCES

Emergency Condition:
An emergency condition exists if any one or combination of the following events occurs on a pipeline:

- Fire, explosion, or a natural disaster at or near a pipeline facility;
- Accidental release of hazardous vapors and/or liquids from a pipeline;
- Operational failure causing a hazardous condition.

NUSTAR EMERGENCY CONDITION COURSE OF ACTION

If an emergency occurs NuStar personnel will get to the location as soon as possible. It is anticipated that most reports will be received via our 24-hour emergency number answered in

the San Antonio, Texas pipeline control center. The Control Center Operator will contact field operations technicians. Upon receiving the report, the field operations technician will travel directly to the scene and take remedial action. The operations technician is authorized to shut the pipeline down, if information available indicated that action needs to be taken. It is important that no one other than a NuStar representative operate any pipeline equipment. There are potential problems that must be evaluated by trained personnel who are familiar with pipeline operations prior to closing valves. Once NuStar personnel arrive on site, they immediately begin evaluation and take the appropriate action needed to minimize any potential hazards. The operations personnel are trained to recognize dangers involved and use lower explosive limit air monitoring meters and other devices to determine the extent of the danger.

NUSTAR EMERGENCY RESPONSE TELEPHONE NUMBERS

Reporting a pipeline emergency allows NuStar and emergency official agencies to quickly respond and reduces the potential for a situation to become more serious.

If you discover an emergency condition or even think there might be a problem with the pipeline, take the following steps:

- Call **1-800-481-0038** regarding NuStar Pipelines
- **This number is answered 24 hours a day, seven days a week, 365 days a year.**
- Give Operator your name, location and a description of the emergency;
- If you don't know the pipeline company- call **911**;
- Tell the 911 Operator your name, location and nature of the situation.

NUSTAR AREA (LOCAL) REPRESENTATIVE(S)

For more information on how to receive local contact numbers for NuStar Area Representative(s) please call our San Antonio Control Center at 1-800-481-0038.

LOCATION OF NUSTAR EMERGENCY PLANS

The Emergency Response Plans are located in the Regional offices and with our local Area Representative. If you would like to access these plans, please call our region office during normal working hours at 361-290-0604.

NUSTAR EMERGENCY RESPONSE RESOURCES

Response equipment for the Central West Region is supplied by NuStar's contracted Oil Spill Response Organizations (OSROs). These OSROs are located in strategic locations across the area of operations, and have the capabilities to provide initial and long-term spill response throughout the NuStar coverage areas.

These companies are available 24-hours a day to provide response personnel and equipment to aid and assist us at the scene. They provide the necessary expertise and equipment to properly minimize environmental damage and product recovery.

NuStar – Central West Region's response is centered on the Integrated Contingency Plan which outlines NuStar's response to emergency incidents. NuStar's Spill Mitigation Procedures follow a general order of response that is used regardless of the magnitude or location of the discharge.

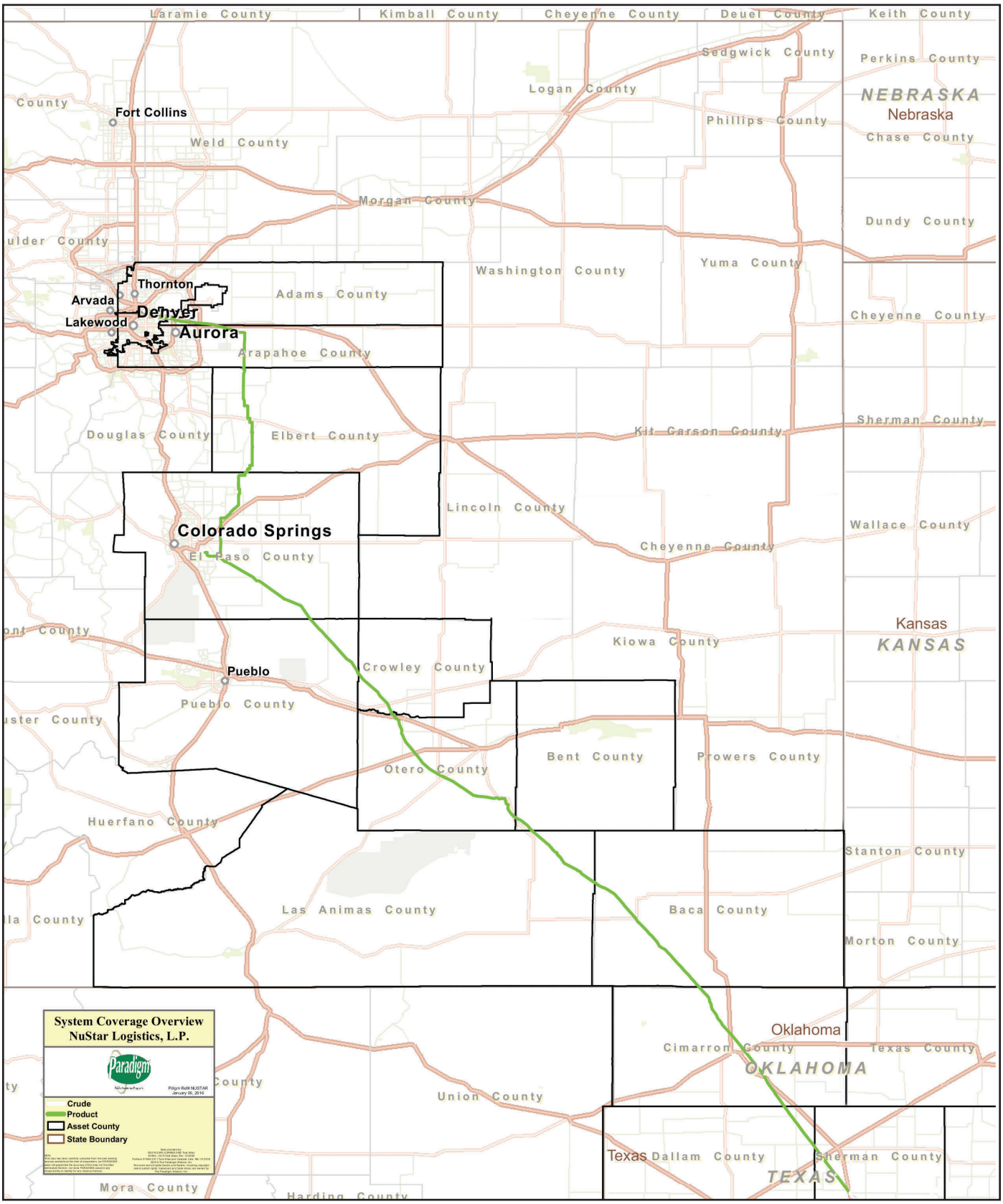
The General Order of Response is divided into four phases:

- **Discovery and assessment phase:** This is where initial discovery and assessment of the event occurs. The severity of the event is classified during this phase.
- **Response Phase:** Notification of the event, response to the scene and mitigation of the event happens during this phase. This is also the phase where sustained response happens if a large event has occurred.
- **Closure Phase:** This is the phase where the event has been resolved to the satisfaction of Federal, State, and Local agencies.
- **Termination and follow-up phase:** In this phase the response is terminated, but periodic follow-up actions may be required by the stakeholders.

The NuStar Integrated Contingency Plan outlines the establishment of an Incident Command System. This system will operate in conjunction with other responding agencies, by utilization of the Unified Command System model.

NUSTAR COUNTY PIPELINE MAP

Available for reference is the National Pipeline Mapping System (NPMS) website. This website can be accessed at www.npms.rspa.dot.gov. However, if you would like a county map of our area of operation please contact us to request one.



Pipeline diameter ranges in size from 4-36”