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INTRODUCTION

Valero owns or operates approximately 500 miles of DOT regulated pipelines, plus crude gathering systems that transport refined products, crude oil and natural gas. VALERO cares about your safety and the safety of the environment.

In order to achieve this vision, the VALERO safety and environmental policy requires that the company manage all operations in a manner that protects the environment and the safety of employees, customers, contractors and the public while fully complying with all laws and regulations. VALERO's principles and beliefs are that safety and environmental performance is mandatory for our success and comes first, no matter how urgent the job. VALERO employees have the personal right, responsibility and the ability to prevent accidents and VALERO believes that accidents and unauthorized releases are unacceptable.

Additionally, VALERO's policy commits the company to continually improve our health, safety, and environmental (HSE) performance by proactively evaluating its operations and implementing programs and practices to reduce the number and severity of HSE incidents to zero.

Accordingly, VALERO is committed to providing pipeline safety and operational information to government emergency response agencies and the purpose of this Government Agency Information Book is to share such information about the VALERO pipeline(s) in your parish. 24-Hour Emergency: **985-703-1819**. Contact Valero Regulatory Compliance group with any questions regarding this program or Integrity Management at **210-345-5245** (Shawna Poor).

SYSTEM OVERVIEW

Valero St. Charles Refinery operates pipelines in Louisiana. Essentially, the intent of the pipelines is to transport crude oil and natural gas to our refineries as feed stocks and fuel gas and to transport refined product to various

terminal locations. The refined product eventually makes its way to your homes, businesses and vehicles.

VALERO DAMAGE PREVENTION MEASURES

Pipeline Surveillance: The surveillance of our pipelines is a continuous operation. VALERO performs Right-Of-Way patrols either by aircraft or vehicle on regular schedule.

Pipeline Monitoring: At various locations in our pipeline systems, there is monitoring equipment, which relays flow rate, pressure and pumping status information to our control center. The pipeline control center operates 24 hours a day, seven days a week. Technicians/operators in the control center use computer technology to keep track of flow and pressures along our lines. Deviations from normal flow conditions are detected, thus providing the control center / board operator with information that can be used to rapidly evaluate changes in flow and pressure conditions. The operator takes appropriate action based on this information.

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

Pipeline Markers and Signs: Pipelines are buried for safety reasons. Since most pipelines are underground, pipeline markers like this "sample" are used to show their approximate location:

Valero has installed pipeline markers, similar to these samples, at public roads, rail and river crossings, and various other places along the pipeline's path. However, you should never assume the exact location of the line. Someone may have moved or removed the sign. It is a

EMERGENCY CONTACT:

1-985-703-1819

PRODUCTS/DOT GUIDEBOOK ID#/GUIDE#:

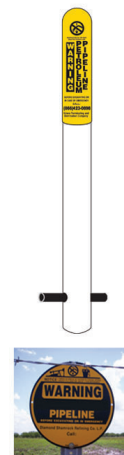
Diesel	1993	128
Gasoline	1203	128
Hydrogen	1049	115
Natural Gas/	1971	115
Methane		
Normal Butane	1011	115
Oil, Petroleum	1270	128

LOUISIANA PARISHES OF OPERATION:

St. Charles

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

criminal offense to willfully deface, damage, remove or destroy any pipeline sign, right-of-way marker or marine buoy. Please look for a similar sign at or near your location. Should you see one of these signs with another phone number(s) listed, please don't hesitate to dial either number on the sign. A Valero representative will be happy to help.



Third Party Damage Prevention: A major cause of pipeline accidents is third party damage to pipelines caused by excavation activities conducted by persons or parties not associated with the pipeline companies. VALERO has a continuing educational program in order to communicate pipeline safety information to the general public and excavators. VALERO 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 horizontal location of underground facilities. In some cases, and in order to protect the public and the environment, VALERO employees remain on-site during excavation work near the pipeline. Underground facility locations are provided as a free service to anyone performing excavation work.

State law requires if you plan to dig or construct anywhere near a pipeline that you call an excavation notification service registered in the state. 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.

If you strike our pipelines, it is important that you telephone us immediately at 985-703-1819. Even what appears to be minor damage, such as a dent or chipped pipeline coating is significant because it could result in a future leak and require repairs. Do not cover a pipeline that has been damaged – it makes it more difficult to find the damage area.

One-Call Information: If you plan to dig or construct anywhere near our pipeline, please call the state's ONE-CALL system. The numbers of the excavation notification systems are as follows:

Louisiana One Call: **1-800-272-3020 or 811**

The excavation notification operator will need the location of your planned digging activity and will notify Valero of your intent to dig. Valero personnel will review the location of your digging activity and determine if it is safe to dig and if necessary, send a pipeline representative to locate and mark our pipeline before you perform any work in the area. This service is available at no cost to you.

VALERO EMERGENCY RESPONSE RESOURCES AND CAPABILITIES

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

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

- Natural disaster affecting pipeline facilities; or
- Acts of sabotage.

VALERO Emergency Condition

Course of Action: It is anticipated that most reports will be received via our 24-hour emergency number answered at the Control Center. The operator receiving the report is authorized to shut the pipeline down, if considered necessary with the information available, and shall provide the appropriate information to the Valero Initial Responder. It is important that no one other than Valero representatives operate any pipeline equipment. There are potential problems that must be evaluated by qualified Valero personnel who are familiar with pipeline operations prior to closing valves. Once our operators arrive on site, they immediately begin evaluation and take the appropriate action needed to minimize any potential hazards. Valero operations personnel are trained to recognize dangers involved and use lower explosive limit meters and other devices to determine the extent of the danger.

VALERO Emergency Response Telephone Numbers:

Reporting a pipeline emergency allows VALERO and government 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:

Contact Valero at **985-703-1819**:

- 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 and nature of the situation.

VALERO Emergency Response Resources:

Response equipment for Valero is supplied by contracted Oil Spill Removal Organization (OSROs). These OSROs have equipment located throughout the various regions and capabilities to provide initial and long term spill response throughout the "facility" 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.

PIPELINE PRODUCT INFORMATION

The product transported through these pipelines includes refined product, crude oil, LPG, and natural gas. Please refer to the SDS information contained at the conclusion of the informational packet for complete safety and hazard information.

VALERO PIPELINE MAP

Please refer to the map showing the location of the VALERO pipeline(s) in your parish. This map is numbered or dated to ensure your agency has the most current version. If VALERO business decisions cause changes to be made to this map, you will be sent a revised, numbered or dated version of this map with instructions to replace your old map with the new version.

VALERO SAFETY TIPS FOR GOVERNMENT AGENCIES

- Turn off any machinery or equipment in the immediate area.
- Do not attempt to extinguish a fire that may be fed by the contents of the pipeline.
- Avoid creating sparks or sources of heat that could cause vapors or liquids to ignite. Do not light a match, start an engine or even switch on or off an electric light.
- Turn off any lit pilot lights.
- Do not drive into or near the area around the emergency area. The car engine might ignite the vapors.
- Immediately leave the area by foot and in a direction away from any vapors or fumes.
- Avoid skin contact.
- Warn others to stay away from the area.
- Immediately call us at **985-703-1819** to report an emergency. Please give the operator your name, location and a description of the emergency.
- If the pipeline company is not known, call 911 or local fire, police or sheriff's department and advise them the location and nature of the situation.