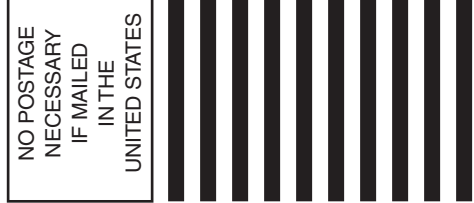




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ISLAND ENERGY SERVICES
91-480 MALAKOLE STREET
KAPOLEI, HI 96707-9970



About This Brochure

This brochure contains important pipeline facility identification, damage prevention, and safety information. It has been sent to you because you live or work in the community that is located within an area where Island Energy Services (formerly Chevron) owns and operates underground pipelines or pipeline facilities (terminals).

Island Energy is committed in helping communities that we serve to live safely near pipeline facilities we operate. Statistics indicate that damage from excavation related activities is a leading cause of pipeline accidents. If you are a homeowner, excavator, farmer, or developer, we need your help in preventing pipeline emergencies. Never guess where a pipeline is located, always **Call 811 Before You Dig**.



For more information, visit [www.call 811.com](http://www.call811.com)

HOW DO YOU KNOW WHERE PIPELINES ARE?

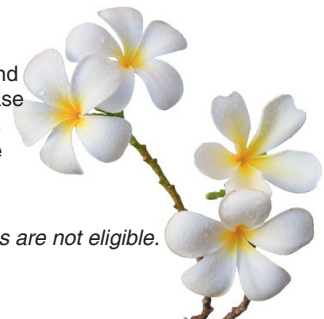
- Some of our pipelines are above the ground and can easily be seen, but most pipelines are buried below the ground surface within areas called Right-Of-Ways.
- Pipeline operators often place markers along their pipeline (see pictures below). Pipeline markers are generally yellow, red, and/or black with information regarding the product contained in the pipeline and the contact information for the operator.
- The National Pipeline Mapping System (NPMS) can provide you with a list of pipeline operators and pipeline maps in your area. Visit www.npms.phmsa.dot.gov
- It is against the law for any person to willing and knowingly deface, damage, remove or destroy any pipeline sign or right of way markers. If you know of any damaged or missing pipeline markers or have seen someone damage or remove one, please report it to **1-808-682-4711**.



TAKE A PIPELINE SAFETY AWARENESS SURVEY TO WIN A \$50 GIFT CARD

We are continuously improving our public outreach efforts and would like to hear from you. After reading this brochure, please take a moment and complete a short survey that will help us evaluate and enhance our program effectiveness. Fill out the tear-off survey form or visit www.811survey.com. MAHALO!

** One entry per household, please. Island Energy employees are not eligible.*

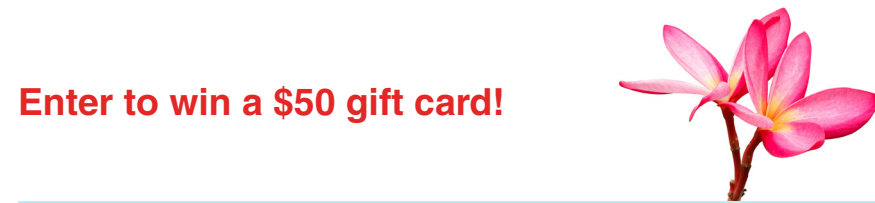


Public Awareness Program Returns
91-480 Malakole Street
Kapolei, HI 96707-9970

RETURN SERVICE REQUESTED

For more information about pipelines, please visit:
U.S. Department of Transportation
www.phmsa.dot.gov
National Pipeline Mapping System
www.npms.phmsa.dot.gov
Pipeline 101
www.pipeline.101.com

To request additional information from Island Energy, please write to:
Attn: Pipeline/Mooring Analyst
IES Downstream, LLC
91-480 Malakole Street
Kapolei, HI 96707
or email: ies@811survey.com



Enter to win a \$50 gift card!

Island Energy Services, LLC 91-480 Malakole Street
Kapolei, HI 96707

24-Hour Emergency Phone: **808-682-4711**



Important Pipeline Safety and One-Call Information for Residents, Businesses, and Excavators

WIN A \$50 GIFT CARD BY COMPLETING A SHORT SURVEY
SEE INSIDE FOR DETAILS



Pipeline Safety

At Island Energy, we are committed to conducting our operations in a safe, environmentally sound manner. In order to protect the public and environment, we perform comprehensive risk assessments and develop prevention and mitigation plans that reduce those risks. In addition, the Federal government agencies frequently audit and inspect our facilities and audit our programs, procedures, and safety aspects of our operations. While every necessary measure is taken to ensure safe pipeline operations, accidents can still occur.

A damaged pipeline facility may release flammable products into the soil, water, or the air that can be harmful to people and the environment. Please read this material carefully so you are aware of the hazards associated with these failures, such as potential for fire and/or explosion, inhalation toxic fumes, and irritation to skin, eyes, nose, or throat if in close or prolonged contact with harmful substances.

Be a Leak Detective!

use sight, sound, and smell test:



HOW YOU CAN RECOGNIZE A LEAK?

- Sight: Dead or off-colored vegetation, pools of liquid or clouds of vapor around a pipeline right-of-way could indicate a leak.
- Sound: A hissing or roaring noise near a pipeline.
- Smell: An unusual odor or strong petroleum odor in the pipeline area can also indicate a leak.

WHAT SHOULD YOU DO IF THERE IS A LEAK?

- Leave the area immediately on foot. Try to direct any other bystanders or unsuspecting individuals to leave the area. Attempt to stay upwind.
- Turn off all equipment and eliminate any ignition source, do not do anything that may make a spark.
- Call **911** or other emergency responders such as your local fire department from a safe location. Provide them with your name, phone number, a description of the leak and its location, so that the proper response can be initiated.
- If possible, notify the pipeline owner or operator from a safe location – you can find the emergency number located on pipeline or facility sign.
- **DO NOT** come into contact with liquids or vapors (i.e. do not touch or breathe).
- **DO NOT** drive into a leak area and do not attempt to restart your vehicle.
- **DO NOT** light a match or smoke.
- **DO NOT** attempt to operate pipeline valves.
- **DO NOT** attempt to extinguish a petroleum product fire



Our Operations



Island Energy operates a petroleum import terminal in Kapolei, Hawai'i, located on the island of O'ahu. With two 23-mile pipelines, Island Energy transports motor gasoline, jet fuel, diesel, and naphtha from Kapolei to its Marine Terminal at Pier 30, and jet fuel to the airport. Island Energy also owns and utilizes pipelines supporting the terminals at Port Allen (Kaua'i), Kahului (Maui), and Hilo (Hawai'i Island). To learn more, visit us at www.islandenergyservices.com

HOW DO PIPELINES AND TERMINALS HELP YOU?

- Pipelines offer safe, efficient, and reliable transportation to bring refined petroleum products to YOU, the consumer.
- Transportation of petroleum products by pipeline helps keep consumer costs low. Pipelines are more cost-effective than the alternative transportation options and require significantly less energy to operate than operating trucks and have a much lower carbon footprint.
- The terminal facilities are an important link in the petroleum distribution chain and offer safe and reliable storage of fuels for automobiles, trucks, aircraft, and off-road equipment.

WHAT DO WE DO TO KEEP YOU SAFE?

- We belong to One Call notification centers which notify those doing work in the area where our pipeline is located.
- We regularly patrol our pipelines and conduct walk-arounds of our terminals to inspect them for any signs of damage or leaks.
- We use computerized monitoring systems to constantly monitor our pipeline facilities from a remote control room and use highly sophisticated technology to detect leaks.
- We operate and maintain our pipeline facilities in accordance with all applicable laws, regulations and best industry standards, and train our operators to recognize any irregularities or deviations from normal operations.
- In accordance with the Code of Federal Regulations (49 CFR 195), we have developed and maintain an Integrity Management Program that outlines how we assess, inspect, and repair our pipelines and terminals in order to ensure safe operations and prevent any impact on the public or the environment.
- As part of our Emergency Response Planning procedures, we keep local and state emergency responders and public officials in your area informed about the location of our pipeline facilities and what to do in case of an emergency.

24 hr Emergency Numbers:
808-682-4711 (Honolulu Pipelines), 808-462-0952 (Hilo Terminal)

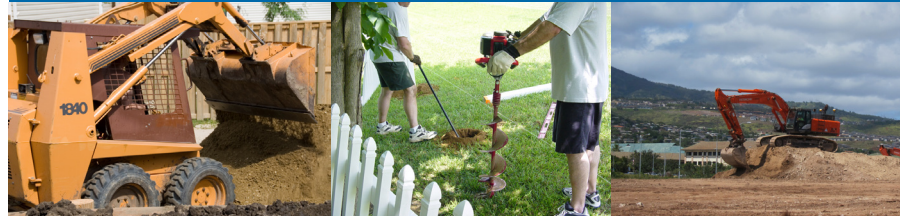
To request more information about our pipeline integrity management efforts, write to the address provided on the front of this brochure.

Excavation Safety

SAFE EXCAVATION TIPS AND FACTS

- Hawai'i One Call law requires all excavators planning to conduct an excavation on public or private property to notify the Hawai'i One Call Center (HOCC) at least 5 working days prior to excavation.
- You can use the National **811** One Call number or contact HOCC directly by phone **1-866-423-7287** (operated 24/7) or online at www.callbeforeyoudig.org.
- Because even relatively minor excavation activities like landscaping or fencing can cause damage to a pipeline or its protective coating, always **Call 811** or contact the One Call Center directly before engaging in any construction, excavation, farming or digging activities.
- The One Call Center will notify the appropriate pipeline operating companies and you will be advised if any buried utilities exist near your job site.
- Our representative will mark the location of the buried pipelines and be present on site if the pipeline is to be exposed. Our representative must be present during and after the excavation activities to verify pipeline integrity, adequate support of the line while it is exposed and that there is proper backfill, as well as perform a visual inspection of any exposed pipelines.

NOTE: If you cause or witness even minor damage to a pipeline or its protective coating during the course of an excavation or digging project, please notify the pipeline company immediately. DO NOT bury the pipeline that has been damaged or dented by your excavation equipment! If you witness damage to pipeline, or to report any suspicious activity on a pipeline right-of-way, call 808-682-4711.



PLANING A HOME IMPROVEMENT PROJECT? KEEP THIS IN MIND:

- Something as simple as repairing or installing a fence, planting a tree, or building a shed that involves excavation can damage a pipeline.
- Pipeline right-of-ways must be kept free from structures and obstructions to provide clear access to a pipeline for maintenance and in the event of an emergency.
- If a pipeline crosses your property, do not plant trees, dig, build, or store anything on the right-of-way.
- Pipeline markers in and around your neighborhood may not show the exact location of the underground pipeline, so do not make any assumptions on its location or depth.
- Use the One Call system so that pipelines can be first marked and the right-of-ways staked before starting your project.
- The One Call system is not an emergency hotline. If you suspect a leak or in the event of emergency, call 911. Follow the safety procedures in this brochure.

ALWAYS CALL BEFORE YOU DIG



PIPELINE SAFETY QUESTIONNAIRE

Please take a moment to complete this short survey to help us improve our pipeline safety program. **You could win a \$50 GIFT CARD!**

RETURN this card within **30 days** or go to www.811survey.com and take it online.

1. What category group best describes you? Check one:

- | | | |
|--|---|------------------------------------|
| <input type="checkbox"/> Resident | <input type="checkbox"/> Business Owner/Landowner | <input type="checkbox"/> Excavator |
| <input type="checkbox"/> Public Official | <input type="checkbox"/> Emergency Responder | <input type="checkbox"/> Other: |

2. Do you or someone you know live or work near a pipeline or terminal?

- | | |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|

3. Have you seen any information about pipeline safety within the last two years?

- | | |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|

If "Yes", what was the source of the material? Check one or more:

- | | |
|---|---|
| <input type="checkbox"/> Letter/ brochure from us | <input type="checkbox"/> Mailings from other pipeline company |
| <input type="checkbox"/> Radio/television/internet | <input type="checkbox"/> Newspaper article or ad |
| <input type="checkbox"/> Posted information (on or near the pipeline) | <input type="checkbox"/> Other: |

4. Did you hear or know about the One-Call system or 811 number before reading our brochure? ☐ Yes ☐ No

5. Do you know how to recognize a pipeline leak? ☐ Yes ☐ No

6. What should you do FIRST in the event of a pipeline emergency?

- | | | |
|---|---|---|
| <input type="checkbox"/> Call 911 | <input type="checkbox"/> Call the pipeline operator | <input type="checkbox"/> Leave the area |
| <input type="checkbox"/> Call the State One-Call number | <input type="checkbox"/> I'm not sure | |

7. Have you or anyone you know used the Hawai'i One-Call Center system or 811 "Call Before you Dig" number to locate underground utilities, before beginning a digging or excavating project? ☐ Yes ☐ No

8. In the State of Hawai'i, the one-call law requirements are:

- | |
|--|
| <input type="checkbox"/> Mandatory for all digging and excavation projects |
| <input type="checkbox"/> Volunteer participation only, it's optional |
| <input type="checkbox"/> There is no such law |

Comments? Suggestions? Write to the address on this card. MAHALO !

Your Name and Address (required for the drawing entry):

Contact method (enter **phone** or **e-mail** - for winner notification purposes only):

Your choice of a \$50 gift card (if you are a selected winner):

- | | | | |
|---------------------------------|---------------------------------|-----------------------------------|----------------------------------|
| <input type="checkbox"/> Texaco | <input type="checkbox"/> Target | <input type="checkbox"/> Foodland | <input type="checkbox"/> Zippy's |
|---------------------------------|---------------------------------|-----------------------------------|----------------------------------|

