



BOARD OF SUPERVISORS

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Shell Pipeline Company LP
Clorinda Nothstein
Western Region Operations Manager
20945 South Wilmington Avenue
Carson, CA 90810

June 15, 2009

Dear Sir or Madam:

As a public official, you are one of the key stakeholder to ensuring public safety. Shell Pipeline Company LP is sending you this safety message because we operate pipeline systems in your area.

Please review the enclosed public awareness brochure. The brochure tells how to use 811 or the One Call notification system, identifies the possible hazards associated with a release from a pipeline, the physical indications that such a release may have occurred, what steps should be taken in the event of a release, and how to report the release. The map on the back of this letter provides a general location of the route of our pipeline systems in your area.

You are probably aware of the importance of oil and gas pipeline facilities. You may not realize that pipelines transport approximately two-thirds of all the natural gas, crude oil and petroleum products in the United States. These vital products heat homes, fuel cars and farm machinery, power businesses, airports, and military bases and are the components of thousands of products in daily use in our lives. To obtain more information about pipelines, visit www.pipeline101.com. You can also receive a list of all pipelines and their operators in your area by accessing the National Pipeline Mapping System (NPMS) on the Internet at www.npms.phmsa.dot.gov.

We encourage **all excavators**, including contractors who work for State and local governments, who dig in the area of our pipeline systems, to **call 811 or contact their local One Call Center directly at the toll free number listed on the brochure.** After receiving an excavation notification, Shell Pipeline will determine if a planned excavation activity has the potential to affect any of our pipeline systems. If so, we will contact the excavator, locate and mark our underground systems for them (at no cost to the excavator) and provide additional safety information so that they may dig safely. In addition, Shell Pipeline plans to contact and/or meet with the emergency responders in your area annually to provide education and awareness information. We will also use this opportunity to discuss and answer any questions regarding pipeline safety, our operations, or emergency response procedures.

If you have any questions about our facilities or Shell Pipeline, please do not hesitate to contact Mr. Dan Coburn, our Regional Public Awareness Program Administrator, at 310-816-2052.

Thank you for your commitment to public safety.

Sincerely,

A handwritten signature in black ink that reads "Clorinda Nothstein".

Clorinda Nothstein
Western Region Operations Manager

Enclosures

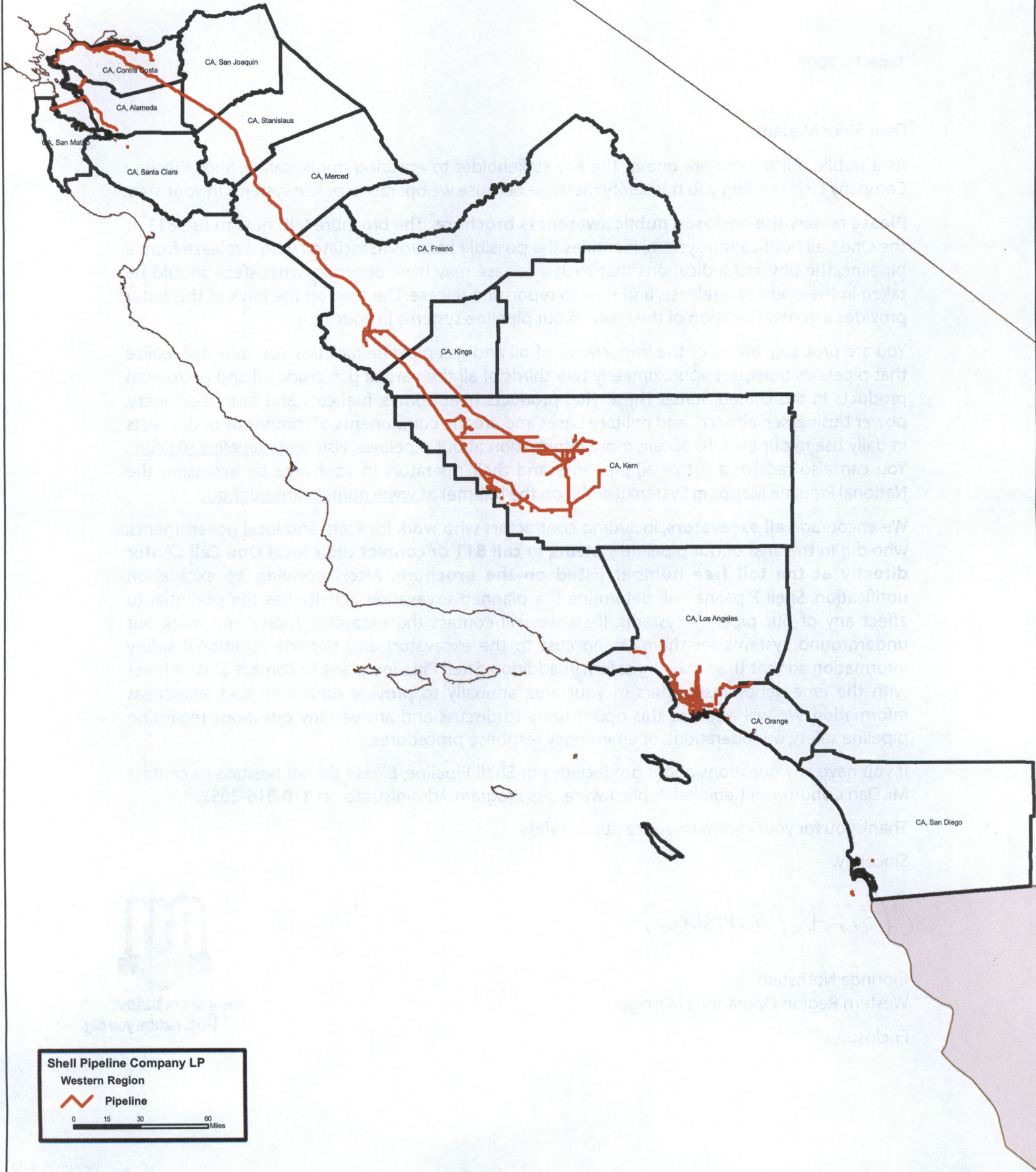


**Know what's below.
Call before you dig.**



California

Nevada



Shell Pipeline Company LP

is providing you with the following information to promote awareness about our pipelines in your community.



Pipeline purpose and reliability...

Over 200,000 miles of pipelines move crude oil and refined products from place to place across the United States each day. Transporting approximately two-thirds of all the crude oil and refined products, transmission pipelines and gathering lines provide a safe and reliable method to meet our Nation's growing economic and energy needs.

How do you know where a pipeline is located...

Since pipelines are buried underground, line markers, like the ones shown in the box to the right, are used to indicate the approximate route and general location of the pipeline. **Markers should not be relied upon to indicate the exact position of the pipeline since pipelines oftentimes do not follow a straight course between markers.** Contact Shell if you wish to know where the pipeline is located. Do not disturb or remove the markers. Willful removal or damage of the markers is a Federal offense and subject to a fine or imprisonment.

The markers can be found along the pipeline route or where a pipeline intersects a street, highway, waterway or railway. The markers display important information such as the material transported in the line, the name of the pipeline operator, and a telephone number where the operator can be reached in the event of an emergency.

How do stakeholders find out about pipeline operators in their community...

For those interested in viewing the general location of pipelines in their community as well as other information, visit the U.S. Department of Transportation's National Pipeline Mapping System at:

www.npms.phmsa.dot.gov

or write:

U.S. Department of Transportation
Pipeline and Hazardous Material Safety Administration
1200 New Jersey Avenue SE, East Building
Washington D.C. 20590

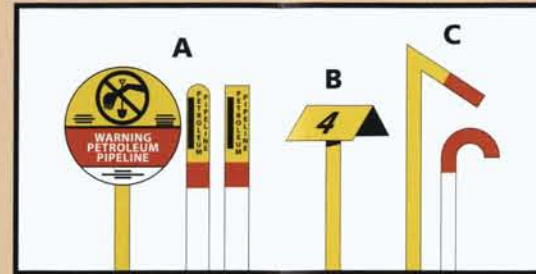
What prevention measures do we undertake...

Shell is committed to operating its pipelines safely. We employ numerous prevention programs, such as valve and equipment inspections, as well as right-of-way maintenance. We utilize several protective measures including use of cathodic protection systems to deter corrosion, sophisticated tools or pressure tests to detect potential anomalies, and electronic surveillance systems to monitor the operations. Additionally, we conduct frequent scheduled ground or aerial surveys along the right-of-way to observe any excavation activity or possible ground discoloration.

How do you know where a pipeline is located?

Look for these signs:

- A. Line markers located near roads, railroads and along the pipeline right-of-ways
- B. Sign for pipeline patrol plane
- C. Pipeline casing vent



Line markers also identify the pipeline operator, the product transported and an emergency phone number.

Before you dig, Call 811, or contact your local State One Call Center directly



STATE ONE CALL CENTERS

California	1-800-227-2600	Mississippi	1-800-227-6477
Illinois	1-800-892-0123	Tennessee	1-800-351-1111
Kentucky	1-800-752-6007	Texas	1-800-344-8377
Louisiana	1-800-272-3020		

Do your part... spread the word in your community...

CALL BEFORE YOU DIG. IT'S THE LAW!

- Call 811 or your local One Call Center
- Wait for the site to be marked
- Discuss markings with the Shell representative prior to digging
- Respect all markings
- Dig with care

In case of an **EMERGENCY**, call **1-800-922-3459 (24-hrs)**

How do you increase your awareness of hazards...

Pipelines carry both gaseous and liquid materials under pressure. Some liquids form gaseous vapor clouds when released into the air. Many pipelines contain colorless and odorless products. Some gases are lighter than air and will rise. Other heavier-than-air gases and liquids will stay near the ground and collect in low spots. All petroleum gases and liquids are flammable. **Any pipeline leak can be potentially dangerous.**

What are "One Call" requirements...

As a public official, you know that statistics indicate excavation activities are one of the leading causes of pipeline incidents in the United States. Without proper notification and coordination, excavation activities in the vicinity of underground pipelines may lead to dangerous public safety situations.

State law requires you to **call 811 or contact your local One Call Center directly**, no less than 48 hours (some States require 72 hours) before beginning any excavation, trenching, boring, or performing other soil disturbing activities. **There is no charge for this call.** The One Call Center will notify us that you wish to excavate and we will determine if your project is near our pipeline. If so, **we will send a representative to meet with you to mark the location and route of the pipeline** and provide safety information on how you can prevent damage. **There is no charge for this service.**

Materials provided to the affected public, excavators and government officials...

Shell provides safety information on an ongoing basis to the affected public that lives along its pipeline right-of-way. Shell also provides safety information to excavators, public officials, and emergency officials located in the counties or parishes that may respond to an incident. Additionally, Shell hosts public awareness outreach programs for public officials, emergency officials and excavators. If you would like to participate, please contact us.

How to get additional information about pipelines...

For more information about pipelines, visit www.pipeline101.com

For more information about excavation practices around underground utilities and pipelines, visit www.commongroundalliance.com

For more information about Shell Pipeline Company LP...

Visit www.shellpipeline.com or contact us at the regional office nearest you.

Carson, CA **310-816-2052**
New Orleans, LA **985-873-3446**



How do you recognize and respond to a leak...



SIGHT - Look for a pool of liquid on the ground, a white cloud or fog, persistent bubbling in standing water, or discolored vegetation. These are signs of a possible leak around the pipeline area.



SOUND - Listen for any unusual noise like a hissing or roaring sound.



SMELL - Notice any unusual odor.

Evacuate the area, immediately call 911 and notify us at 1-800-922-3459.

What actions will we take during an emergency...

We will immediately dispatch personnel to the site to help handle the emergency and to provide information to public safety officials to aid in the response to the emergency. We will also take the necessary operating actions – such as closing and opening valves and similar steps – to minimize the impact of the leak. **Public safety personnel and others unfamiliar with the pipeline should not attempt to operate any of the valves on the pipeline.** Improper operation of the pipeline valves could make the situation worse and cause other accidents to happen.

As a Public Official, you know to take whatever steps you deem necessary to safeguard the public in the event of a pipeline emergency. The following suggestions are offered for your consideration:

- Secure the area around the leak to a safe distance. This could include the evacuation of people from homes, businesses, schools, and other locations, as well as the erection of barricades to control access to the emergency site and similar precautions.
- If the pipeline leak is not burning, take steps to prevent ignition. This includes prohibiting smoking, rerouting traffic and shutting off the electricity.
- If the pipeline leak is burning, try to prevent the spread of fire but do not attempt to extinguish it. Burning petroleum products will not explode. If the fire is extinguished, gas or vapor will collect and could be reignited by secondary flames.
- Contact the company as quickly as possible. Pipeline marker signs show the company name, emergency telephone number and pipeline contents.

Shell Pipeline Company LP

Proud Sponsor of

Dig Safely.

www.digsafely.com

CGA
Common Ground Alliance

www.commongroundalliance.com

IN CASE OF EMERGENCY 1-800-922-3459 (24-HRS)