

What Is That Smell?



ExxonMobil

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.



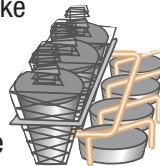
Coke Barn

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!”

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 → Petroleum Coke

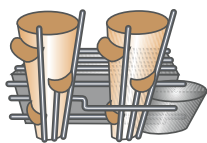
Unfortunately, not one of these odors is pleasant. This is one reason why the Torrance Refinery works diligently to achieve our goal of zero impact on our neighbors.



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.



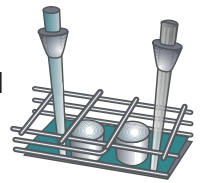
Sulfur Unit

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 the human nose is so sensitive that it can detect very minor odors, often better than

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.



Flares

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

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 the natural gas you may use in your home. Call the fire department at 911 if you detect a gas leak in your home.