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COMPLAINT, INCIDENT, AND NOTIFICATION REPORT FORM

Type (Circle One): C I N

Received Date: 12/19/16 Received Time: 13:25 Received By: DL Lead: DWL

Incident Date: 12/19/16 Incident Time: 13:20 Assigned to: _____ Assigned Date: _____

CASE NUMBER: 16-12-19 - 02

COMPLAINANT / REPORTING PARTY:

Name: Michael Monson RP is from Facility Anonymous

Organization: Shell Refinery

Primary Phone Number: 925-313-3777 Secondary Phone Number: 925-313-3380

Email: _____

Address: 3485 Pacheco Blvd

City: Martinez State: CA Zip Code: 94553

FACILITY / LOCATION OF INCIDENT:

Name: Shell Refinery CUPA Facility I.D.: 729718

Phone Number: 925-313-3777

Address: 3485 Pacheco Blvd. Unit: _____

City: Martinez State: CA Zip Code: 94553

Location Description: Refinery

INITIAL INCIDENT DESCRIPTION: Unit shut down due to power outage

INCIDENT TYPE / DESCRIPTION:

Community Warning System Level (Circle Highest Level): N/A 0 1 2 3

FACILITY	ISO / MCAR	TRANSPORTATION	MISCELLANEOUS
<input type="checkbox"/> Fire or Explosion <input type="checkbox"/> Spill or Release <input checked="" type="checkbox"/> Startup or Shutdown <input type="checkbox"/> Flaring <input type="checkbox"/> Upset	<input type="checkbox"/> Fatality (one or more) <input type="checkbox"/> > 24 hrs. Hospital, 3 or more people <input type="checkbox"/> Flammable Vapor Cloud > 5,000 lbs.	<input type="checkbox"/> Tank Truck <input type="checkbox"/> Railroad <input type="checkbox"/> On Water <input type="checkbox"/> Pipeline <input type="checkbox"/> Fuel Tank	<input type="checkbox"/> Storm Drain/Creek <input type="checkbox"/> Drug Lab <input type="checkbox"/> Disposal/Abandonment <input checked="" type="checkbox"/> Odor Complaint <input type="checkbox"/> Other:

Time Enroute to Scene: _____ Time Arrived On Scene: _____ Time Departed From Scene: _____

REFERRED TO OTHER AGENCY:

DTSC STATE FUNDING (if applicable): CLU/ERER Number: _____

STORMWATER STATUS (if applicable): Actual Discharge Potential Discharge



AGENCIES ON SCENE OR NOTIFIED:

Agency Type	Agency	O/N	Contact Person	Phone Number	Case Number
Fire Department					
Law Enforcement					
Air District					
State OES					

REPORT:

See attached BOC Timeline of Events

Additional Required Items: Bill of Lading, Request for Invoice, and Site Safety Plan

Report Prepared by: DL



Hazardous Materials Spill Report: Cal OES Control #:16-7670
Warning Center to: devra.lewis

12/19/2016 02:02 PM

Please confirm receipt via email or call 916-845-8911.

Governor's Office of Emergency Services
Hazardous Materials Spill Report

DATE: 12/19/2016 | RECEIVED BY Cal OES: Randall Perez | Cal OES
CNTRL #:16-7670
TIME: 1343 | RECEIVED BY OSPR: | NRC#:1166767

1.a. PERSON NOTIFYING Cal OES

1. NAME: Mike Armour | 2. AGENCY: Shell Martinez Refinery
3. PHONE #: 925-313-3380 | 4. EXT: | 5. PAGER #:

1.b. PERSON REPORTING SPILL (If different from above):

1. NAME: | 2. AGENCY:
3. PHONE #: | 4. EXT: | 5. PAGER #:

2. SUBSTANCE TYPE:

a. SUBSTANCE: / b.QTY: / Amount / Measure / c. TYPE / d. OTHER / e.
PIPELINE / f. Vessel Over => 300 tons

1. Sulfur dioxide / < / 500 / Lbs. / VAPOR / / No / No

2.

3.

g. DESCRIPTION: A loss of power occurred at the Shell Martinez Refinery. As a result of the power outage, a release of sulfur dioxide to the atmosphere has exceeded the reportable quantity of 500 lbs at the LOP Flare. On-site personnel are investigating the on-going release. Black smoke from the flaring event is observable. No injuries or evacuations have been reported. The facility has received odor complaints from the public.

h. CONTAINED: No | i. WATER INVOLVED: No

j. WATERWAY: None | k. DRINKING WATER IMPACTED: No

l. KNOWN IMPACT: Other Reason: Visible smoke

3.a. INCIDENT LOCATION: 3485 Pacheco Boulevard

b. CITY: Martinez | c. COUNTY: Contra Costa County | d. ZIP:
94553

4. INCIDENT DESCRIPTION:

a. DATE: 12/19/2016 | b. TIME(Military): 1320 | c. SITE: Refinery
| d. CAUSE: Other Reason for Other: Loss of power

e. INJURIES: No | f. FATALITY: No | g. EVACUATIONS: No | h.
CLEANUP BY: Unknown

e. INJURIES #: | f. FATALS #: | g. EVACS #:

5. SUSPECTED RESPONSIBLE PARTY:

a. NAME: Mike Armour | b. AGENCY: Shell Martinez Refinery

c. PHONE#: 925-313-3380 | d. EXT:

e. MAIL ADDRESS:

f. CITY: | g. STATE: CA | h. ZIP:

6. NOTIFICATION INFORMATION:

- a. ON SCENE: | b. OTHER ON SCENE:
c. OTHER NOTIFIED: None
d. ADMIN. AGENCY: Contra Costa County Health Services Department
e. SEC. AGENCY:
f. ADDITIONAL COUNTY: Alameda County , Solano County g.
ADMIN. AGENCY: Alameda County Environmental Health , Solano County
Environmental Management
h. NOTIFICATION LIST: DOG Unit: | RWQCB Unit: 2

AA/CUPA, DFG-OSPR, DTSC, RWQCB, US EPA, USFWS, AIR RESOURCES BD, CDPH-D.O.,
Cal OES HAZMATUNIT, Cal OES PLANS UNIT, Cal OES REG, Co/E-Hlth

CONFIDENTIAL REMARKS:

Created by Warning Center on 12/19/2016 1:43:14 PM Last
Modified by Warning Center on 12/19/2016 2:02:48 PM

California State Warning Center
Governor's Office Emergency Services
Phone: (916) 845-8911
Warning.Center@oes.ca.gov

Link to Spill Report:

https://urldefense.proofpoint.com/v2/url?u=http-3A_w3.calema.ca.gov_operation_al_malhaz.nsf_SpillAllDocs_EB249F98FC07DED38825808E00775099-3FOpenDocument&d=DgIBAg&c=RpR9LiQNIoG08A8CMgA1NQ&r=YgO44hOcm6MhHWFmWyiK1CnqZhkOEaA4kBcjWbuFmGA&m=b6Gxmpl0j-aPgcimP78ybdVT0s07D0WamQW7w9kWnX4&s=KHTpdR-I0yyg6ArO6UL8HUOPTdKegyu_m_eqob3aB87g&e=



Branch Operation Center Timeline of Events

IR# 16-12-19-02

Date	Time	Provided By	Comments
	1325	Page	Received page from Shell - Level 1
	1326	DL	Spoke with Michael Monson of Shell Refinery - Flaring unknown cause; does not believe going off site. Does not know if a reporting quantity (RQ) has been exceeded. Shell is investigating cause, working to get it under control, and will provide additional information within 30 minutes
	1327	DL	Spoke with COMM 1 - advised status
	1330	DL	IR Team advised to stand down
	1332	DL	Spoke with Tamara @ KRON 4 - investigating flaring
	1336	DL	Sgt Hayward from COMM 1 notified of status of flaring
	1340	DL	CCHSHMP reaches out to IR Team requesting eyes on to determine if smoke is going off site. HMS Maria Duazo is going to Shell Refinery to assess extent of smoke.
	1400	DL	Sharon Shearer with Shell - notified of SO2 exceedance, flaring caused by power outage - Significant flaring event. Shell uncertain if smoke is going off site.
	1402	Page	Received page from Shell - Level 2
	1402	RS	Health Advisory through Media
	1403	DL	Gordon Johnson of Shell confirmed smoke is going off-site and they have received odor complaints. They are having teams do air monitoring
	1407	RS	Activated IRIS
	1408	MK	Activated BOC
	1409	SM	Wind in from the east...towards downtown Martinez
	1409	SM	No odors on Pacheco/Howe
	1411	LF	Foot of Howe Rd, big flare at P2 Gate
	1412	MK	Notified Con Fire
	1412	MD	No smoke visible from 7-11 @ 3495 Pacheco Blvd
	1413	LF	Burning clean and white smoke
	1415	DL	Spoke with COMM 1 to update. No injuries reported
	1415	RS	Notified KCBS



Date	Time	Provided By	Comments
	1416	LF	Heading to Shell EOC
	1416	MD	Heading to downtown Martinez
	1417	MK	Notified Duty Officer at Cal OES
	1423	DL	HM1 departing office with JP & XB for air monitoring going north on 680 to Marina Vista and Shell Avenue
	1425	RS	Spoke with Tamera of KRON 4 news on update of Health Advisory
	1425	MD	At Post Office, downtown Martinez - no odors
	1426	DL	Spoke with CWS-OES, Vince Martinez, not activating sirens
	1427	LF	At EOC about to receive briefing
	1427	MD	Main St and Ferry St - no odors
	1427	JP	No odors at Hwy 680 and Waterfront
	1430	MD	Main St & Carquinez Way - no odors
	1431	SD	HM2 departing office with SD & CT for air monitoring going towards refinery along Pacheco Blvd.
	1432	LF	2 largest flares active - LOP and OPCEN. LOP is emitting white smoke, OPCEN is emitting black smoke
	1435	JP	No odors or readings at Marina Vista Ave & Pine St
	1437	MD	One block uphill from Shell Ave from Pacheco on way downtown - noticed slight odor, but it dissipated
	1439	SD	HM2 - No readings on PID, CGI or SO2 gas badge along Pacheco Blvd from office. Shell Gas station at Pacheco Blvd and Shell Ave - no readings
	1441	RS	Called back Thomas Rizza @ Channel 7 for update (415) 954-7321
	1442	DL	Advise HM2 to go to Martinez Jr High @ 1600 Court St
	1442	LF	LOP Flare still burning
	1443	MD	Slight odor that disappeared at Shell and Pacheco earlier but disappeared. No odors downtown or east
	1444	MD	Uphill at Shell Ave & west of Shell Ave - odors of burnt something
	1444	SD	HM2 - Slight odor as we drove west on Pacheco, past Ace Hardware
	1445	LF	Wind from SE 23 degrees. 4.8. Requesting someone to go to Shell Ave on the east side and see if there is still smoke from the OPCEN flare

Date	Time	Provided By	Comments
	1446	ED	HM3 departing office with IW & ED for air monitoring at Las Juntas School and then towards refinery
	1449	MD/HM2	No visible flare, no readings, nuisance odors dissipated. MD provided a QRae for monitoring
	1450	SD/CT	HM2 - no readings at Martinez Jr High
	1450	JP/XB	HM 1 - headed back towards refinery to find flare activity - not visible from hill
	1451	MD	Odor intermittent - no readings
	1452	ED	HM3 - All readings normal at Las Juntas Elementary. Now going to Alhambra area
	1454	XB	HM1 - Odors similar to burnt munitions
	1455	MD	Intermittent odors, like burnt matches
	1455	JP/XB	HM1 will go to Alhambra for air monitoring
	1455	SD	HM2 - No readings east on Pine to Bush. North on Bush back to Pacheco. Burning odor at intersection of Bush & Pacheco
	1456	SD	HM2 - Strong odors at Martinez Ave and Oak - .25 ppm VOCs on ultra rae
	1457	DL	HM1 to work towards Martinez Ave and Oak
	1457	JP	HM1 - Strong odor at Shell Ave & Pacheco Blvd
	1458	SD	HM2 - Odors as we go towards refinery on Palm
	1458	JP	HM1 - No readings on Jerome or SO2 gas badge
	1459	SD	HM2 - no readings on SO2 gas badge
	1501	DL	HM1 & HM2, stay in areas of odors to determine extent
	1502	SM	Wind update 3 mph NE
	1502	SD	HM2 - Palm & Monterey - no odors
	1504	SD	HM2 - Shell & Monte Vista - no odors.
	1504	LF	Wind condition - NE 50 degrees 3 mph
	1505	MD	Alhambra Ave near Hwy 4, no odors, no readings
	1506	ED	HM3 - F St & Alhambra Ave - odors, no readings
	1507	ED	HM3 @ Alhambra High
	1507	SD	HM2 - Donald north of Pacheco - no readings
	1510	SD	HM2 - Shell & Monte Ave - no readings, no odors
	1512	ED	HM3 to hospital - CCRMC 2500 Alhambra Ave
	1513	JP	HM1 - No reading, no odors at Pacheco Blvd & Howe Ave
	1514	SD	HM2 to Howe and Pine
	1514	JP	HM1 - At Howe & Parkway Drive - no odors

Date	Time	Provided By	Comments
	1514	FZ	Ultrarae is most sensitive down to 50 ppb
	1517	DL	Asking LF if still flaring and if so how long do they anticipate?
	1519	ED	HM3 - Odors at hospital, readings normal
	1519	DL	Asking MD to go to Alhambra HS for monitoring
	1520	LF	Still flaring, no eta to end
	1521	JP	HM1 - No odors, no readings on Howe Rd & Parkway Dr
	1522	DL	HM1 to go towards Pine St then work back towards refinery
	1522	SD	HM2 - No odors/readings at John Muir Elementary or Pine St & Howe Ave
	1523	DL	HM2 to go back to office - go towards refinery then up Pacheco Blvd
	1525	MK	IRIS updated, odors, no significant readings
	1525	ED	HM3 - Main St and Alhambra - no odors
	1526	DL	MD to conclude air monitoring and head back to office
	1527	JP	HM1 - No odors, no readings - Holly View & Pine
	1527	MD	At Alhambra High, will travel to office on D St. to Pacheco
	1528	DL	HM3, work back down Alhambra and then towards refinery
	1530	SD	HM2 - Odors at Pacheco Blvd and Shell and Pacheco Blvd and Vine
	1533	MD	Pacheco Blvd & Palm Ave - odors stronger than they were earlier
	1533	DL	HM1, keep monitoring near high school
	1534	SD	HM2 stopped at Pacheco Blvd and Peach - strong odors
	1535	JP	HM1 - Odors at Pine & Andrew
	1535	ED	HM3 at 1915 Shell Ave, odors present, no readings
	1436	ED	Strongest odors smelled at High School area
	1536	MK	No odor calls from Con Fire
	1536	RS	Asking if the refinery depressurizing or sending additional gases to the flare
	1537	MK	No odor calls from Martinez PD
	1539	RS	SM - contact BAAQMD to check for odor complaints - 2 complaints - John Swanson will contact us to coordinate
	1542	ED	HM3 on Pacheco Blvd & Shell Ave, no strong odors
	1545	MD	Drove Pacheco Blvd towards office, then back to Pacheco and Peach - No odor where it was strong just a few minutes ago

Date	Time	Provided By	Comments
	1545	JP	HM1 - No odors, no readings at CCRMC - 2500 Alhambra
	1545	SD	HM2 back in the bay, no odors along Pacheco Blvd
	1547	SM	ED - please call John Swanson - BAAQMD to coordinate info
	1548	JP	HM1 - No odors, no readings at Alhambra High turnabout
	1550	DL	HM1 - continue monitoring along Alhambra
	1550	DL	HM3 is meeting with BAAQMD
	1551	MD	S2 at office
	1552	DL	HM2 (DWL & NU) departing office to do air monitoring between Alhambra and Pacheco Blvd
	1555	ED	HM3 is currently on Pacheco and Shell, will continue air monitoring in that area
	1556	JP	HM1 - No odors or readings from Alhambra HS to Main St along Alhambra Ave
	1557	IW	To LF - SO2 gas badge range 0-150 ppm resolution 0.1 ppm
	1558	JP	HM1 - No odors in downtown
	1558	ED	Meeting from BAAQMD - John has received similar odors as our team. Peak of odor approx 25 minutes ago. Several other complaint personnel are in the area standing by.
	1558	DL	HM1 to continue air monitoring as you work back towards refinery
	1559	ED	Odors seem to currently be subsiding in the area
	1559	DL	What is the flare of white smoke along Pacheco Blvd looking like now? See pic
	1602	DL	HM3 to monitor at Morello Park Elementary School @ 1200 Morello Hills Dr
	1605	JP	HM1 - Pacheco Blvd & Shell Ave - odors
	1606	DL	Teams begin air monitoring at sensitive receptors identified in Shell RMP
	1607	JP	HM1 to 920 Susana St
	1608	DL	HM3 to MacMurty Ct after Morello Hills
	1608	DWL	HM2 to 1380 Gregory Ave, then 615 Arch St., then Merle Ave
	1611	ED	HM3 - Morello Ave; no odors, no readings
	1613	JP	HM1 - No odors, no readings at 920 Susana St
	1613	DWL	HM2 -No odors, no readings at 1380 Gregory Ave
	1614	DL	HM1 please go to 1333 Estudillo then 801 Ferry St

Date	Time	Provided By	Comments
	1620	DWL	HM2 - No odors at 881 Merle Ave
	1620	JP	HM1 - No odors, no readings at 1333 Estudillo
	1620	ED	HM3 - MacMurty, no odors, no readings
	1622	LF	Waiting for Shell to give full operations report
	1623	DL	HM1, after Ferry, work back to office going down Pacheco
	1624	DL	HM3 please go to 205 Vista Way
	1626	DL	Lacey - remind Shell to submit 72 hr report and 30 day report for event
	1630	DWL	HM2 - No odors, no readings at 504 Valley View Ct
	1632	DWL	HM2 heading to 615 Arch
	1633	LF	LOP Flare subsiding.
	1634	ED	HM3 - Vista Way , no odors, no readings
	1635	DL	HM3 please go to Pacheco/Shell for air monitoring
	1635	JP	HM1 - No odors, no readings at 801 Ferry St
	1636	DL	HM1 head back to office going along Pacheco to continue air monitoring
	1636	LF	Shell is inquiring about down grading incident
	1638	DL	We need status of refinery first
	1640	DL	To all air monitoring teams - we'll want confirmation of no odors from each team before we'll down grade to level 1, so please report in once you get to your last assignment
	1642	ED	HM3 at Shell and Pacheco, no odors, no readings
	1642	LF	Starting processes up slowly
	1643	JP	HM1 - Shell & Martinez Aves, no odors, no readings
	1643	DL	HM3 - head back to office
	1644	DL	All teams come back to office, teams confirmed no odors detected off site
	1645	DL	HM2 - head back to office using Alhambra, confirming no odors along the way
	1646	RS	Received call from Gordon Johnson at Shell regarding downgrading to Level 1 - Starting back up, may be some flaring
	1648	RS	Contact Health Officer - Dr. Farnitano that incident has been downgraded to Level 1
	1651	DL	HM3 back at office
	1652	DL	HM1 back at office

Date	Time	Provided By	Comments
	1652	MK	ConFire Dispatch advised that the Health Advisory was lifted at 16:51.
	1652	MK	Comm 1 Dispatch advised that the Health Advisory was lifted at 16:51.
	1652	MK	Martinez PD Dispatch advised that the Health Advisory was lifted at 16:51.
	1652	RS	Vicky B. advised that the Health Advisory was lifted at 16:51.
	1652	RS	CoCo CWS advised that the Health Advisory was lifted at 16:51.
	1652	SM	BAAQMD advised that the Health Advisory was lifted at 16:51.
	1655	DL	Devra advised Lacey that the Health Advisory was lifted at 16:51.
	1657	MK	BOC closed.
	1700	DL	HM2 back at office