



**PLAINS**  
ALL AMERICAN  
PIPELINE, L.P.

On May 19, an unfortunate accidental release of crude oil from Plains All American Pipeline's Line 901 affected land and water in and around the Refugio State Beach and El Capitan Beach State Park. On behalf of Plains, please know that we deeply regret that this incident occurred, and we are truly sorry for the resulting impact to the environment and wildlife, as well as for any disruption and inconvenience caused to area residents and visitors.

Our entire Plains family, including the 350 employees living and working in the state of California and the more than 5,000 across North America, is committed to doing everything in our power to make this right.

Within 24 hours of the release being reported, a large number of the Plains team, including myself, arrived at the emergency operations center here in California. Subject to changing weather and operating conditions, crews are working 24/7.

With the support and oversight of the responding government agencies and non-profit organizations, we have made meaningful progress. However, there is still more work that remains to be done. Our top priorities are to protect the safety of all those involved in the response, reduce the damage to the environment and wildlife, and complete the clean-up efforts as quickly as possible. Plains will remain onsite and fully engaged until our response efforts are complete. Our overall objectives are simple – do the right thing and do it quickly.

We want to thank the many members of the Unified Command including the United States Coast Guard, the U.S. Environmental Protection Agency, California Office of Emergency Services, California Department of Fish and Wildlife's Office of Spill Prevention, and the Santa Barbara Office of Emergency Management. They have mounted a very impressive, coordinated response and we are greatly appreciative.

If you're interested in more information or updates about the clean-up activities, if you were adversely impacted by this release, or if you're interested in volunteering to support clean-up efforts, please note the information below.

Once again, please accept our deepest apologies for this incident; we will continue to work hard to deliver on the commitments we have made.

Sincerely,

Greg L. Armstrong  
Chairman and CEO

**UPDATES REGARDING THE RESPONSE EFFORT:**  
[www.refugioresponse.com](http://www.refugioresponse.com)

**UPDATES FROM PLAINS:**  
[www.plainsline901response.com](http://www.plainsline901response.com)

**CLAIMS AND INFORMATION:**  
866-753-3619

**OILED WILDLIFE REPORTING:**  
877-823-6926

**VOLUNTEERING:**  
800-228-4544