



Tesoro Refining and Marketing Company
474 West 900 North
Salt Lake City, UT 84103-1494
801 521 4810

April 3, 2013

Capitol Hill Community Council
PO Box 522038
Salt Lake City, Utah 84152

Dear Neighbor,

I'm sure you have noticed the increase of activity in and around our Tesoro Salt Lake City Refinery as of late, so I felt I should let you know what has been going on.

At the Salt Lake City Refinery our goal is to operate in a safe, efficient and environmentally responsible manner. To ensure this occurs we are constantly inspecting, repairing and upgrading our facility. One important part of this process requires us to undertake a scheduled maintenance period we call a "turnaround". During a turnaround, we shut down portions of the refinery and do a great deal of work in a relatively short time. The increased activity you have noticed has been in preparation for our 2013 turnaround.

The turnaround is scheduled to begin early April and is expected to last several weeks, into early May. While we have been working diligently to ensure that the increased activity has as little impact on the community as possible, there will be increased traffic as our technical workforce arrive and depart from the refinery each day.

I want to assure you that we have carefully considered ways to reduce the amount of vehicles coming to the refinery each day. In addition to an aggressive carpool incentive program, Salt Lake City Police Officers will be present at each shift change to help ensure pedestrian safety and a smooth traffic flow.

Our desire is to be a responsible neighbor and member of the community. So please if you have any question, concerns or suggestion during this period give us a call at 801-521-4810.

Sincerely,

Karma M. Thomson
Vice President, Salt Lake City Refinery
Tesoro Refining and Marketing Company, LLC