

## INTRODUCING THE EMERGENCY PREPAREDNESS NETWORK (EPN)

Flint Hills Resources has introduced an Emergency Preparedness Network (EPN) that is designed to rapidly notify people in an affected area of an emergency by sending a recorded message through the telephone system.

EPN is currently used by the City of Eagan to notify residents about public safety issues. Eagan is giving Flint Hills Resources access to its system to notify refinery neighbors within a three-mile radius should an incident occur at the refinery that would affect them.

## EPN – Here to Protect You

Flint Hills Resources' EPN is another tool to enhance our emergency response capabilities. While we hope to never have to use EPN, we want to be prepared for the unexpected and continually look for new ways to protect our employees and our neighbors.

If you ever have questions about Flint Hills Resources, please contact us at:

Flint Hills Resources  
P.O. Box 64596  
St. Paul, MN 55164  
Phone number: 651/438-7200  
Web site: [www.fhr.com/minnesota](http://www.fhr.com/minnesota)  
E-mail: [comments@fhr.com](mailto:comments@fhr.com)



## KEEPING YOU INFORMED



*Phone Alert System Enhances  
Flint Hills Resources' Safety Capabilities*



# WHAT YOU SHOULD KNOW ABOUT THE EMERGENCY PREPAREDNESS NETWORK (EPN)

*Flint Hills Resources cares about this community. EPN is another precaution we are taking to help ensure that our neighbors are safe and informed in the event of an emergency. We want to provide you with background information now so that you know how EPN works and what it means for you.*

## The Most Effective Way to Reach Our Neighbors

### WHY DOES FLINT HILLS RESOURCES NEED THIS CALL-OUT SYSTEM?

Safety, both inside and outside the refinery, is a top priority for Flint Hills Resources. Having access to Eagan's EPN will enhance our current emergency response capabilities by giving us another safety tool.

### HOW DOES EPN WORK?

EPN uses the 911 database to identify phone numbers in a designated area. EPN launches a recorded message to those telephone numbers within a three-mile radius around Flint Hills Resources' refinery.

### WHO WILL BE CALLING ME?

Flint Hills Resources and the City of Eagan determined that having Flint Hills Resources personnel launch the call-out system in the event of a refinery incident was the most rapid, effective way to reach citizens who may be impacted.

## What to Expect from EPN

### HOW WILL EPN APPEAR ON CALLER ID?

A message like "Priority Alert" or "Alert Call" will appear to signify a call from EPN.

The call center is located in Denver, Colorado, so the phone number that appears on the Caller ID will have a 303 area code.

### HOW DOES THE SYSTEM WORK WITH ANSWERING MACHINES OR VOICE MAIL?

The system is designed to leave a message on voice mail or an answering machine.

### WHAT IF THE PHONE IS BUSY WHEN THE SYSTEM CALLS?

The system is designed to call back if the line is busy or if there is no answer. The system will wait a few minutes before making a second call. If the line is still busy or is not answered, the system will wait a few more minutes before attempting a final call.

### WHAT HAPPENS IF A RESIDENT MOVES OR A NEW PHONE IS INSTALLED?

Qwest is the custodian of the 911 database and is required to keep it current. This requirement also applies to all telephone providers that offer local service.



### WILL EPN WORK WITH CELL PHONES?

Cell phones are not part of the 911 database. Currently, system developers are working to enable the system to send a message to appropriate cell phones using text-messaging technology.

## What it Means if You Receive a Call

### WHAT TYPES OF INCIDENTS AT THE REFINERY WOULD TRIGGER A CALL TO NEIGHBORS?

Flint Hills Resources will use the system to notify neighbors about an incident at the refinery that could impact them. Examples include a significant fire or chemical release. Flint Hills Resources' personnel work hard to prevent these types of incidents from occurring, so we hope we never have to use EPN.

### WHAT WILL THE EPN CALL TELL ME?

Each notification call will differ depending on the situation. It will be important to follow the instructions on the recording.

### SHOULD I CALL 911 IF I NEED MORE INFORMATION?

No, 911 should only be called when you have an emergency. The emergency notification recording will give you instructions to follow. Flint Hills Resources will contact local police and the 911 dispatcher in the case of a refinery emergency. If you need additional assistance or have questions, please call Flint Hills Resources at 651/438-7200.