



Notice to the community

December 11, 2019: At about 10:45 a.m. today (Wednesday, Dec. 11), the Suncor Commerce City Refinery experienced an operational upset at one of its units resulting in an opacity event. As a precautionary measure, we sounded a vapor release alarm and immediately initiated our response plan.

As a result of the operational upset, catalyst was emitted from one of our units and made its way out into the community. Catalyst may be visible on vehicles, buildings, equipment, etc.

Catalyst is a clay-like material that is classified as non-hazardous. Individuals that come into contact with this material should take standard hygiene practices such as washing hands and/or any affected clothing. Additionally, we recommend that any surface observed to be covered in catalyst be washed with water.

Individuals whose vehicles were in the affected area and impacted by catalyst may visit one of the below car wash locations in the next seven days for a free car wash. Please inform the attendant that the vehicle was impacted by the Suncor event.

Bears Express Carwash (open until 6 p.m.) – 5870 Dahlia Street, Commerce City, CO
Shell Carwash (open 24 hours) – 4650 Peoria Street, Denver, CO
Shell Carwash (open 24 hours) – 10396 N. Washington Street, Thornton, CO
Exxon Carwash (open 24 hours) – 2651 East 120th Avenue, Thornton, CO

If you live or work in the affected area and have questions or concerns about this event, please contact Suncor at refinery811@suncor.com.

Our first priority is the safety of our employees, contractors and neighbors. We will continue to work with stakeholders to address issues and concerns.

Thank you,
Suncor Energy (U.S.A.) Inc.

December 13, 2019: Update on our Commerce City Refinery's December 11 event

The accidental discharge of a catalyst on Dec. 11 was a serious event to which we are giving our full attention. On the afternoon of the incident, we convened an investigation team that continues working to determine the exact cause of the event. We expect this rigorous investigation to provide us with information that will help prevent this from occurring again. We will only restart the unit once we are satisfied it is safe.

Below is some additional information about the event.

What is catalyst?

This incident occurred while Suncor was starting up one of its operating units, called a “fluidized catalytic cracker unit”, or FCC. The FCC is a unit in which oil is “cracked” in the presence of catalyst particles to make gasoline. The predominant components of FCC catalyst are kaolin (clay) and silica (sand). In this event, catalyst was emitted in quantities that resulted in visible emissions from the stack and visible catalyst dust on nearby surfaces.



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What were the potential health impacts of this material?

It is possible that exposure to airborne catalyst particles may have caused short-term discomfort to eyes, and coughing and wheezing, particularly in sensitive individuals.

Can you please provide the safety data sheets (SDS) for this material?

Suncor currently believes that two safety data sheets are relevant to the Dec. 11 event. You can find them here: <http://sunr.gy/ppPX50xzWZx>

FCC Catalyst Safety Data Sheet #1 - This is an SDS for catalyst that is added into Suncor's FCC unit on a daily basis.

FCC Catalyst Safety Data Sheet #2 - This is an SDS for catalyst that has been circulating through an FCC unit over time. Suncor purchases this catalyst from time to time for use in the Suncor FCC.

SDS #1 states that FCC catalyst is not classified according to the UN Globally Harmonized System of Classification and Labelling of Chemicals (GHS) (see section 2 of the SDS). SDS #2 is considered non-hazardous in accordance with OSHA HazCom 2012, 29 CFR 1910.1200 (see section 15 of the SDS).

If you live or work in the affected area and have questions or concerns about this event, please contact Suncor at commercecityrefinery@suncor.com

Thank you,
Suncor Energy (U.S.A.) Inc.

December 20, 2019: Update on our Commerce City Refinery's December 11 incident

We sincerely apologize for the release of catalyst from our fluidized catalytic cracker unit (FCC) on December 11. We know this incident created significant concern among our neighbors and the broader community. This incident does not reflect the level of care and concern that we have for the community around us. We know that you expect more from us and we want you to know that we expect more from ourselves.

We've completed our investigation and it identified that too much gas oil (also called torch oil) was added to the FCC during start-up. Once we realized the start-up of the FCC was not going as planned, we should have suspended the process rather than attempting to correct the issues while continuing with the start-up.

We were concerned to learn of these findings and have already taken a number of steps to help prevent such an incident from happening again. With the help of our subject matter experts, we have updated our FCC start-up procedures to eliminate ambiguity.

Leadership has met face-to-face with members of the operational teams responsible for this unit to ensure they have a clear understanding of the updated procedures. We continue to work to implement additional improvements and longer term follow-up actions.

We've heard from you that having access to relevant safety data sheets is important. After hearing this feedback, we shared two on our website last week. We also now believe two additional safety data sheets are relevant for this incident. You can find them here: <http://sunr.gy/WPxM50xFCIv>.



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With these changes in place, we currently anticipate starting up the FCC again in the next few days. We expect this process to take several days to complete. As a result of this start-up activity, you may see increased flaring.

Again, we apologize for this incident and assure you that Suncor is committed to improving our refinery's performance and dedicated to being the good neighbor that our community deserves.

If you have questions or require additional information, please contact us at commercecityrefinery@suncor.com.

Thank you,
Suncor Energy (U.S.A.) Inc.

December 27, 2019: Update on our Commerce City Refinery's December 11 incident

Last Friday, we communicated that we had completed our investigation of the December 11 incident and shared with you that we had already taken actions to address the findings from the investigation. While we had planned to begin start-up of the fluidized catalytic cracker unit (FCC) this week, we've made the decision to do additional operability checks in the unit to ensure we have ideal start-up conditions. When we have confirmed the new timeline, we'll share more details.

Again, we apologize for this incident. Suncor is committed to improving our refinery's performance and is dedicated to being the good neighbor that this community deserves.

If you have questions or require additional information, please contact us at commercecityrefinery@suncor.com.

Thank you,
Suncor Energy (U.S.A.) Inc.

January 3, 2020: Update on our Commerce City Refinery

Suncor committed to notifying the community when we were ready to re-start the fluidized catalytic cracker unit, or FCC, at our Commerce City Refinery. Following the incident investigation, we have made changes to our start-up procedures. As well, we've completed additional checks and final inspections.

We anticipate starting up the FCC again in the next few days. We expect this process to take several days to complete. If we see that the FCC start-up is not going as planned, we will suspend the process.

During normal start-up activities, increased flaring may occur, and an emission from the FCC stack that appears slightly smoky (white in color) may be visible for a period of time. Suncor personnel will be conducting air monitoring in the community during the start-up activities.

Suncor is committed to improving our refinery's performance and aims to be the good neighbor that this community deserves.



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If you have questions or require additional information, please contact us at commercecityrefinery@suncor.com.

Thank you,
Suncor Energy (U.S.A.) Inc.

January 8, 2020: Update on our Commerce City Refinery

Suncor has safely completed the re-start of the fluidized catalytic cracker unit (FCC) at our Commerce City Refinery. We understand that this incident created significant concern among our neighbors and the broader community, and we can assure you that Suncor remains committed to improving our refinery's performance.

If you have questions or require additional information, please contact us at commercecityrefinery@suncor.com.

Thank you,
Suncor Energy (U.S.A.) Inc.