News Release #14 – Wednesday Update
For release at 10:30 a.m.
December 4, 2019

Beaumont, Texas – Unified Command remains focused on mitigating the event and maintaining the safety of responders and the community. We are thankful for the continued support of emergency responders and our community.

Situational update: As updated yesterday (Tuesday, December 3), the fire at TPC Group Port Neches Operations has been extinguished. An all clear has not yet been issued as response measures are ongoing.

Emotional support/stress management services available: As a reminder, TPC Group is providing an emotional support hotline staffed by licensed professional counselors from Samaritan Counseling Center of Southeast Texas that went live today (Tuesday). The hotline will be available daily between 9:00 a.m. – 6:00 p.m. The hotline number dedicated to this event is **(409) 727-6400, ext. 250**. Calls received after hours will be directed to Spindletop Crisis Hotline at (800) 937-8097, an affiliated local hotline. Additional in-person follow-up sessions with counselors also will be available, as needed. Counseling calls and session discussions will be kept confidential.

Air Quality update: Unified Command remains diligent in its efforts to monitor air quality around the facility and in the community. Federal, state, and local agencies have been conducting stationary and roaming air monitoring since the event occurred, and will continue to do so through the course of the event. Monitoring results continue to indicate no human health concerns in the community.

Claims activities update: Claims representatives continued visiting area residents today (Tuesday), focusing on homes in the high impact area. Claims representatives are going door-to-door, visiting homes within the area of highest impact closest to the event. Claims representatives are in the field from 8:00 a.m. to one hour before sundown each day. Residents who live outside the area of highest impact and have submitted insurance claims through the Community Assistance Helpline at (866) 601-5880 will be contacted and visited by appointment.

Claims are divided into two general categories: (1) evacuation related and (2) property damage. If you were in the evacuation zone immediately following the event at TPC Group Port Neches Operations and would like to get a head start on the **Evacuation**

Claim Form, please click on this link and complete the form online. This form is for those who were in the designated evacuation zone and have not already completed an Evacuation Claim form with a claims representative (i.e. you have made a telephone inquiry and have been assigned a claim number). As reminder, the helpline continues to experience a high volume of calls. We sincerely appreciate your patience and understanding.

Debris assessments and removal update: Residents who have contacted the Community Assistance Helpline at (866) 601-5880 with concerns about debris on their property, will continue to be visited by environmental response specialists with CTEH. CTEH is also conducting debris assessments and leading removal efforts. Specialists are assessing homes and yards within approximately one-half mile of the TPC Group Port Neches Operations fence-line. CTEH will continue to respond to requests received via the Community Assistance Helpline as well as assessments of homes and yards within approximately one-half mile of the TPC Group Port Neches Operations fence line. As a reminder, if you see debris in your yard, please call the Community Assistance Helpline at (866) 601-5880 to file a claim.

Water monitoring update: Water quality around TPC Group Port Neches Operations is being closely monitored, and has been since the event. Water quality remains normal. Water monitoring by environmental experts from TCEQ, EPA and CTEH has confirmed no visible impact to the Neches River resulting from the event. Barriers have been put in place in the vicinity of the event to assure waterways are not impacted. Texas Parks and Wildlife has reported a moderate impact of unknown cause to fish in the Wastewater Canal.

To file a claim for evacuation costs or property damage, or to report debris on your property, please call the Community Assistance Helpline at (866) 601-5880.

Updates and information continue to be posted on the web at www.portnechesresponse.com, on Facebook at https://www.facebook.com/portneches.response.1 and on Twitter at PortNechesUC.

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