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Sent: April 05, 2004 9:05 AM
To: Refining Update Recipients
Subject: Shell OP US & Motiva Refining Update - 5 April 2004
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Compiled from latest information available at mid-day on April 5, 2004.

Safety & Environmental

Safety Performance 2004			Environmental	
Location	Recordable Incidents YTD 2004	Lost-Time Incidents YTD 2004	Environmental Incidents YTD 2004	Environmental Incident Plan (Incidents/Yr)
Bay Valley				
Bakersfield	1	0	17	44
Martinez	0	0	5	44
Los Angeles	1	0	9	38
Puget Sound	4	2	4	17
Louisiana Complex				
Convent	2	1	5	40
Norco	6	0	6	35
Delaware City	7	1	70	65
Port Arthur	3	1	8	62
Deer Park	3	0	12	41
TOTALS	27	5	136	386

* Note: OSHA recordables combine employee and contractor incidents

Safety - newly reported incidents: **Convent** (OSHA recordable and lost time incident: employee scalded from hot sewer water); **Delaware City** (OSHA recordable - employee treated for inhalation of butane vapors); **Los Angeles** (OSHA recordable - contractor performing asbestos removal required stitches following a foot injury due to a scraper); **Puget Sound** (OSHA recordable - turnaround contractor cut his hand while reattaching a loose hose, requiring stitches); **Norco** (OSHA recordable - instrument inspector cut his finger using a pocket knife, requiring stitches)

Environmental - newly reported incidents: **Martinez** (NOx exceedence at the cogeneration unit); **Los Angeles** (NOx exceedence and flaring stemming from a shutdown of a gas compressor at the hydrogen generation unit); **Delaware City** (two new incidents, the latest a CO exceedence during cat CO boiler startup); **Puget Sound** (noise complaint during startup of the cat cracker);

Highlights

Story Title. Story detail.

(Are your location's highlights missing here? Submit them: <mailto:rjsmith@shellopus.com?subject=Highlights>)

Operations

Crude Rates

Location	Plan	Actual		MTD Delta	% of Plan	Key Drivers
	CM	Latest	MTD			
Bakersfield	67	66	67	0	100%	
Martinez	157	139	143	-14	91%	
Los Angeles	91	55	51	-40	56%	Coker fire Mar. 23
Puget Sound	135	135	125	-10	92%	CCU & Alky 2 Turnaround
Convent	234	250	247	13	105%	
Delaware City	175	180	177	1	101%	
Norco	230	231	231	1	101%	
Port Arthur	260	290	287	27	110%	VPS-4, CRU-4 turnaround
Deer Park	293	310	312	19	106%	
Bay Valley Complex	224	205	210	-15	93%	
Louisiana Complex	464	481	478	14	103%	

West Coast Refining

Martinez

Operations are running well.

Bakersfield

Operations are running well. Some planned maintenance work has been deferred in order to take advantage of very high margins.

Los Angeles

The coker remains down from the fire on March 23. Asbestos abatement completed last Wednesday (Mar. 31); work continues to dismantle damaged electrical equipment. An estimate of outage time will not be available until Wednesday (Apr. 7). Other units run at reduced rates due to the coker outage.

Puget Sound

Operations are running well. The cat cracker has returned from the turnaround, **on schedule**. As its rates increase today, startups of the alkylation unit #2 and polymerization unit will follow in turn. Catalyst regeneration on reformer CRU1 is complete.

East / Gulf Coast Refining

Convent

Operations are running well.

Norco

Operations are running well.

Delaware City

Operations are running well. The cat cracker CO boiler is back online; cat rates are now increasing past 70 MB/d. The refinery is running down inventory to meet targets for the upcoming close.

Port Arthur

Rates at the reformer will increase back to normal today following completion of a Blackburn process to remove excess coke. Otherwise operations are running well.

Deer Park

Operations are running well.

Base Oils Manufacturing

Port Arthur - Operations are running well.

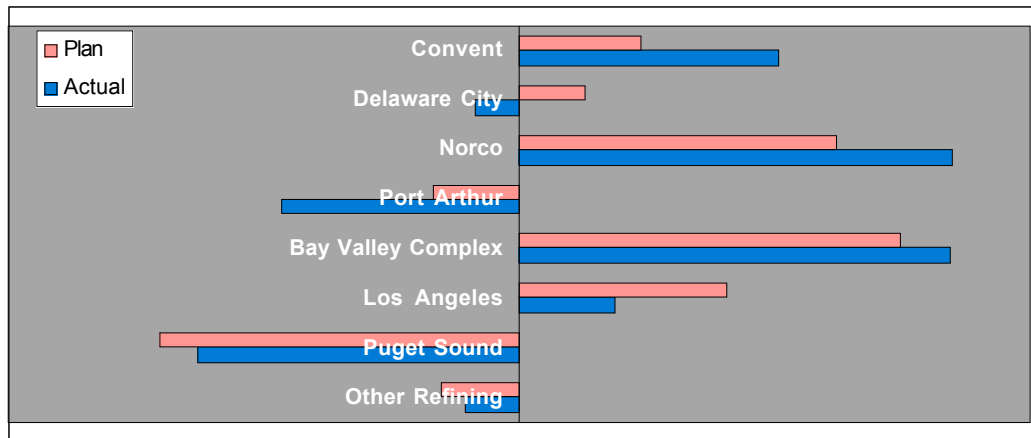
Refining Margins

Wow.

Location	As of	Margin	Difference from Plan				
			Latest	7 Day	MTD	Last Month	Last Qtr
Norco	2-Apr	9.18	4.75	5.88	4.90	3.97	4.90
Port Arthur	2-Apr	7.85	3.81	4.46	3.92	3.15	3.92
Convent	2-Apr	10.19	5.41	6.08	5.49	4.56	5.49
Delaware City	2-Apr	7.19	2.82	3.56	2.98	2.77	2.98
Bakersfield	2-Apr	23.01	16.78	10.79	16.45	3.54	16.45
Los Angeles	2-Apr	22.93	17.54	11.06	16.91	3.81	16.91
Martinez	2-Apr	21.82	15.95	10.04	15.75	2.11	15.75
Puget Sound	2-Apr	14.96	10.94	5.73	10.47	0.92	10.47

Net Income

From the Net Income estimate for March 2004:



Rich

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