

INDUSTRY DEBUTS REVITALIZED CAER LINE WITH UPGRADED TECHNOLOGY



CAER Line
281.476.2237
ehcma.org/caerline
East Harris County
Manufacturers Association

WHAT IS THE EAST HARRIS COUNTY MANUFACTURERS ASSOCIATION?

The East Harris County Manufacturers Association (EHCMA) is a professional organization that includes more than 130 manufacturing companies. We are dedicated to promoting the health, safety, security, environmental and economic well-being of East Harris County and the petrochemical, refining and manufacturing industry.

OUR MEMBER COMPANIES INCLUDE:

- > Chemical Manufacturers
- > Refineries
- > Supporting Distribution Facilities

WHAT IS THE CAER LINE?

The CAER Line is a hotline for community members to hear recorded – or posted internet – messages from EHCMA member facilities regarding operational updates.

The CAER Line was created as a way for our members to give back to the communities where they live and work.

On the CAER Line, callers will be able to:

- > Hear incident messages in English and Spanish
- > Hear general updates and alerts

WHAT IS DIFFERENT ABOUT THE UPGRADED CAER LINE?

The updated CAER Line gives community members access to CAER Line updates online at www.ehcma.org/caerline. Additionally, all emergency messages are now posted in both English and Spanish and some general messages will be available in both languages depending on location and message content. Because the CAER Line is hosted through a web-based portal, posting messages is now easier and more time efficient for EHCMA member facilities.

The CAER Line number is 281-476-2237.

WHO DOES THE CAER LINE SERVE?

The CAER Line serves more than 300,000 community members in the East Harris County area, specifically:

- > Baytown
- > Deer Park
- > Houston
- > La Porte
- > North Channel
- > Pasadena

WHAT TO EXPECT WHEN YOU CALL THE CAER LINE

The CAER Line is a community resource that alerts the community to emergency and non-emergency events.

Emergency events are those which require community safety procedures. Non-emergency events, such as flaring or fire drills, require no community action. Messages offer basic information such as what the event is, where it happened and whether any action is required by community members.

Messages could include information about events involving:

- > Facilities
- > Rail cars
- > Tanker trucks
- > Pipelines

Messages could also include general information about:

- > Flaring
- > Smoke
- > Training
- > Noise
- > Odors
- > Emergency Response
- > Incidents

Plant operators try to post urgent messages within 15 minutes of an event, however at times it may take longer. While the CAER Line is a valuable resource, community members should contact and follow instructions provided by local emergency managers during emergency situations.

HISTORY OF THE CAER LINE

EHCMA created the CAER Line in 1986 as a free resource for community members to get information about industrial events. This includes unpleasant or unusual sights, smells and sounds.

WANT MORE INFORMATION?

To learn more about the East Harris County Manufacturers Association and see a list of members, visit www.ehcma.org.