



Texas Department of Insurance

State Fire Marshal's Office Mail Code 112-FM
333 Guadalupe • P. O. Box 149221, Austin, Texas 78714-9221
512-305-7900 • 512-305-7922 fax • www.tdi.texas.gov

April 29, 2013

FACT SHEET West, Texas Fertilizer Plant Incident

- Over the weekend, Texas Department of Insurance, Fraud Investigators were able to contact all persons on the unaccounted for list.
- Assistant State Fire Marshal Kelly Kistner assisted Congressman Flores' Office in obtaining congressional competition artwork. The artwork had to be recovered from one of the most damaged areas in the West High School. The artwork will be submitted for a national art contest at the U.S. Congress.
- Tuesday, April 30, 2013, investigators will be working on the scene in a location where smoke may be produced. Fire suppression resources will be on scene to control the smoke. Citizens are asked not to call 911 if they see smoke at the Fertilizer Plant.
- U.S. Army Corp of Engineers arrived on scene today to assist investigators in assessing the crater.
- Consumers can call the toll-free TDI Consumer Help Line: 1-800-252-3439 if they have insurance questions, need information, have a complaint, or can't locate their agent or company. Consumer Help Line hours have been extended: 8 a.m. to 7 p.m. Monday through Friday, and 8 a.m. to 5 p.m. on Saturday and Sunday. Assistance is available in both English and Spanish. Also insurance specialists are available at the West Community Center, 200 Tokio Road. Hours will be 9 a.m. to 7 p.m. on Monday through Saturday and noon to 7 p.m. on Sunday (subject to change).
- Thursday, May 2, 2013, at 2 p.m. there will be a media pool at the scene of the West Fertilizer Fire/Explosion. If you are interested in participating in the media pool, please contact Rachel Moreno at (979) 277-4278 or Rachel.Moreno@tdi.texas.gov. Please convey your interest by Tuesday, April 30, 2013 by 4 p.m. We will be picking one writer, one photographer, and one camera crew.