

July 28th, 2009

Mr . Williams;

My name is Frank Orphey. I am the Facility Manager of Southwest Terminal, an independently-owned 100,000 bbl ULSD facility in the southwest corner of New Mexico. Linked to the Kinder Morgan East Line, we are the only pipeline-fed terminal facility between El Paso, TX, and Tucson, AZ. The facility was built in 1985, and very little has been done to improve functionality until recently. We are just breaking ground on the construction, in conjunction with Kinder Morgan, to renovate and upgrade our incoming prover/meter loop for safety and mainline relief, upgrade our incoming tank lines from 6" to 10" for higher flow rates, and install new PLC/SCADA integration equipment for permissives.

At the last minute, we failed (admittedly!) to notice the plans from our engineering firm did not include a replacement lubricity injector on the new 10" line. We have currently been using an older Hammond's style in-line injector to blend the lubricity with our ULSD as it is received off of the pipeline, into the facility. Upon realization of this important oversight, I placed a call to Pipe Products. Because the old tank line is one of the first things scheduled for demolition, a quick, custom ratio solution for our small loading rack was vital in order to continue legally moving our fuel and meeting ASTM standards. They already have Chemtec working on other components of our project, and recommended you for the solution. Note, I made this call on the morning of July 7th, 2009; I received a call from Ed, your salesman, less than an hour later to start immediately gathering information about our facility and putting a plan together. I told him it was vital that we turn around some sort of solution within the month of July, or I'd be temporarily out of business.

I went on vacation (nervously) on the week of July 13th, and managed to forget most of my issues for a few days. I returned to work the morning of July 21st; imagine my surprise when a truck and large trailer with the Chemtec logo pulled right in behind me! At first, I assumed it was someone passing through to take measurements for your shop; I was blown away when they dropped the back rack and slid out a complete skid, perfect fit, along with everything necessary to tap the lines and be up and running in only a few days.

There are two purposes for this letter. The first is to commend you on maintaining a first-class company in Chemtec; all of your people I've dealt with have been great from start to finish. Secondly, and most importantly, is to give my highest regards to Fred Smith, and his outstanding work in the field. He is meticulous and dedicated to doing first class work, from start to finish. No matter how frustrating it got when we were integrating our older equipment, he maintained a positive, professional attitude at all times...something I can't necessarily claim myself! All the same, at 25 years old, I was raised on a ranch in a small community, and I share his ambitious nature to do things right, the first time. It is my continued impression that this is your company's ultimate view, as well.

I have many close contacts in our industry, especially here in the southwest, and you can bet that anytime we're discussing improvements, Chemtec will be at the top of my list to recommend. Congratulations on keeping such a great team, and I'll look forward to working together again in the future.

Sincerely,



Frank Orphey, Facility Manager

Southwest Terminal, Road Forks, NM