

DCP Searsport, LLC
USACE Application No.: NAE-2010-02347
Response to USACE Information Request
Dated January 4, 2012

RESPONSES TO REQUEST FOR ADDITIONAL INFORMATION

ATTACHMENT F

Other Community Support Letters

Thank You Capital Region!

The American Red Cross of Northeastern New York would like to express our heartfelt gratitude to the many individuals (too numerous to name) and groups throughout the Capital Region who volunteered their time and skills, donated blood, provided in-kind donations and made generous gifts to our disaster relief efforts in the wake of Hurricane Irene and Tropical Storm Lee. With your support we were able to provide aid and comfort to thousands of people. In the month following the storms' devastation, we raised more than \$1 million for disaster relief through individual donations, major corporate gifts, radio/TV telethons, gift matching campaigns, bottle drives, and a variety of special fundraising events.

Corporate Donors & Community Partners' gifts of \$5,000 or more:

Adirondack Beverages	Time Warner Cable	WGNA FM
KeyBank	Citizens Bank	Dunkin' Donuts
Taconic Foundation	New York Racing Association	Saugerties Central School District
Alcoa Fastening Systems	Trustco Bank	WNYT - News Channel 13
M&T Bank	CSEA	Fuccillo Automotive Group
The Higgins Family Foundation	New York State United Teachers	SEFCU
AstraZeneca	WAMC Northeast Public Radio	WRGB - CBS6
Momentive Performance Materials	Curtis Lumber	Hannaford
The Smachlo Foundation	Price Chopper/Golub Foundation	Selkirk Cogen Partners
CDPHP	Western Union	WTEN - News10 ABC
National Grid	DCP Midstream	Huck Finn's Warehouse & More
	Roemer Wallens	State Farm Insurance
	Gold & Mineaux, LLP	

*** This acknowledgement includes all gifts made by Dec. 16, 2011.*



American Red Cross

Northeastern New York Region



American Red Cross
Northeastern New York Region
33 Everett Road
Albany, NY 12205
www.redcrossneny.org

October 18, 2011

Mr. Jeffrey Hurteau
DCP Midstream
15 Anderson Drive
Albany, NY 12205

Dear Mr. Hurteau,

It has been just over a month since Hurricane Irene spun its way across the East Coast, followed days later by Tropical Storm Lee. The 2011 hurricane season was predicted to be particularly active, and while we were prepared for possible effects, we could not have imagined what a devastating impact these storms would have in Northeastern New York.

We were fortunate to be supported throughout this disaster operation by generous donors like you. We are proud to report that your gift is part of nearly \$1 million donated in our region to date in support of our hurricane response and disaster relief operations. These dollars helped to make this major relief operation a successful one. With your support, Red Cross chapters in New York State opened more than 100 shelters, served more than 500,000 meals and snacks, provided mental health support to nearly 9,000 people, and distributed cleanup supplies to many thousands. To learn more about our relief efforts throughout this disaster response, please see the enclosed report, *A Break in the Clouds*.

While our response to Hurricane Irene and Tropical Storm Lee has understandably been top of mind over the last month, 308 of the 336 local disasters we have responded to so far in 2011 have come as a result of home or apartment fires. As we approach the colder months ahead, we are preparing to respond to more fires, winter storms and other emergencies common to our region. We also continue our day-to-day operations: collecting blood for use in hospitals throughout our region, training people in life-saving skills like first-aid and CPR, providing emergency services to military families, and preparing people for disasters before they strike.

Thank you again for your support of our work in the aftermath of Irene and Lee. I hope that you will continue to be an engaged supporter of the Red Cross as we forge ahead to deliver critical services in our community throughout the year. If you have any questions about our work, you are always welcome to contact me at (518) 458-8111, ext. 5175 or striar@redcrossneny.org.

With gratitude,

A handwritten signature in black ink, appearing to read "Gary Striar".

Gary Striar
Regional CEO

Thank you for your
very generous gift
for our response.



**American
Red Cross**

A BREAK IN THE CLOUDS

ONE MONTH AFTER IRENE AND LEE

With the 2011 hurricane season predicted to be of above-average intensity the American Red Cross prepared to meet the challenges of possible storms. Our more than 60,000 trained disaster volunteers, 56,000 pre-identified shelters and capacity to serve 1 million meals per day help ensure the Red Cross is ready to respond at a moment's notice. And in late summer, when two major storms—Hurricane Irene and Tropical Storm Lee—headed for the Eastern United States, the Red Cross sprang into action, mobilizing these resources.

These tropical systems struck in quick succession, causing massive flooding that displaced thousands of people in the South and Northeast. Throughout, the Red Cross was there to ease the fear and confusion triggered by the storms, offering dry



Daniel Cima/American Red Cross

American Red Cross volunteer Carrie Smith gives Joyce Sledge a hand in carrying meals to her home in Kill Devil Hills on North Carolina's Outer Banks.

refuge, warm meals and emotional comfort. Relief efforts for Hurricane Irene and Tropical Storm Lee continue today, with disaster assessment and cleanup marking the beginning of recovery for some, while many, still unable to return to their homes, continue to turn to the Red Cross for food and shelter.

Hurricane Irene Arrives

After pummeling Puerto Rico and the U.S. Virgin Islands with heavy rains and winds, Hurricane Irene made landfall on North Carolina's Outer Banks the morning of August 27. Moving northward, Irene left wind damage, widespread power outages and flooding along the Eastern Seaboard.

Ahead of the storm, the Red Cross mobilized a massive response and

urged residents to prepare for Irene's impact. Thousands of pre-packaged meals were distributed from North Carolina to Maine. In addition, approximately 250 emergency response vehicles, more than two-thirds of the Red Cross National fleet, were placed on alert and mobilized to support disaster relief operations in many of the coastal states. As Irene made landfall, more than 27,000 people found a safe haven in approximately 500 shelters.

In the aftermath of Irene, the Red Cross had relief operations as far south as Puerto Rico as well as stretching from South Carolina to Maine, supporting thousands affected by the storm to help residents. By September 7, alongside community and government partners, the Red Cross had provided 1.8



Chuck Haupt/American Red Cross

American Red Cross volunteer Lisa Savin listens to the concerns of a shelter resident in Binghamton, N.Y.

Facts at a Glance

In response to Hurricane Irene and Tropical Storm Lee, as of September 27, the American Red Cross has:

- Deployed more than 8,000 Red Cross workers
- Opened nearly 600 shelters
- Provided more than 68,000 stays
- Served approximately 2.6 million meals and snacks
- Distributed nearly 56,000 cleanup kits
- Distributed more than 33,000 comfort kits

A Trio of Brothers Lend a Helping Hand in New York

Brothers Isaiah, Franky and Noel quickly moved from shelter residents to Red Cross volunteers during Hurricane Irene when they arrived at the Nassau Community Center Red Cross shelter with their mother, Nancy Santiago. "They simply got up and became volunteers," Santiago said of her sons, who understood the reality of the emergency and decided to help. "Suddenly I saw Isaiah helping an elderly person in a wheelchair, Franky offering water to some people and Noel handing out blankets," Santiago added.

Moved by her sons' actions, Santiago committed to following their lead. "When we return home we will become volunteers," she said. Santiago remarked on the swift and caring response of the Red Cross in the face of Irene. "When help was most needed, the Red Cross was there for us."



Isaiah, Franky and Noel Santiago stayed at the Nassau Community Center shelter in Long Island, N.Y., and became volunteers for the Red Cross.

Talia Frenkel/American Red Cross

The Support of Donors

You can help people affected by disasters like tropical storms, as well as countless crises at home and around the world, by making a donation to support American Red Cross Disaster Relief. Your gift enables the Red Cross to prepare for and provide shelter, food, emotional support and other assistance in response to disasters. To make a donation, visit redcross.org or call 1-800-RED-CROSS (1-800-733-2767). Contributions may also be sent to your local American Red Cross chapter or to the American Red Cross, P.O. Box 37243, Washington, DC 20013.

To learn more about the work of the American Red Cross in the U.S. and around the world, please visit redcross.org.



September 2, 2011

American Red Cross
Disaster Relief for Hurricane Irene

Dear American Red Cross Responders,

On behalf of DCP Midstream, thank you for your efforts to organize and mobilize support for the several communities, particularly in New York and Vermont, that have been devastated by Hurricane Irene.

We share your imperative of ensuring the safety and wellbeing of the communities in which we operate. DCP Midstream, also known as GSR Resources, is one of the largest wholesalers of propane in the Northeast. We appreciate the contribution that first responders and organized disaster relief organizations provide in these troubled events. It's important to us that our communities, which our employees call home, are supported in trying times.

DCP Midstream is making a \$5000 donation to the American Red Cross in support of your Hurricane Irene relief efforts. We hope that this will make a difference in your support to our communities in need.

Thank you for all you do!

Yours truly,

Jeff Hurteau, Asset Director
DCP Midstream



U.S. Department
of Transportation

**Federal Railroad
Administration**

Region 1

55 Broadway
Room 1077
Cambridge, MA. 02142

August 12, 2011

Mr. Joseph Kuchinski
Vice President Area Ops North
DCP Midstream, LP
1324 N 7th Avenue
Greeley, Colorado 80631-0631

Dear Mr. Kuchinski:

I wanted to take this opportunity to thank you, and especially, Mr. Jeffrey D. Hurteau, for providing our FRA HazMat safety team with a visit to your Albany, NY facility to better understand the odorization process in LPG operations.

Mr. Hurteau provided our regional team, accompanied by FRA's Headquarters Hazardous Materials Staff Director, a comprehensive presentation that will broaden our focus and understanding of these chemical processes.

It is refreshing to me to have developed a relationship with a member of the regulated community who truly believes in safety and demonstrates it by his actions, attitude, and regulatory compliance daily.

Jeff is truly a professional that reflects favorably upon the regulated community and DCP Midstream, LP.

Sincerely,

**Frederick D.
Fraini, Jr.**

Frederick D. Fraini, Jr.
Supervisory Railroad Safety Specialist (HM)

Digitally signed by Frederick D. Fraini, Jr.
DN: cn=Frederick D. Fraini, Jr., o=U.S. DOT,
ou=Federal Railroad Admin,
email=frederick.fraini@dot.gov, c=US
Date: 2011.08.12 08:55:27 -04'00'

Hurteau, Jeffrey D

From: Hurteau, Jeffrey D
Sent: Friday, May 13, 2011 11:39 AM
To: Kuchinski, Joseph (JKuchinski@dcpmidstream.com); Waldheim, William S (WSWaldheim@dcpmidstream.com); Elliott, Rosslyn L (RElliott@dcpmidstream.com); Beemer, Sharon M (SMBeemer@dcpmidstream.com)
Subject: FW: CN Safe Handling Awards - RSVP by April 22
Attachments: 2010 CN safety award.JPG

From: James Cairns [mailto:safehandling@cn.ca]
Sent: Thursday, March 24, 2011 2:58 PM
To: Hemsworth, Thomas R
Subject: CN Safe Handling Awards - RSVP by April 22

Dear Rob Hemsworth,

It gives me great pleasure to inform you that your company is a recipient of the **2010 CN Safe Handling Award**. Your team's safe rail loadings throughout 2010 have led to this significant accomplishment and CN thanks you for all of your efforts.

To celebrate our customers' achievements, CN will host a Safe Handling Awards gala, to be held in Montreal on Monday, May 9, 2011 at Le Caf 'Conc' in the Marriott Chateau Champlain, 1050 de La Gauchetière Street West, Montreal, Quebec. Cocktails will begin at 5:15 p.m., followed by a dinner during which we will present the awards. As your company's representative(s), we invite you to attend the gala and accept the award in person.

In conjunction with the awards gala, CN will host a Customer Fair prior to the dinner, from 2:00 to 5:00 pm, in the Transcontinental Conference Room in the lobby of the CN Headquarters building, 935 de la Gauchetière Street West, Montreal, Quebec.

The Customer Fair is a great opportunity to meet face-to-face with the CN team. This year, we are inviting a guest speaker and holding a customer panel to improve our dialogue with shippers.

Please join us and make this a successful event. We encourage your team to keep up the good work and look forward to seeing you in Montreal on May 9th.

Please send your RSVP by email to Helen Wong at safehandling@cn.ca or by phone (514) 399-6558 for both the Safe Handling Awards Gala and Customer Fair **no later than April 22, 2011**.

Sincerely,

James Cairns
Vice-President, Petroleum & Chemicals
CN

5/23/2011



RENSSELAER COUNTY
BUREAU OF PUBLIC SAFETY
KELLY PASLOW
DIRECTOR OF PUBLIC SAFETY
E-911 COORDINATOR

April 4, 2011

Jeffrey Hurteau
DCP Midstream
15 Anderson Drive
Albany, New York 12205-1401

Dear Jeffrey Hurteau,

Thank you for the immediate response of your technical propane specialists to a major tanker accident involving 9500 gallons of liquid propane on March 28th. Your help was greatly appreciated and lead to a successful outcome of a tanker rollover with a fire on Route 7 in the Town of Hoosick.

Respectfully,

Raymond Davis
Rensselaer County Hazardous Materials Coordinator



**WEST MANCHESTER TOWNSHIP
FIRE & EMERGENCY SERVICE**

380 East Berlin Rd. • York, PA 17408
(717) 792-3505 • FAX (717) 792-4374

Chief David W. Nichols
Chief of Department

Chief David Markle
Lincolnway Fire Company

Chief George Boyer, Jr.
Shiloh Fire Company

February 23, 2011

To Whom It May Concern,

DCP Midstream opened its bulk propane terminal in West Manchester Township in 2008. This facility relocated from Spring Garden Township to its current site on Lemon Street.

During the design of the facility, the staff addressed concerns of the Township and Fire Department. The site was designed to provide fixed deluge devices capable of applying cooling water on the fixed tanks, rail cars, and the loading racks. DCP Staff are trained to initiate water application to disburse vapors or cool tanks in the event of a leak or fire.

In 2009, DCP purchased a 1500 gallon portable dump tank to be used at the site in the event the public water system was out of service. This tank is stored at the site for use or is accessible to our fire department for use on any fire in the area that may require a water shuttle operation.

Before the facility became operational, DCP Staff provided training for our personnel related to the hazardous properties of liquefied propane gas (LPG) and bulk storage. Training has continued each year since opening. The most recent training was held on August 24, 2010 and included a functional exercise where responders simulated an active LPG leak on site. We also incorporated a water tender shuttle to simulate hauling water to the site. Each of the training sessions was attended by West Manchester Township Fire Department personnel as well as personnel from the automatic aid fire departments that respond.

The interaction with DCP management and staff has been very positive during each phase of the project – design, day-to-day operations, and training. The members of DCP site staff are proactive and exhibit a positive attitude related to safety.

If you should have any questions, please do not hesitate to contact me via email at dnichols@westmanchestertownship.com or by phone at 717-792-3505.

Regards,

A handwritten signature in blue ink, appearing to read "David W. Nichols".

David W. Nichols
Fire Chief
West Manchester Township

City of Auburn, Maine

"Maine's City of Opportunity"

Department of Human Resources



HR Mission Statement
"Assisting Employees Bring Value"

2/23/11

Kenneth R. Allen
DCP Midstream
47 Kittyhawk Ave.
Auburn, Me. 04210

Mr. Allen,

Just writing to thank you for the participation of your facility in our city's emergency exercise program this past year by allowing our agencies to work with your staff and at your facility.

By working together on the exercise scenarios at the functional and table top exercises, we learned several lessons that will help us with our response to any emergency at your facility.

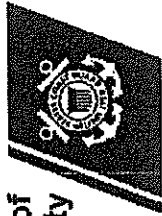
Your support of our exercise and training efforts will help us with not only our response to your facility, but with our response to the other propane facilities in our community.

This helps us to keep our whole community safe! Thanks again.

Yours in public safety,

Raymond Lussier
City Safety & NIMS Coordinator

**U.S. Department of
Homeland Security
United States
Coast Guard**



Commander
United States Coast Guard
Sector Hampton Roads

4000 Coast Guard Boulevard
Portsmouth, VA 23703-2199
Staff Symbol: (S)
Phone: (757) 668-5555
Fax: (757) 483-8641

16600

FEB - 1 2011

DCP Midstream
Attn: Kevin Grey
2901 S Military Highway
Chesapeake, VA 23323- 5804

Dear Sir,

I wish to express my sincere appreciation to you for allowing the European Commission/
European Union Delegation to tour your facility recently, as part of our International Port
Security (IPS) Program. IPS Program personnel from CG Activities Europe and CG
Headquarters praised the enthusiasm and effort that were put forth to make this a meaningful and
effective visit for the European Commission/ European Union delegation. Your participation in
this worthwhile program not only strengthened port security programs in the United States but
also around the world.

Achieving the Highest Company Honors

Every year, DCP Midstream recognizes those assets that have demonstrated excellence in safety and environmental performance. We are pleased to honor the following facilities for their outstanding work in 2008:

Safety Excellence

Northeast Propane Terminals

In 2008, the 47 employees of the Northeast Propane Terminals worked a collective 107,160 hours or 1,079 days without a workplace injury. Add to that, two previous years marked proudly by no recordable injuries.

“Our employees have a high team spirit and unity and are actively involved in the Say Something initiative to speak up when they identify an unsafe behavior,” says Asset Manager Jeff Hurteau. “We’re steadfast that if something is broken—a process, procedure or equipment—we stop, we don’t use it, we fix it. We believe this approach is very effective in preventing incidents. We learned and reinforced our knowledge of the company’s safety manual by ‘picking a policy’ in which we reviewed various safety policies at random. It was very effective.”

Southern Oklahoma

In Southern Oklahoma’s asset of about 110 employees, employees are quick to volunteer for the four work group safety committees and the asset wide Accident Prevention Awareness Action Committee.

“Employee ownership of the safety process in our asset is very evident in their willingness to become involved in a variety of work group safety sessions such as tailgate safety meetings, lock-out/tag-out audits, contractor audits, five-minute safety talks, and emergency drill planning,” says Asset Manager David Stone. “We were proactive in holding two safety stand-down sessions with nearly 100 percent attendance, and in conducting a safety forum for the area contractors we use most regularly.”

Environmental Excellence

Central Texas

The consistency in the numbers, or rather lack of numbers, shows Central Texas’s commitment to environmental ownership and transparency--no formal enforceable actions, regulatory citations, penalties, reportable emissions events, NOV’s or NOE’s in 2008.

In 2008, it was all about reductions where it mattered. “We reduced the volume of spills by 47 percent, and volume of emission events by 66 percent. We bird-dogged a list of Title V deviations until they were completed resulting in a 72 percent reduction. That meant significantly reducing the company’s liabilities,” says Asset Manager Jackie Strickland. “Our employees formed an EHS asset committee to help identify safety and environmental issues. It wasn’t a requirement, but the culture and desire of our employees to perform as safety and environmental stewards within the company and community.”



The root of their success:

"Safety and environmental performance are the areas of highest priority for us as a company. It takes a lot of hard work and commitment to achieve this level of performance and at the same time consistent business results," says Jerry Barnhill, vice president, Environment, Health and Safety.

"These are all repeat recipients of the safety and environmental awards. This tells me they know the formula for success and they are executing on it every day," says Tom O'Connor, president and CEO.

"On average, DCP manages about 14 days between recordable injuries. There are workgroups and assets who have celebrated months and years in between a recordable injury. We're going to challenge ourselves to extend our company average beyond 14 days to 30 days, which we've achieved before. We'll take it one day at time. We already have 82 work groups who have celebrated one year without a recordable injury in 2008," says Tom.

We proudly recognize the recipients of the 2008 President's Safety and Environmental Leadership Awards. Congratulations and thank you for your leadership in the EH&S arena!



DCP Propane Operations Unit Wins Safe Handling Award

For the third consecutive year, Gas Supply Resources, LLC—part of DCP Midstream Partners' Wholesale Propane Logistics segment—has received a safe handling award from a major transport company. CN, which operates the Canadian National Railway Company and several subsidiaries, so honored 98 companies in a ceremony in Montreal on April 27.

The company's Safe Handling Awards are extended to customers that load train cars with dangerous goods. The winners must meet strict standards, taking into account the frequency of shipments. CN rail shipments span the continent from the Atlantic to the Pacific oceans and from the Gulf of Mexico to Vancouver, Montreal, and Halifax.

"Our customers and employees work together to meet the day-to-day challenges of maintaining a safe operation. Like CN, our customers make safety a priority every day," said Fiona Murray, CN's assistant vice-president, petroleum and chemicals.

The Northeast Propane Terminals, led by Jeff Hurteau, also is one of this year's two recipients of DCP's President's Leadership Award for Safety Excellence.



Thomas C. O'Connor
Chairman, President & CEO

DCP Midstream
370 17th Street, Suite 2500
Denver, CO 80202

303 605 1705
303 605 2225 fax

*President's Safety Leadership Award
Northeast Propane Terminals*

May 16, 2008

Dear employees of the Northeast Propane Terminals:

I want to congratulate you on winning the 2007 President's Safety Leadership award.

Your continued superior commitment to safety is an outstanding accomplishment and is one celebrated by everyone in the Company. You've set very high standards for all of us to strive to reach!

Our top priorities are to keep our employees and contractors safe and protect the environment while operating efficient and reliable facilities. The foundation and sustainability of a successful company firmly rests on the safety of its employees and contractors, and its responsibility to the environment.

Your continued demonstration of exceptional safety leadership is truly something of which to be proud and I congratulate each of you for your daily contributions.

I look forward to celebrating this achievement with you soon. In the meantime, continue to work safe and enjoy your accomplishment!

Sincerely,


Thomas C. O'Connor

And the winner is...
**2007 President's Safety and Environmental
Leadership Award winners announced**

Excellent safety records and stellar environmental leadership are always the themes among the winners of the President's Safety Leadership award and the President's Environmental Leadership award. This year, four assets – Central Texas, Southern Oklahoma, Northeast Propane Terminals and Central Oklahoma – were recognized for outstanding safety and environmental leadership in 2007. Both the Rockies and Gulf Coast assets garnered honorable mention honors for the environmental award.

**President's Safety Leadership
winners:**

- Central Texas
- Southern Oklahoma
- Northeast Propane Terminals

**President's Environmental Leadership
winners:**

- Central Texas
- Southern Oklahoma
- Central Oklahoma

[See the list of workgroups](#) who reached safety excellence.

The awards were initiated in 2004 and are intended to formally recognize exceptional safety and environmental performance within our operating assets on an annual basis. This year was particularly outstanding for the Central Texas asset, who now has been honored three years in a row for their safety leadership. The Southern Oklahoma asset has won the safety award twice.

"Receiving both safety and environmental honors and for consecutive years tells me that we have something right with leadership in these areas, especially at the first line supervisor level," explained Rick Cargile, group vice president of EHS, operations and technical services. "These assets have adopted a culture of recognizing risk and looking out for one another. They understand that strong environment, health and safety

performance leads to safe reliable operations, which leads to strong financial performance and positions their asset as a strong competitor and service provider of choice. "

Rick added that leaders are important to continued safety and environmental success. "They need to keep asking questions, remain visible and ensure employees understand expectations to remain focused on more than just compliance, but the behavior and attitude."

Additionally, 71 work groups reached a notable accomplishment in safety excellence in 2007—zero recordable employee and contractor injuries, and preventable vehicle accidents.

"It's clear these assets and workgroups view environment, health and safety as a top priority – and I congratulate these employees for their outstanding efforts. To be successful long term, we must keep these at the forefront," said Rick.

The following is a snapshot of each asset's successes:

Southern Oklahoma:



Propane terminals receive second-year Canadian National Railway Safety Award

Not only was the Northeast Propane Terminals Asset nominated for DCP Midstream's most prestigious award for safety – the President's Safety Leadership Award – but the asset also received recent recognition from the Canadian National Railway (CN).

For the second year in a row, the employees of the Northeast Propane Terminals asset received the Safe Handling Award, which is presented to organizations who load cars with dangerous goods and meet strict standards for the safe handling and shipment of regulated products.

The asset, which is listed as "Gas Supply Resources, LLC" on the CN press release, also received the award in 2006.

The Propane Terminals are engaged in the wholesale distribution of propane liquid. The Terminals receive product by railcar and then this product is transferred to facility storage tanks. From these facility storage tanks, the propane is loaded onto transports. The product is delivered to customers in 15 states throughout the Northeast region.

[Read the CN press release](#)

Propane Terminals Set New Standards for Safety

Many of us know that propane is a liquefied petroleum gas (LPG) and one of the natural gas liquids produced during natural gas processing. What many employees may not know is that DEFS operates five propane terminals in Maine, Vermont, Massachusetts, New York and Pennsylvania serving wholesale customers in 13 northeastern states – five terminals that have raised the safety benchmark for the industry in the transfer of liquid propane from railcars to transport trailers.

Because propane is 270 times more compact as a liquid than as a gas, it is transported and stored in its pressurized liquid state. It is received by railcar and transferred to our propane terminals, where it is stored until loaded onto transport trailers for delivery to commercial and industrial customers. ACME fitting failures are a significant safety concern at the three transfer points – railcar, transport tank and customer delivery.

“The ACME fitting is the hose end connector to the transport. Typically these fittings are made of brass, a soft alloy that is easily damaged and worn,” explains Propane Terminals Area Manager **Jeff Hurteau**. “We have stringent visual inspections, but we are always



Albany, NY Propane Terminal Operator II John Houser demonstrates the quick and verifiable test for thread wear with the RMS ACME fittings test gauge, an innovation that raised the safety benchmark for the transfer of liquid propane.

looking for something better to improve safety and reduce the risk of fitting failures.”

Hurteau learned of a new ACME fitting test

Propane Terminals... on page 2

November
2006

Propane Terminals
Set New Standards
for Safety

Benchmarking
PI Team Launches
Effort

New Vehicle
Safety Policy

ROW Conversion
Complete

EA/Maintenance
Conference 2006

Duke Energy
Field Services

Benchmarking PI Team Launches Effort

“Benchmarking will allow us to compare our performance to peers and competitors – and is an essential element in identifying best practices and opportunities for improving performance,” says **Rick Cargile**, Southern Division VP and Chairman of the Operational Excellence Steering Team (OEST). “The challenge is to identify and determine the true cost of operating and maintaining our assets, and to identify the benchmarks for current and life cycle costs for each asset.”

To accomplish this, the OEST has commissioned the Operational Benchmarking Performance Improvement (PI) team.

The PI team members are **Ken Sliger**, South Texas Commercial Manager and leader of the team; **Mark Concienne**, Panhandle Managing Director; **Phil Greenhalgh**, Principal Analyst; **Alan Page**, Northern Divi-

sion Finance/Budgeting Manager; and **Marty Summers**, Southern Oklahoma Asset Manager. **Jayant Gotpagar** with Booz-Allen-Hamilton will provide project management and analytical support to the team. The team will report initial findings to the OEST in December.

According to **Ken Sliger**, the project will be conducted in three phases.

Phase 1 will provide operating cost benchmarks on 24 gathering systems and plants – both from an internal and external view.

Phase 2 will review historical operating and general and administrative (G&A) costs on all gathering systems and plants to adjust for program costs, capital expenditures, acquisitions, sales, plant variability, reliability, equipment age, contract structure, etc.

Benchmarking... on page 4

Propane Terminals... from first page

gauge to replace visual testing of thread wear with a simple mechanical test that is more accurate and improves documentation. Since the gauges were not available in the U.S., Hurteau purchased one of the new test kits from South Wales, UK and started testing. As the tests proved successful, Terminal Supervisors **Ken Allen, Randy Barshinger, Kevin Kennedy, Conrad Miller and Ben Roberts** formed a team to develop new safety inspection protocols. In April of this year, they notified customers and carriers of the new safety protocols using the gauge tests and a six-month grace period for compliance.

"We were ahead of the curve with this inspection protocol," adds Hurteau, "and we take pride in that. This innovation says to our employees, customers and transport drivers that we are proactive in protecting their safety and reducing their risk. Our customers are extremely happy, and even some of our competitors have asked us to share our protocols with them."

"It's a no go tester," according to Albany Terminal Supervisor Roberts. "The protocol is clear. A half-turn or less is what we want to see. More than a half-turn and we put the fitting on monthly inspections and notify the owner. A full turn is a failure, and we don't load."

Todd Eldred, Director of Safety and Maintenance at LP Transportation, a major carrier accessing our terminals, applauds the new testing. "With 150 trailers on the road from Maine to Virginia, it's a real benefit to us to get advance notice of fitting damage, and 30 days to schedule the repair. This standard exceeds DOT regulations – and that's a good thing."

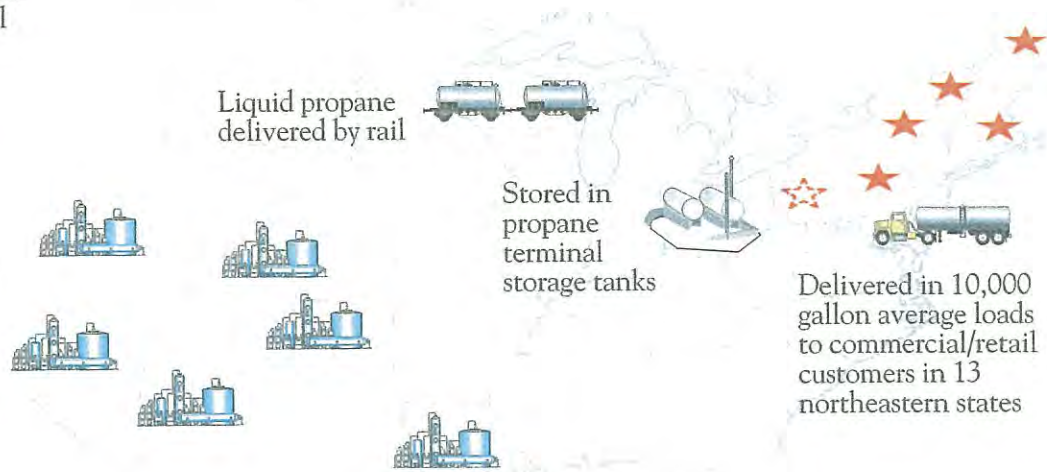
Albany Propane Operator II **John Houser** began conducting safety inspections on terminal fittings and transport vehicles as soon as the protocols were deployed. "It takes minimal time and effort," Houser says, "to make sure their connections are as safe as ours. Everyone wins."

For more information about propane terminals or the RMS ACME fittings test gauges, contact Jeff Hurteau at 518-453-9331, jdhurteau@duke-energy.com.

DEFS Propane Terminals Serve Northeast States

Propane is a liquified petroleum gas (LPG) produced at natural gas processing plants.

Propane accounts for about 2 percent of all the energy we consume in the U.S. today. The midstream portion of the propane industry consists of transportation, storage and wholesaling.



DEFS operates propane terminals in Albany, NY, Auburn, ME, Berlin, VT, Westfield, MA and York, PA. A sixth terminal will open soon in Midland, PA.

Smart Pig Quiz

A pig is a tool that is sent down a pipeline and propelled by the pressure of the product in the pipeline itself. We know what makes them "smart" – inertial navigation systems (INS) that read, store and transfer pipeline location and corrosion or defect data to company computers – but why are they called "pigs"?

If you think you know, enter the OE Challenge Smart Pig Quiz. Just email your correct answer to SmartPigQuiz@yahoo.com by November 22 to be entered in the OE Challenge Smart Pig Quiz drawing.

25 blue denim dress shirts with the OE Challenge insignia to 25 lucky winners! Be smart – enter today!

Watch for the correct answer and winners' names in December's *The Exchange*.



Propane Terminals Achieve Five Years of Safety

The propane terminals in the Northeast have achieved a significant safety milestone. Since DEFS' acquisition of this operation in May 2001 through the end of July 2006, 1.1 billion gallons of propane has been received and shipped to customers without a Federal Railroad Administration (FRA) definable incident. This has included 34,000 railcar shipments and 108,000 transport loads of propane shipped.

The propane terminals are engaged in the wholesale distribution of propane liquid. The terminals receive product by railcar and then this product is transferred to facility storage tanks. From these facility storage tanks, the propane is loaded onto transports. The product is delivered to our customer base located in the following states: Maine, New Hampshire, Vermont, Rhode Island, Connecticut, Massachusetts, New York, Pennsylvania, West Virginia, Virginia, Maryland, Delaware and New Jersey.



Propane Operator Clarence Morin transfers propane to a transport in Auburn, Maine.

In order to install transfer connections on railcars while waiting to be unloaded, the FRA required our operation to file for an exemption from regulation in 2000 under former ownership. The Propane Terminals have held and maintained this exemption for six years. A requirement to keep the exemption is that we have no transfer related incidents involving our responsibility with transfer hoses, connections, fittings and that there has been no release of product or endangered the safety of the railcar.

"The focus on safety in operations has allowed us to achieve this milestone," said Jeff Hurteau, propane terminal area manager. "Any gallon sold where there is an incident is not worth the business activity. I am so proud of the 40 employees in the propane terminals for their focus and dedication to safety."

Seasonal Centers
"Seasonably Reliable"
Shaker High School
445 Watervliet-Shaker Road
Latham, NY 12110



January 7, 2010

Jeffrey D. Hurteau
Asset Manager
DCP Midstream
15 Anderson Drive
Albany, NY 12205

Dear Mr. Hurteau

I would like to start off by thanking you for your time and effort throughout our Junior Achievement business. To say the least, our efforts lacked at times, but I feel as if we pulled through. I know we wouldn't have overcome our struggles without your help. There were many instances where I was lost or confused, there were a lot of business terms that were new to me. You quickly answered my questions and helped me to move us forward.

You were able to guide us in the correct direction without becoming angry with our attitudes. In a sense, you were capable of bringing us closer at times. You strived to motivate us at all costs and unfortunately did a portion of our jobs for us.

You live a busy life full of work; it was a selfless thing for you to take time out of your life to tend to our needs. I would hope that you are aware of how much that truly was appreciated, and I apologize if that wasn't always visible. Without you, we would have crashed and burned. Our attitudes and inability to get along, cooperate, and make an effort would've taken us down. We really needed you in every way, especially me. With that said, I would like to thank you for your time, patience, effort, and plain kindness.

I along with the entire class, move forward with a knowledge of running a corporation and the twists and turns of it.

Sincerely

A handwritten signature in blue ink that reads "Madeleine Quillio". The signature is written in a cursive style.

Madeleine Quillio
President

mq



December 22, 2009
"A Greeting That Lasts"
445 Watervliet Shaker Road
Latham, New York 12110

Jeffery D. Hurteau
Asset Manager
DCP Midstream
15 Anderson Drive
Albany, NY 12205

Dear Mr. Hurteau

On behalf of Mrs. Frisone's IRP period 8 class we thank you for putting in your time and effort to help us succeed and teaching us business skills that we will use in our lives. We also thank your company for sponsoring us for this JA project. It meant a lot to us for you to take time out of your busy schedule for our class. The tips you have given us has benefited our Junior Achievement company substantially.

The tips you have given us has benefited our Junior Achievement company substantially. Every time you came to Shaker we were pleased to see you and before you left we took your tips under consideration and used them. For example when you and I were interviewing my fellow class mates for jobs you would give me pointers on asking the right questions and what to say and what not to say. I appreciated your help and encouragement that helped me became a better interviewer. Also when you gave me tips on how to run a meeting it helped me organize and control the meetings that occurred. All of your tips and comments have helped everyone in this company become stronger in their field and for that we thank you.

We really appreciated when you gave us positive comments and encouraged us to succeed. And for that we thank you.

Sincerely


Hud-Ahmed Yahia

hy



a Genesee & Wyoming Company

September 20, 2007

Dear Ken

On August 28, 2007 Josh Eichel, and Gene Brown two members of the SLR safety committee along with Jamie Robinson the SLR Safety and compliance officer, and Berry Belanger the SLR Road Master Conducted a walk thru at your Auburn facility.

Thank you for your cooperation with our walk thru on such short notice. We especially appreciate how clean and free from safety hazards your facility is. Your assistance is invaluable and we very much look forward to working with you and your company to make everyday a SAFE DAY.

St. Lawrence and Atlantic view you and your facility as a role model of your commitment and dedication to safety.

Gene Brown

For The SLR Safety Committee



**Division of Fire Safety
Springfield Regional Office**

100 Mineral Street, Suite 307
Springfield, VT 05156-3109
www.vtfiresafety.org

Department of Public Safety

June 27, 2005

(phone) (802) 885-8883
(fax) (802) 885-8885

Rich Rehm, V.P., Operations
Southern Division
Duke Energy Field Services
5718 Westheimer
Houston, Texas 77057

Re: Emergency Response Training

Dear Mr. Rehm:

On behalf of the Vermont Hazardous Materials Response Team, I wish to extend our thanks for the excellent training provided by Jeffrey Hurteau and Conrad Miller to our team on June 25, 2005.

Jeff provided an informed and experienced perspective on response to propane incidents involving rail cars, transports and bobtails. His knowledge of the subject was clearly evident in the morning presentation he made to our team.

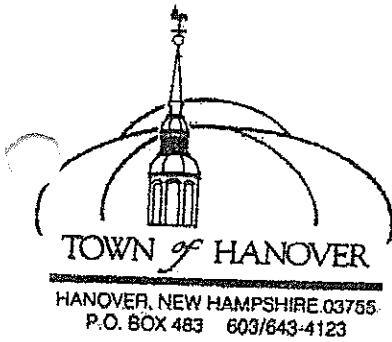
We were also provided the opportunity to tour the bulk plant and rail loading facility in Berlin, Vermont, along with a rail car and transport. Both Jeff and Conrad Miller shared information on piping, valving, emergency controls and proper response.

This industry perspective, balanced with actual response experience, is invaluable to our team's ability to provide Vermont with safe, effective emergency response.

Please pass along my sincere thanks to Mr. Hurteau and Mr. Miller.

Cordially,

Chris Herrick, Chief



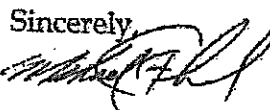
December 5, 2003

Mr. Richard M. Paul
Duke Energy NGL Services, LP
5718 Westheimer
Suite 2000
Houston, Texas 77057

Dear Mr. Paul:

I am writing on behalf of John Pratt and Jeff Hurteau, the Duke Energy family in our region. These gentlemen put on two training sessions for our firefighters on Wednesday, November 12, 2003. I serve as the Training Officer for my department, and part of my responsibility is to provide programs that are both practical and informative. I am a senior staff instructor for our state's fire academy, and have 28 years of experience in adult education, so I have some background in the area.

John Pratt is a consummate professional. He could not do enough for me in coordinating and rescheduling his time and availability to meet my needs. During the entire formal presentation, John offered a multiple of observations that made for better understanding amongst the members present. Jeff Hurteau is the ideal individual to serve Duke Energy in the field as an educator. His fifteen years as a firefighter, coupled with his expertise with the petroleum industry, gives him the credibility to instruct the "correct methods" with problems involving this product and its potential hazards. Rest assured Duke Energy is being well represented in our region by these two individuals.

Sincerely,


Michael A. Clark
Fire Captain

MAC:jts
Cc: J. Pratt
✓ J. Hurteau



BERLIN VOLUNTEER FIRE DEPARTMENT, INC.
338 Paine Turnpike North
Berlin, VT 05602

Duke Energy Field Services
ATTN: Mr. Jeffrey Herteau
15 Anderson Drive
Albany, NY 12205

To whom it may concern,

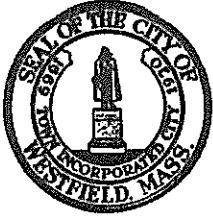
The Berlin Volunteer Fire Department has worked closely with Duke Energy Field Services at their bulk propane transfer facility in our jurisdiction in Berlin, VT. Since their initial contact with us prior to construction, through all phases of development and operation, Duke Energy has been a pleasure to work with. They have provided complete access to the facility, allowed full flow testing of fire suppression systems, worked to create a positive emergency response system, and overall been an outstanding partner. Furthermore, they have made their personnel available as advisors for any propane emergencies in our area. They have always striven to be a team player in emergency preparedness.

It has been a true pleasure to have Duke Energy in our jurisdiction. If I can answer any questions please feel free to call me at the above number.

Sincerely,

Albie Lewis
Chief

Received
10/2/03



CITY OF WESTFIELD, MASSACHUSETTS
FIRE DEPARTMENT

September 25, 2003

To Whom It May Concern:

Duke Energy (formerly known as Gas Supply Resources Inc.) is a liquefied propane gas transfer station located at 30 Summit Lock Road, Westfield Mass. The facility is located in a commercial/rural area of town and uses a private railway system to access a CSX rail line. Product is off loaded from the rail cars to larger ground storage containers before it is loaded onto tank trucks. The company has been operating from this location for approximately three years.

In my opinion the operation and management of the Duke Energy Inc. facility is excellent. The company has been very responsive to the needs of the fire department providing fire fighting pumps, appliances and hazardous material training (specific to this site) for fire fighters. The company strictly enforces the truck route restrictions placed on it by the City. Also, members of their management have routinely attended meetings of our Local Emergency Planning Committee.

In closing I would like to say that Duke Energy has been very positive addition to Westfield's business community and I feel very comfortable recommending them to other communities.

Respectfully,

Patrick McGinn

Chief

Westfield Fire Department



GERALD D. JENNINGS
MAYOR

JOHN C. NIELSEN
COMMISSIONER



CITY OF ALBANY
DEPARTMENT OF PUBLIC SAFETY
165 HENRY JOHNSON BOULEVARD
ALBANY, NEW YORK 12210
TELEPHONE: (518) 438-4000



DEPARTMENT OF
POLICE

DEPARTMENT OF FIRE
AND EMERGENCY
SERVICES

DIVISION OF BUILDINGS
AND CODES

Duke Energy Field Services
Ben Roberts
15 Andersen Drive
Albany, New York 12205

September 5, 2003

To whom it may concern,

The City of Albany Department of Fire and Emergency Service has enjoyed an outstanding relationship with Duke Energy Field Services, previously Gas Supply Resources. Over the past several years that DEFS has been our neighbor we have engaged in a number of training and education exercises sponsored by DEFS. They have also provided technical advice to our department for incidents not related to their company in an effort to support our relationship.

The Albany Department of Fire and Emergency service looks forward to continuing a good relationship with Duke Energy Field Services.

Sincerely,

L. Eric Harrington
Executive Deputy Chief



SPRING GARDEN TOWNSHIP FIRE DEPARTMENT

558 S. OGONTZ STREET
YORK, PA 17403-5709

PHONE (717) 845-3272
FAX (717) 854-8257

August 31, 2003

Duke Energy Field Services
15 Anderson Drive
Albany, NY 12205

To Whom It may Concern:

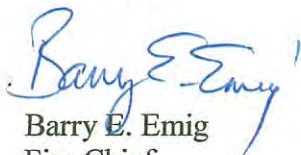
The Duke Energy Field Services facility at 460 Windsor Street in Spring Garden Township, York County, Pennsylvania has been an excellent example of a business place that has been an asset to the community.

Since it's construction, Duke Energy has had a low impact in terms of problems, and has been far above average in keep our emergency services informed as to safety procedures and other issues concerning the facility.

The staff is always helpful, and willing to do whatever is necessary to maintain the safety and security of the area. In total, Duke Energy has been a good neighbor in the community.

If there are any questions, please feel free to contact me.

Sincerely,


Barry E. Emig
Fire Chief

AUBURN FIRE DEPARTMENT



FIRE DEPARTMENT HEADQUARTERS

WAYNE WERTS
CHIEF

550 MINOT AVENUE
AUBURN, ME 04210-4332
TEL. 207 784-5433
FAX 207 784-3283

PATRICIA A. FINNIGAN
CITY MANAGER

August 28, 2003

To Who it May Concern:

Duke Energy has had a bulk propane transfer facility in our city for a couple of years now. They took over an existing facility from another company, and immediately established positive relations with my department. They have been extremely cooperative, working very closely with our Fire Prevention Bureau to ensure the safety of the operation.

They allow full and complete access to the facility, and show no hesitation to provide my staff with all of the training and information necessary to our operations. We have had numerous drills and tours at the facility that have been very instructive.

To my recollection, there have been no incidents at the facility that required our response since Duke Energy took over the operation. In addition, they have been very concerned about their status as a good neighbor, and have kept everyone informed as to the nature of their daily operations. We are always informed if operations require venting of product prior to the actual venting, so that we can effectively deal with the occasional "odor calls" that this activity creates.

In conclusion, it has been a pleasure to have Duke Energy in our jurisdiction.

Sincerely,


Cam Martin
Assistant Chief

Oliver A Scofield
10/08/02 12:40 PM

To: Jeff D Hurteau/Field/PEFS/PEC@PEC
cc: Joe Kuchinski/Houston/PEFS/PEC@PEC, Jim
Rintamaki/Houston/PEFS/PEC@PEC, John D
Admire/Denver/PEFS/PEC@PEC, Don E
Stevens/Houston/PEFS/PEC@PEC
Subject: Trip to the DEFS Propane Storage Terminals in the Northeast US Last
Week

Jeff:

As you know, John Admire, Don Stevens, and I visited all five of your propane storage facilities up on the east coast last week. We visited the Albany, Berlin, West Springfield, York, and Auburn Terminals, and they all looked very good. We toured each facility with one of your staff and walked the entire grounds and had the opportunity to observe rail car unloading and truck loading operations in action.

I want to commend you and your staff for running a clean, well organized operation. As you have said in the past, there are very few environmental issues applicable to these facilities. One action item for us, Don Stevens will prepare a one page summary of propane release "Reportable Quantities" sheet that we can use to ascertain our future potential release reporting requirements for the various states. Don will put this propane RQ list together and explain to you (and your staff if you desire) how to use the RQ list.

Jeff, your staff was very professional, courteous, and knowledgeable. We also noted a strong sense of ownership of your staff at these facilities, and it shows in operations, housekeeping, and pride. Please thank each of your staffs for their supportive hospitality during our visit.

Thanks,
Trey Scofield

Volunteer Fire Company of Center Brunswick, Inc.
1045 Hoosick Road
Troy, New York 12180

October 10, 2002

Jim Rintamaki, General Manager
Duke Energy Field Services
5718 Westheimer
Suite 2000
Huston, Texas 77057

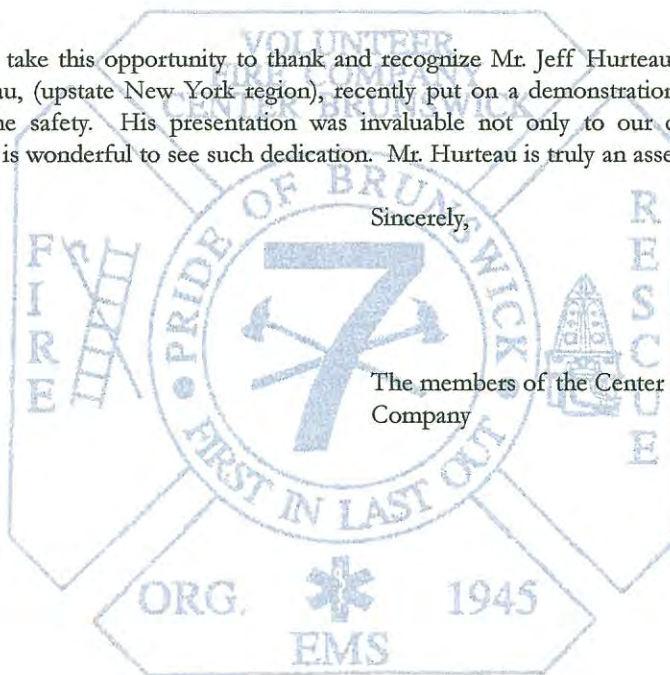
Dear Sir:

We would like to take this opportunity to thank and recognize Mr. Jeff Hurteau for both his time and expertise. Mr. Hurteau, (upstate New York region), recently put on a demonstration along with classroom instruction on propane safety. His presentation was invaluable not only to our department but to the community as well. It is wonderful to see such dedication. Mr. Hurteau is truly an asset to your company.

Sincerely,

The members of the Center Brunswick Fire
Company

CC: Jeffrey Hurteau
NLF



THE BANTAM FIRE COMPANY

92 DOYLE ROAD • P.O. BOX 456 • BANTAM, CT 06750

April 24, 2002

Mr. James Rintamaki, General Manager
East Gulf Coast Operation
5718 Westheimer-Suite 2000
Houston, TX 77057

Dear Mr. Rintamaki,

On behalf of the Town of Litchfield Fire Companies, I would like to thank you for allowing Jeffrey Hurteau the opportunity to teach a class on propane and handling emergencies with the product. Jeff's class was very informative and helpful to us. We have two storage facilities in town and on any given day have numerous propane transport vehicles traveling through our territory.

We'd also like to thank Tom Sullivan, the truck operator, for his presentation of the actual hands-on of the vehicle.

We hope you will continue to allow future classes such as this one. The volunteer services greatly appreciate this type of class. It shows us the importance of propane and the knowledge that if addressed properly, we could stop an unnecessary incident.

Again, we thank you.

Sincerely,

Scott E. Parsons, Chief

Cc: Jeff Hurteau
Litchfield Fire Chiefs



TOWN OF LITCHFIELD

OFFICE OF THE FIRST SELECTMAN

74 West St. • P.O. Box 488

Litchfield, Connecticut 06759-0488

Phone: (860) 567-7550 • Fax: (860) 567-7552

March 18, 2002

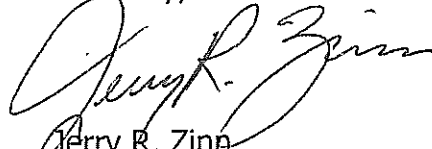
Jeff Hurteau
Duke Energy
15 Anderson Dr.
Albany, NY 12205

Dear Jeff:

I want to thank you very much for your participation at our recent tabletop emergency response drill. Your willingness to help us better safeguard the citizens of Litchfield is much appreciated by a grateful Board of Selectmen.

If you have any helpful thoughts or suggestions to improve our plan, please don't hesitate to contact my office. Our collective efforts will produce the best emergency plan possible.

Sincerely,



Jerry R. Zinn
First Selectman

JZ/njl

NOBEL INSURANCE SERVICES

TEL: 972-644-0434 • FAX: 972-644-0424

October 5, 2000

Mr. Pat Haselden
Gas Supply Resources
820 Gessner Road, Suite 1475
Houston, Texas 77024

Dear Pat,

Thank you for providing the opportunity to observe your recent emergency response safety and training activities at your Albany Terminal. It is extremely rewarding to be partnered with a company that is committed to safety as yours is clearly demonstrating. We applaud Jeff Hurtau's Albany crew and BP Amoco for their high safety standards and hospitality.

Gas Supply Resources is the largest independent wholesale and distributor of propane in the Northeast. Education and safety training is the hallmark of the propane industry, and giving back to the community is an important cornerstone in this process. We often take for granted our knowledge of propane and overlook the outside world. You have constantly demonstrated your own safety commitment not only to your own customers, but have continued these values to the community to ensure education of the men and women that will be committed in your unlikely hour of need.

Nobel Insurance Services is proud to be part of your journey, like you, we are committed to education and training as the key to our mutual successes. The goal of making safety certain is obtainable with continued dedication from organizations like yours.

Please extend our warmest respect, and have a safe day,

Steve Dillingham
Senior Loss Control Representative
Nobel Insurance Services

Cc: Jeff Hurtau, GSRI, 15 Anderson Drive, Albany, NY 12205
John Pratt, GSRI, 85 Mechanic Street, Suite 450, Lebanon, NH 03766
Fred Bangs, Texas AGA, 4205 Beltway, Addison, TX 75001

12225 GREENVILLE AVE., SUITE 430, DALLAS, TX 75243

Member Company: Lancer Insurance Group
Lancer Management Company, Inc. • Lancer Insurance Company



**RENSSELAER COUNTY
BUREAU OF PUBLIC SAFETY**

Kelly Paslow
DIRECTOR
E-911 COORDINATOR

March 28, 2000

Jeffrey D. Hurteau
Manager of Terminal Operations
Gas Supply Resources, Inc.
15 Anderson Drive
Albany, NY 12205

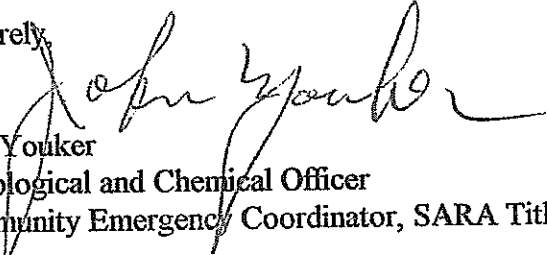
Dear Mr. Hurteau:

On behalf of the Rensselaer County LEPC, the Bureau of Public Safety, and the fire departments of the County, I want to thank your company for the donation of the Facilitator's Guide to the Propane Council's guidebook on Propane Emergencies.

It is only through support from companies such as yours that the latest in safety information on hazardous materials is made available to emergency services responders. The extensive use of propane at industrial sites in Rensselaer County makes this information all the more necessary to insure the safety of both volunteer and paid firefighters.

I also want to take this opportunity to thank you personally for your volunteer efforts on behalf of public safety in Rensselaer County.

Sincerely,



John Youker
Radiological and Chemical Officer
Community Emergency Coordinator, SARA Title III

TEAM LEADER JEFFREY M CARROZZA
P.O. BOX 61
MELROSE N.Y. 12121
OFFICE/FAX 237-9860
PAGER 342-6260

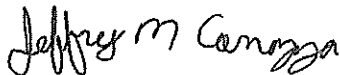
**BATTALION ONE
DECONTAMINATION
TEAM**

GAS SUPPLY RESOURCES INC.
MANAGER OF TERMINAL OPERATIONS
JEFFREY D. HURTEAU

Dear JEFF: March 24, 2000

I would like to take this time to thank you and your Company GSRI for your equipment donation to our new and upcoming Decontamination team. It's a great feeling to us knowing that Companies like yours support our volunteer organizations and our efforts to protect our communities. This equipment was greatly needed and will be put to good use in the field and for our training. Again thank you for everything, if there is anything we can do for you in the future please feel free to ask.

Sincerely,



Jeffrey M Carrozza
Haz-Mat Decon Leader



GERALD D. JENNINGS
MAYOR

JAMES W. LARSON
CHIEF

CITY OF ALBANY
DEPARTMENT OF FIRE AND EMERGENCY SERVICES
26 BROAD STREET
ALBANY, NEW YORK 12202
TELEPHONE (518) 447-7879

DEPUTY CHIEF'S
WARREN W. ABRIEL, JR.
MICHAEL P. DUNN
JOSEPH M. FAHD
FRANK M. SPATH

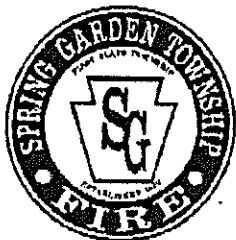
To whom it may concern;

October 6, 1998

Gas Supply Resources Inc. has been a member of our community for the past few years. In that time they have presented themselves as a working partner in the education of our people in the area of gas emergencies and hazardous materials. GSR made it possible for the majority of our two hundred and forty-member department to attend sessions at the ROHM & HAAS Safety Train. The City of Albany Department of Fire and Emergency Services has enjoyed and benefited from the relationship we have with Gas Supply Resources.

Sincerely,

William R. Davis Jr.
Captain / EMS Div.



SPRING GARDEN TOWNSHIP

FIRE DEPARTMENT

558 S. OGONTZ STREET
YORK, PA 17403-5709

PHONE (717) 845-3272
FAX (717) 854-8257

October 2, 1998

Gas Supply Resources
460 Windsor St.
York, Pa. 17403

Attention: Mr. Jim Peschong

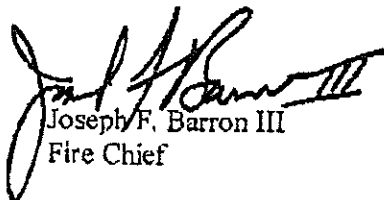
I am pleased to report that after approximately three (3) years, and after annual inspections of your facility by my department, I can unequivocally state that your company has operated the facility well above the safety requirements that would be necessary under the National Fire Prevention Standard #58 "Storage & Handling of Liquefied Petroleum Gas".

When the project was first presented to the Township by Mr. Pat Haselden of Gas Supply Resources Inc., I was one of the first persons contacted, and I felt that because of the location, it was imperative that the facility be installed utilizing the guidelines of the N.F.P.A. Standard, but also with as many additional safeguards that could be physically attached to the facility to preclude a disaster in the event of a fire or a massive leak.

Although we did not have a lot of community reaction to the building of the facility, the people who minimally opposed it were basically ignorant of what type of facility it was, what the real properties of propane gas were, and what safety requirements would be demanded by our Township. After some preliminary questions concerning water supply to the area, distance of exposures to the facility, the plan was unanimously approved by our Board of Commissioners and our Zoning Hearing Board.

The cooperation I received from Mr. Pat Haselden, Mr. Dick Shipley and yourself during the planning for and the installation of the facility was great; the personnel staffing the facility, the maintenance of the grounds, the cooperation with the emergency services have all been above and beyond reproach, and it has been gratifying especially for me, to see the company grow and prosper.

I would certainly recommend that any community consider a proposal to install this type of a bulk propane operation within their boundaries knowing the type of personnel that Gas Supply Resources employ for the planning, construction and manning of the facility.


Joseph F. Barron III
Fire Chief

"A First Class Township - A First Class Community"



**RENSSELAER COUNTY
BUREAU OF PUBLIC SAFETY**

*DAVID A. COOK
DIRECTOR
E-911 COORDINATOR*

February 18, 1998

Jeff Hurteau
8 Jay Ave.
Troy, NY 12180

Dear Jeff:

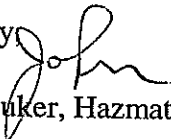
Enclosed are notes from the Green Island propane accident and the recent incident in Schaghticoke.

I want to personally thank you for your assistance, and hope that we will not see a rash of incidents in the future.

However, the use of propane in the County is growing, and your participation on our team is important.

Please be advised that the County Fire Coordinator will be assisting us in contacting County Fire Chiefs to better survey the risks from propane use throughout the County.

Sincerely,


John Youker, Hazmat 1

JOHN J. McNULTY, JR.
Mayor

SEAN E. WARD
Executive Assistant

OFFICE OF THE MAYOR

VILLAGE OF GREEN ISLAND

20 Clinton Street
Green Island, New York 12183
(518) 273-2201
FAX (518) 273-2235

February 17, 1998

TO: Participating Agencies, Propane Tanker Rollover on the
Exit Ramp of I - 787, October 31, 1997

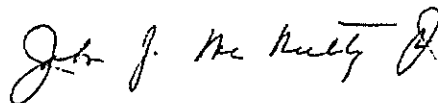
The Village of Green Island is deeply grateful to all of the agencies that assisted at the site of the propane tanker rollover on October 31, 1997 and who attended the critique meeting on November 12, 1997.

The expertise and equipment that is available in this area to assist in such emergencies is amazing.

Thank you for your most valuable assistance at a time when it was desperately needed.

Enclosed is a copy of the minutes of the critique meeting. If you have any questions or suggestions, please do not hesitate to contact me.

Very truly yours,



John J. McNulty, Jr.
Mayor

p.c. Village Trustees
Executive Assistant to Mayor
Fire Chief Michael F. Carlow
Captain Gerald E. Looney, Officer in Charge
Green Island Police Department

Mountain View

Volunteer Fire Company, Inc.

August 13, 1997

Jeff Hurteau
Gas Supply Resources
15 Anderson Drive
Albany, NY 12205

Dear Mr. Hurteau,

We would like to thank you for Propane Tanker demonstration on July 30, 1997. We found this to be educational, and this knowledge will be invaluable in the handling of a propane situation in the future.

Sincerely,



Timothy Maloney
President



WEST ALBANY FIRE DEPARTMENT

Station # 1
113 Sand Creek Road
Albany, N.Y. 12205

Station # 2
36 Osborne Road
Albany, N.Y. 12205

July 27, 1997

Jeffrey D. Hurteau
Terminal Manager
Gas Supply Resources, Inc.
15 Anderson Drive
Albany, New York 12205

Dear Mr. Hurteau;

I thank Gas Supply Resources, Inc. for the donation of the Propane Emergency Response Kit to the West Albany Fire Department. This is a valuable addition to the tools on our Hazardous Materials Response Unit when we respond to a leak at any of your facilities, or anywhere else in our response area.

Thank you for your assistance in this matter.

Sincerely

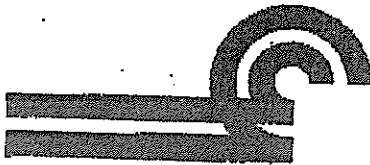
A handwritten signature in cursive that reads "James Mitchell" with the initials "JM" in a circle at the end.

James Mitchell
Chief

cc: M. Stella
J. Woodworth
V. Graves
A. Bartlette

JW/KL/11

CONRAIL



To: JEFF HARTMAN

MAY 22 1997
RECEIVED

19 May 1997

Mr Kenneth J Douglas
Gas Supply Resources, Inc.
820 Gessner Road - Suite 1475
Houston, Texas 77024

Subject: West Albany Terminal

Dear Mr Douglas:

Last Thursday I had the opportunity to visit the West Albany terminal for the first time. It really gave me a good feeling to see a clean, modern facility where once underutilized property had stood. I wish Gas Supply and the railroad a long and prosperous relationship in the Capital District!

I have recently moved over to the Food & Ag Business Group and am working in both sales and marketing capacities. My address and phone number are at least for the moment, unchanged.

I hope any further projects you work with us on turn out so well.

Sincerely,

Charles M Samuel - Account Executive
Food & Ag Business Group - 19B
Phone 215-209-5675
Fax 215-209-1338



New York State Energy Research and Development Authority

F. William Valentino, *President*

Corporate Plaza West, 286 Washington Avenue Extension, Albany, NY 12203-6399
(518) 862-1090 • Fax: (518) 862-1091 • <http://www.nyserda.org/>

December 9, 1996

Mr. Jeffrey Hurteau
Gas Supply Resources, Inc.
15 Anderson Drive
Albany, NY 12205

Dear Mr. Hurteau:

I would like to express my appreciation for the opportunity to tour your company's new propane storage and delivery facility last week. It was a very informative morning for myself and my co-workers. As they say, a picture is worth a thousand words. I have found in the past that responding to supply problems is much easier and productive with a comprehensive understanding of the people and facilities involved in delivering critical fuel supplies to customers.

We anticipate that the supplemental propane supplies Gas Supply Resources, Inc. will provide to the region and the state will reduce the likelihood of such supply difficulties, expand the market penetration of this premium fuel and provide additional delivery flexibility.

I look forward to working with you in the future on any matters of mutual concern. Please do not hesitate to contact me at 862-1090, extension 3325 if I can be of any assistance.

Sincerely,

Stephen M. McNally
Assistant Project Manager

cc: Peter Smith