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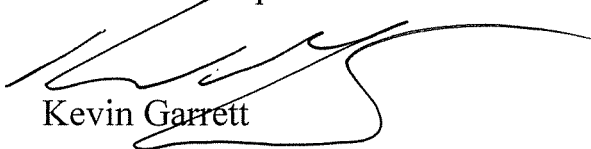
RE: Case # 2009-00031

March 19, 2009

Dear Mr. Derouen,

I received your letter along with questions on March 17th, 2009. I have reviewed it but feel that it is not necessary at this time that we proceed with the deviation that I had first asked for. Our company was going through a rough time with employees due to the economy. We were forced to lay off several employees and it was making it very rough to answer 5-10 service calls per day, keep up with paper work and office duties, and keep up with our normal maintenance work on a day to day basis with only 2 guys in the house gas section. We have since restructured our schedules to where I have a man free on Fridays to do only Odorant tests or other work that may fall in the customer area. With the warmer weather, the service calls have reduced significantly. Not to say that we won't have an unforeseen problem that can't be avoided and it may delay our odorant test for a day or so but I am sure you understand this. Thanks for your response and feel free to contact me if need be.

Production Supervisor



Kevin Garrett

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