



Intercontinental Terminals Company

P.O. Box 698 Deer Park, Texas 77536-0698

FAX (281) 884-0399

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August 13, 2009

To Our Customers:

In order for Intercontinental Terminals Company (ITC) to maintain compliance with NSR Permit 1078, TCEQ rule 30 TAC 115.112(d)(2)(B) and EPA rule 40 CFR 60.112b(a)(1)(v) associated with internal floating roofs(IFR), it has become necessary for ITC to raise the minimum product requirement or low gauge in our tanks. It has been determined that emission losses occur whenever product in a tank is lowered to a level where the IFR vacuum breaker opens and/or the floating roof lands on its legs and is no longer floating on top of the product.

Alarms are being added to said tankage so that ITC can monitor low and high levels in the tanks, as well as provide a safer operation. The increase of minimums (low gauge) may be raised approximately 200 barrels to 1200 barrels depending on tank size.

If a customer is given approval to go "off-float", the tank(s) must be routed to a control device within 24 hours of roof landing and will continue to be degassed until the roof has been re-floated or the following steps have been completed:

1. Product will be stripped from the tank to customer's directed receptacle – rail car, tank truck, another tank, etc.
2. Product remaining in the associated pipelines will be pigged to the tank.
3. All product collected in the tank from pigging will be removed by vacuum truck vented to a control device.
4. Within 48 hours, ITC will begin de-gassing the vapor space under the floating roof until the space is determined to be de-gassed in accordance with Special Condition 24 of the NSR Permit and 30 TAC 115.541

All expense for line clearing, tank de-gassing and/or cleaning, etc., will be billable to the customer.

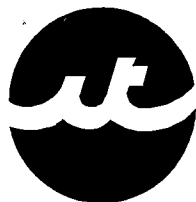
To obtain the new low level quantity on your tank(s) you will need to contact one of the following departments: The Marine Department, Inventory/Product Accounting Dept., or the Customer Service Manager.

A current contact list is attached.

Should you have any questions, please contact me at 281-884-0323.

Best regards,

John Everett
Customer Service Manager



**INTERCONTINENTAL TERMINALS COMPANY
TRAFFIC / PRODUCT ACCOUNTING CONTACT LIST**

ASST. TERMINAL OPERATIONS MANAGER

Karl Kuhn
Direct: 281-884-0244
Cell: 713-208-5583
E-mail: kkuhn@iterm.com

**PRODUCT ACCOUNTING MANAGER &
QUALITY SYSTEM MANAGER**

Jane Chaya
Direct: 281-884-0313
Cell: 832-326-8254
E-mail: jchaya@iterm.com

MARINE TRAFFIC SUPERVISOR

Tim Camp
Direct: 281-884-0301
Cell: 281-380-1037
E-mail: tcamp@iterm.com

LAND TRAFFIC SUPERVISOR

Ilene Wright
Direct: 281-884-0305
Cell: 281-381-4361
E-mail: iwright@iterm.com

CUSTOMER SERVICE MANAGER

John Everett
Direct: 281-884-0323
Cell: 713-824-3578
E-mail: jeverett@iterm.com

WEBSITE: www.iterm.com

Main E-mail address: traffic@iterm.com

All Emergencies: **Truck Scale House 24-Hour Number:** **281-884-0340**
Marine Coordinator 24-Hour Number: **281-884-0369**

TRAFFIC DEPARTMENT:

RAIL - Monica Jackson, Rail Coordinator Kelly Lewis, Rail Coordinator
Direct: 281-884-0304 Direct: 281-884-0257
Rail Traffic On-call cell phone: 281-413-3200

Sabrina Hargrove, Land / Rail Traffic Coordinator
Direct: 281-884-0230

TRUCK - Donna Ludtke, Sr. Truck Coordinator Terrie Watson, Sr. Truck Coordinator
Direct: 281-884-0307 Direct: 281-884-0370
Cell: 281-381-5955 Cell: 281-380-1038

MARINE - Marine Coordinator(s)
Tammy Paxton 281-884-0303
Sonja Wade 281-884-0237

24-hour Marine Coordinators: Direct: 281-884-0369
Emergency cell # 281-380-1040
John Watson Stan Hicks
Michael Trousdale Sam Kerr

PRODUCT ACCOUNTING DEPARTMENT:

PRODUCT ACCOUNTING E-MAIL: productaccounting@iterm.com

Kayla Taylor, Senior Product Accounting Analyst
Direct: 281-884-0226

Jessica Campbell, Product Accounting Analyst
Direct: 281-884-0316

Deanna Howell, Product Accounting Analyst
Direct: 281-884-0319

Jeremy Mallett, Product Accounting Analyst
Direct: 281-884-0318