



## **CERTIFIED OIL COMPANY**

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December 11, 2002

Mr. Troy L. Schultz, CP  
President  
BJAAM Environmental, Inc.  
Post Office Box 523  
Canal Fulton, Ohio 44614

Dear Troy:

I would like to personally thank you for our successful compliance negotiations with The Bureau of Underground Storage Tank Regulations (BUSTR) this past year. This compliance arrangement, whereby we can focus on select high priority sites, will allow Certified to meet its environmental obligations and allow us to move forward into the future with confidence.

Your ability to negotiate on a personal level with BUSTR management demonstrates a longstanding respectful relationship with them. I doubt anyone else would have accomplished what you did. Moreover, it is clear that BUSTR not only views BJAAM's work as acceptable, but as a standard for the rest of the industry to follow. Key to this is your focus on risk assessment and modeling to reduce costs and to move sites to closure in the most expedient way possible. This is exactly what we needed but didn't really understand until we found you.

To this end, we look forward to a long trusting relationship with BJAAM as a strategic partner in accomplishing our mission. Feel free to use me as a personal reference for your future endeavors. Again, congratulations and have a happy new year.

Sincerely,

A handwritten signature in black ink, appearing to read "David J. Hogan".

David J. Hogan  
Chief Operating Officer