



California Service Station and Automotive Repair Association

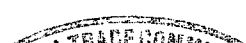
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415-892-1243 FAX 415-892-4173 <http://www.cssara.org/car/>



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Valero Refining Company - CA
2402 East Anaheim Street
Wilmington, CA 90744

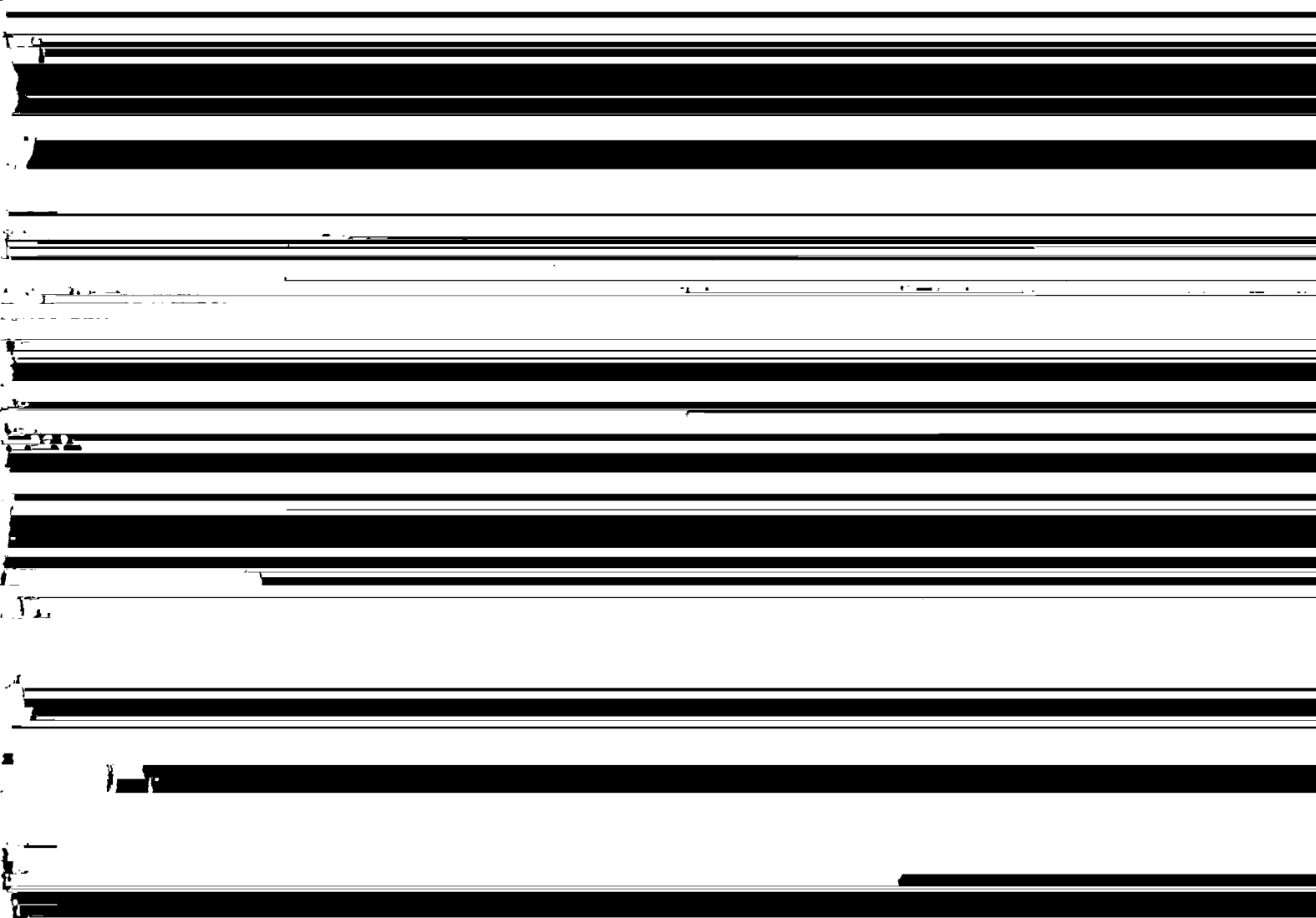
*B. E. (BLAIR) SKELLIE, DIRECTOR
WEST COAST REGION*

(925) 287-3738

January 2, 2002

Dear Retailer:

The purpose of this letter is to inform you that Valero will discontinue the monthly VIP incentive effective with the month of January 2002





HATO CORPORATION

2101 Somersville Road
Antioch, CA 94509
Tel: 925.757.2653
Fax: 925.757.7400

Valero Refining Company- CA
2402 East Anaheim Street
Wilmington, CA 90744
B.E. Skellie, Director
West Coast District

RE: VIP rebate program.

Dear MIS Skellie:

I would like to inform you that the cost of me doing business as a Valero dealer has increased substantially with the elimination of the VIP rebate program. The result of your merger with UDS should make it more profitable for Valero, the consumer, and myself rather than harm my ability to be competitive. I respectfully ask that you reconsider your decision.

INDEPENDENT VALERO RETAILERS OF CALIFORNIA

CSEBA Chapter Administrator

Phone: (415) 892-1243

Fax: (415) 892-4173

PRIVILEGED AND CONFIDENTIAL MEMORANDUM

Sample letter

Valero Refining Company- CA
2402 East Anaheim Street
Milliken, CA 92744

El Camino Exxon (Valero)
3725 El Camino Real
Santa Clara CA, 95015

Jan. 10. 2002

Dear Ms. Blair:

I would like to take this opportunity to congratulate you for new
position that you have earned due to your outstanding leadership and hard work. Good

January 11, 2002

To: Blair Skellie

From: Scott Brandel Valero 7000

I was very dismayed to receive notice that Valero has discontinued the Fuel Rebate Program. It is ludicrous to make such a change when we just received the letter that stated that your top priority is to look for more ways to effectively serve our needs. In order for us to be a viable player in this extremely competitive

Valero Refining Company, CA
2402 East Anaheim Street
Wilmington, CA 90744
B. E. Skellie, Director
West Coast Region

January 13, 2002

Dear Ms Skellie:

This is to inform you that I am so sorry to hear that the cost of me doing business as a Valero dealer has increased substantially with the elimination of the VIP rebate program. The result of your merger with USD should make it more profitable for Valero, the consumer, and myself rather than harm my ability to be competitive specially in my area. In this area there are Arco and Safeway with very lowest price to compete with me. I didn't see any help from Valero instead of cancel rebate program. Under this most



3455 15th St NW, Seattle, WA 98107

M ONTEREY VALERO

MONTEREY VALERO
5200 MONTEREY HWY.
SAN JOSE, CA 95111

PHONE 408-281-3582
FAX 408-225-3582

Invoice: 13 2002

Qlair Skellie, Director

2402 East Anaheim Street
Wilmington, CA 90744

Dear Ms. Skellie:

Subject: Elimination of the VIP incentive program

Since your cancellation of the VIP incentive program I am now at a great disadvantage to other gas stations around me. In order to make ends meet I must now price at or the same price with the major

**Valero of Saratoga
Pham, Troy**

601 Saratoga Ave
Saratoga, CA 95060

Blair Skellie
Valero Refining California
2402 East Anaheim St.
Wilmington, CA 90744

VIP Rebate cancellation

Dear Blair,

Since you cancelled the VIP rebate program, my business has been severely affected. Can you help?



Blair Skellie

January 14, 2002

Valero Energy Services, Inc. 510 525 8358

Attn: Dennis

PETER'S VALERO
532 E. WASHINGTON ST.
PETALUMA, CA 94952
(707) 769-0769

TO THE VALERO COMPANY,

**HERE AT PETER'S VALERO WE ARE VERY DISSAPPOINTED OF THE .04th VIP
RETRACTION NOT ONLY WAS IT DONE BY A CHIEF DEICE LEADER IT**

[The body of the document is almost entirely obscured by heavy horizontal black redaction bars. Only a few faint lines of text are visible through the gaps.]