Monsanto — CALL REPORT – ORGANIC DIVISION

DICTATE IN SEQUENCE:
1. HEADING INFORMATION
2. NAMES OF ADDRESSEES
3. NAMES OF CARBONEES
4. IMMEDIATE ACTION NEEDED
5. REPORT ON CALL

REPORT CAPTIONS:
1. OBJECTIVE
2. PERSONS CONTACTED
3. RESULTS
4. ACTION REQUIRED

CUSTOMER NAME		DATE OF CALL
COLUMBIA GULF TRANSMISSION		9-28-71
CITY AND STATE	DATE RECEIVED	DATE TYPED
HOUSTON, TEXAS	10-5-71	10-5-71

CUSTOMER MAILING LIST CHANGES – SERVICE CENTER USE ONLY

NAME AND TITLE	PUT ON	TAKE OFF	MP	MAG	CATEGORY CODES

REGION	SERVICE CENTER	SALESMAN
SOUTHERN	HOUSTON	D.W. STEGEN;jk

TO C.L. BRADFORD — ST. LOUIS

CC ROGER HATTON — ST. LOUIS

PERSONNEL CONTACTED: DAVE BRUNSON - P.A.
MARTIN VAN DYNE
BILL HANEY, MANAGER - ENGINEERING

TURBINOL 153: Columbia Gulf has ordered 192 drums of Turbinol 153 so far this year. They have been ordering in less than truckload quantitie They currently have a contract with Stauffer for Stauffer's Fyrquel 220. They are interested in determining if they can get a better price by purchasing on a blanket order or a contract from us.

Attention: Larry Bradford - Columbia points out that competitive products such as the Stauffer material, are priced FOB destination, where our price is FOB St. Louis. Are we willing to meet situations such as this or do we consider that we have no competition with Turbinol 153?

Major problem occurred in the last shipment of Turbinol 153. Material shipped to Delhi, La., was placed in the reservoir of the turbine and operating personnel noted that it separated in two distinct phases. Took samples of this and sent to St.Louis. Roger Hatton had the samples tested and determined that we had water in our Turbinol 153. Columbia Gulf indicated that they were going to reject the entire shipment, which meant 28 drums that had been shipped to Inverness, Miss., 28 drums

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TRAN 004374

DEPOSITION EXHIBIT Plf's 96

96

WATER_PCB-SD0000028647

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CUSTOMER NAME		DATE OF CALL
COLUMBIA GULF TRANSMISSION (PAGE TWO)		
CITY AND STATE	DATE RECEIVED	DATE TYPED

CUSTOMER MAILING LIST CHANGES – SERVICE CENTER USE ONLY

NAME AND TITLE	PUT ON	TAKE OFF	MP	MAG.	CATEGORY CODES

REGION	SERVICE CENTER	SALESMAN

TO CC

to Alexandria, La., and 28 drums to Delhi, La. They further indicated that they would consider us liable for any costs incurred in dumping and cleanin up the turbine at Delhi. Said that unless we could do the following things they would be forced to go to our competitor, Stauffer, and use Stauffer fluid at least in the system at Delhi. The questions they wanted answered were 1) How soon could they get another shipment of Turbinol 153? 2) How did the water get into the first shipmant of Turbinol 153? 3) What were we going to do to keep water from getting in the next shipment of 153?

Several phone calls later it was determined that we could 1) Make new Turbinol 153 on Wednesday 2) Ship it on Wednesday night 3) Put it on an exclusive truck and obtain delivery in Delhi on Thursday 4) The fluid had been contaminated during the drumming process on the initial shipment. 5) The retained sample of fluid from initial shipment to Delhi, La., was in specification. 6) That we would send someone to Memphis to sample the 56 drums that were on the shipping dock in Memphis to determir if any of them were contaminated with water.

This information was passed on to the Columbia Gulf personnel, however, they rejected our offer to sample the drums in Memphis, preferring to reject the entire shipment and get all new fluid out of St. Louis. At this point in time it appeared to be the only liable course of action open to us.

(See page 3)

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Monsanto

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COLUMBIA GULF TRANSMISSION (PAGE THREE)		
CITY AND STATE	DATE RECEIVED	DATE TYPED

CUSTOMER MAILING LIST CHANGES – SERVICE CENTER USE ONLY

NAME AND TITLE	PUT ON	TAKE OFF	MP	MAG.	CATEGORY CODES

REGION	SERVICE CENTER	SALESMAN

TO _____ CC _____

Our quick response on this emergency may have actually enhanced our position with Columbia Gulf, provided the new fluid works satisfactorily.

FUTURE ACTION: CLB - Determine our willingness to price Turbinol 153 on a delivered basis.

DWS - Relay this info to Columbia Gulf

DWS - Write proposed contract for Columbia Gulf.

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DWS:jk

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