bcc→B2SL W. R. Corey
B2SL H. S. Bergen
B2SC C. Paton
B2SA J. F. Stapleton
B2NA P. S. Park
1650 P. L. Slayton
B2SL T. L. Gossage
1650 J. G. Bryant

February 11, 1972

Mr. E. L. Raab
General Electric Co.
100 Woodlawn Avenue
Pittsfield, Mass. 01201

Dear Ed:

As Monsanto no longer sells transformer akkarel directly as top up to the relatively large number of people requesting the fluid and as handling such orders by the respective approved transformer makers has not yet been established, considerable confusion and inconvenience prevails at this time.

As examples I am enclosing merely two instances which, however, suffice to portray the situation.

Pfizer for example who told me they have Pyranol transformers came to us, we told them to contact G. E. Co. and as you can see the local G. E. representatives at Meridian, Conn. referred Pfizer back to us.

The second example deals with Niagara Mohawk Power Corporation who I know are a large user of your Pyranol transformers. This transaction after we had told them to go to the transformer maker resulted in their contacting us to cancel the order as they understand that the product has been discontinued. This led me to again call Niagara and suggest that they again call G. E. at Pittsfield.

In case you need additional examples I would be glad to discuss them with you.

However, it is clear that G. E. Co. as well as some other approved transformer makers (approved re the PCB pollution matter) need to set up the marketing process promptly.

Best regards,

P. G. Benignus
Market Manager
Dielectric Fluids

cs

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