-- 6-13-68 9:00 S-67-Q-68 2-00-730.01

F. W. Copenas - JFQ Plant XX D. E. Munie-JFQ
P. Gatens-JFQ
MCS-153 Short Weight N. A. Geisman-JFQ
P. M. Gentile-JFQ
Texas Eastern Transmission St. Louis R. A. Dykstra-JFQ
G. E. Gibson-GGIBS
Houston, Texas 6-5-68 6-7-68 P. G. Benignus/C. M. Williams-PBEHI
571300 4-16-68 JFQ -- J. J. Kagan-JKAGA

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Our customer has complained that they were charged for 254 more gallons than they received on this shipment. The product group states that the customer is subsequently withholding payment of our invoice pending receipt of an explanation of this discrepancy.

The following is quoted from information received from the product group on this matter and it most completely documents the situation about which the customer has complained.

"This customer writes that our invoice SL 4-3094 overcharges them for 254 gallons MCS-153 on this 3 compartment tank truck delivered to the following three locations. They are withholding payment of our invoice pending our explanation.

	Invoiced	Reported Received
Entriken, Pa.	973 gallons	966 gallons
Shermansdale, Pa.	1,970 gallons	1,805 gallons
Bernville, Pa.	988 gallons	906 gallons
	3,931 gallons	3,677 gallons

Shortage: 254 gallons

It is noted that our invoice indicated the following total weights:

gross	55,580 lbs.
tare	11,560 lbs.
net	44,020 lbs.

The invoice also indicates 11.2 pounds per gallon in arriving at net gallons shipped. This weight per gallon bears out the number of gallons invoiced.

EXHIBIT
Plf. No. 958
10-14-92

TRAN 002548

However, Marketing had previously understood MCS-153 to have a typical weight per gallon of 10.96 lbs. This latter weight per gallon is used in computing our drum packing of 55 gallons net; 605 lbs. net.

Now assuming the 10.96 per gallon may be correct, 44,000-lbs. net divided by 10.96 equals 4,000 gallons which gives a yet wider discrepancy between our invoice and amount reported received by Texas Eastern.

We also note that our specification for this product does not include specific gravity as a specification item. It is difficult to accurately market a product on a volume (gallon) basis when we do not have specific gravity guidelines."

The product group goes on to say that "Unfortunately the customer has not advised us how he arrived at the determined shortage [illegible] and Marketing hesitates questioning his accuracy until we have a more concrete basis to bear out our own determinations." They say that "It must also be mentioned that if the 10.96 typical weight per gallon is incorrect, we have been invoicing Texas Eastern incorrectly for all past drum shipments. This must be clarified."

As the customer is awaiting our response we would appreciate receiving all of the information available on this matter in order that we may be able to go back to them with the most complete story possible and at the same time, establish a procedure whereby the possibility of a recurrence of this problem can be precluded in the future.

W. E. Gordon

bmk

TRAN 002549

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