



**Petro-Canada Lubricants**

Lubricants Centre  
385 Southdown Road  
Mississauga, Ontario L5J 2Y3  
Telephone: (905) 822-4222  
Facsimile: (905) 822-7450

**Lubrifiants Petro-Canada**

Centre des Lubrifiants  
385, rue Southdown  
Mississauga (Ontario) L5J 2Y3  
Téléphone: (905) 822-4222  
Télécopieur: (905) 822-7450

2 March, 2004

**HOOPER WELDING ENTERPRISES LTD**

1390 Advance Road,  
Oakville, Ontario,  
L6L 6L6.

**Mr. Chris Hooper, Owner**

**RE: VENDOR PERFORMANCE – HTU INCIDENT**

Dear Mr. Hooper,

On behalf of Petro-Canada, I am writing to thank you for the support that Hooper Welding Enterprises Ltd provided during our 2003 HTU incident at our Lubricants Centre.


As you are aware this incident was unexpected, and without notice, demanding the immediate response of Petro-Canada personnel and its entire supply base for the immediate provisions of materials and services.


The excellent response provided by your staff helped us all to meet the challenges required to practically 're-build' a complete process unit in record time. The people at Hooper Welding Enterprises Ltd, should be proud of their performance towards this accomplishment.

Petro-Canada relies heavily on suppliers and service providers to run a safe and productive operation. This untimely incident has once again confirmed that without the support of companies such as yours, we would not have been successful.

Please pass on our sincere thanks to all concerned.

Yours truly,

  
Robert J. Major  
Maintenance Manager  
Petro-Canada Lubricants Centre

  
John D'Alessandro  
Purchasing Agent  
Petro-Canada