

# PARMAN ENERGY

7101 COCKRILL BEND BOULEVARD • P.O. BOX 90907  
NASHVILLE, TENNESSEE 37209-0907  
PHONE (615) 350-7920 • FAX (615) 350-8561  
[www.parmanenergy.com](http://www.parmanenergy.com)

Monday, May 24, 2010

Dear Most Valued Customer,

Monday, May 3 was difficult day for our employees at Parman Energy in Nashville. Our headquarters facility had several feet of water over the property. In 21 days we have made remarkable progress in our recovery process with little to no impact to our fuel and lubricant customers. I would like to outline some important steps we have taken in continuing to provide the high level of service and solutions you have come to rely on from Parman Energy.

All of our 95 tanks in our 1,000,000+ gallon tank farm are fully operational. We are receiving inventory daily from our suppliers and filling our trucks to deliver to you, our customers, the high quality bulk lubricants and fuel you expect. The package inventory has been relocated a half mile down the street to 7140 Cockrill Bend Blvd, our 100,000 square foot warehouse facility. All inbound package lubricants are received here and dispatched out on our trucks, or common carrier. Temporary offices for all operations personnel are located there, as well as our City Counter for customer pick up. All of our fleet has been replaced, or we have leased trucks to serve you.

Our Chattanooga facility has aided tremendously in our supply commitment to you, our customers in Tennessee, Kentucky, Alabama, Mississippi, and Georgia. With no damage, we utilized their 575,000 gallon tank farm and 40,000 square foot warehouse in support of our supply chain efforts in Nashville. We dispatched trucks from Chattanooga to service Middle Tennessee to insure supply.

Our temporary offices for sales and all support functions are 100% operational at 6213 Charlotte Pike (a few miles from Cockrill Bend). Our Accounting, Customer Service, Inside Sales, Information Technology, and Human Resources are located here. As I write, the rebuild and renovation of our equipment company, Williams Lubrication Service and Equipment is underway with a completion scheduled of July 15.

By Friday, May 28, all of the 50,000 square feet of offices and warehouse will be empty and clean. The facility will be certified by an industrial hygienist we have contracted, to ensure our facility is safe for our employees and customers.

Last week, Chevron sent many employees to assist our sales department in visiting many of our customers reinforcing the message...WE ARE IN BUSINESS!

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Our new state of the art phone system will be fully operational by Thursday, May, 27. We apologize for any inconvenience this has caused you. All numbers will remain unchanged.

With the Parman name in Nashville for over 75 years, we are very positive about our future and thank you for your continued support. We have received many notes and comments, all positive about our efforts and I thank you for your business as we continue to improve looking forward to serving you, our customer.

Sincerely,



R. Barry Shipp  
President/C.E.O.