

- 1)  Halt fuel sales on affected pump(s) and bag nozzle(s).
- 2)  Contact Phillips 66 Sales Representative and/or Account Specialist.
- 3)  Contact Phillips 66 Fuel Quality & Performance.

Name	Region	Office	Cell
<input type="checkbox"/> Barry Duffin	West Coast	562-290-1533	714-422-9355 - Cell
<input type="checkbox"/> Steve Flowers	N. Central / Rockies	918-977-4288	918-213-9206 - Cell
<input type="checkbox"/> Paul Ryder	S. Central / Rockies	918-977-4026	918-914-2997 - Cell
<input type="checkbox"/> Enrico Lodrigueza	Gulf/East U.S.	918-977-4224	918-914-0516 - Cell

- 4)  Gather and review documentation.
  - a)  Original BOL (Potentially Contaminated Load)
  - b)  **ALL** Veeder Root readings (Stick readings)
    - i)  Before Delivery
    - ii)  After Delivery
    - iii)  Before Pumpout
    - iv)  After Pumpout
    - v)  Replacement Delivery
    - vi)  **ALL Readings Needed for All Tanks**
  - c)  Pumpout Documentation
  - d)  Documentation on where impacted fuel went, including pricing of fuel for potential reimbursement.
  - e)  Replacement BOL
  - f)  Non-Fuel Cost (maintenance, freight, sales, etc.)
- 5)  Contact the Appropriate Phillips 66 Billing Group.
  - a)  For Fuel/Rack Billing, email [billingquestions@p66.com](mailto:billingquestions@p66.com)
  - b)  For Aviation/IntoPlane, email [intopl@p66.com](mailto:intopl@p66.com)
- 6)  Contact Phillips 66 Legal Claims, email [kristi.l.snipes@p66.com](mailto:kristi.l.snipes@p66.com)
- 7)  Contact Phillips 66 Consumer Services Hotline at **1-800-527-5476** if you have customer(s) who feel they were impacted by potentially contaminated fuel.