

12th September 2011

Dear Customer

Re: - Recent letter regarding fuel surcharge price increase

It has been brought to my attention that a number of ESPO customers have recently received a letter sent by Veolia Environmental Services, which has been sent in error. The letter relates to a one off fuel surcharge invoice. Please be assured that this does not apply to any ESPO customers, and no invoices relating to this charge will be sent to you for payment.

Please disregard any letter that may have been received on this matter.

Please accept my apologies for this error. If you do require any further clarification on this matter, please do not hesitate to contact your local depot on the numbers details below:-

Norwich 01603 731940

Lincoln 01522 545267

Cambridge 01223 578515

Yours sincerely

F Gray

Fiona Gray

Key Account Manager