

CITY DISTRIBUTING COMPANY

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11/30/2000

Mr. Mel Feagans
Feagans and Associates
300 Southport Circle
Virginia Beach, VA 23452

Dear Mel,

I wanted to let you know how pleased we at City are with your help regarding our safety and risk management program. As you know, we are a sales and service company and my management team needs to focus on our performance in those areas. Your total responsibility for setting up our program has allowed my people to concentrate on their sales and service functions while we are up to date on our compliance and training. City has less down time with our people and equipment.

The biggest bonus of all came when our insurance was renewed with a very slight increase. Our agent said that we did so well based on the programs and interaction that you set up with our insurance companies. Your work truly paid for itself.

Thanks for your help. Please feel free to use this letter or myself as a reference for your good work.

Best regards,



Steve Pettler
President
City Distributing