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NEWS RELEASE

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TREASURE VALLEY DIESEL CUSTOMERS MAY RECEIVE REIMBURSEMENT FOR CLOGGED FUEL FILTERS

(BOISE) Customers who bought diesel fuel from Boise area retailers may receive reimbursement for repairs of plugged fuel systems.

The Idaho State Department of Agriculture (ISDA) announced today that Texas-based Tesoro Petroleum has volunteered to reimburse customers who bought diesel at stations supplied by Tesoro and later experienced problems with fuel filters.

"We appreciate Tesoro for voluntarily stepping forward and agreeing to address the concerns of consumers," said ISDA Director Pat Takasugi. "Tesoro's decision to voluntarily reimburse customers gives Idahoans some satisfaction that their concerns are being taken seriously and are being addressed."

Tom Schafer, chief of the department's Bureau of Weights and Measures, said the department received more than 70 phone calls from people experiencing problems with plugged filters and plugged pre-filters.

Schafer and his investigators worked closely with Tesoro, Fred Meyer and other retailers to pinpoint the source of the problem. The department conducted a series of tests on fuel samples. When those samples came up inconclusive, the department ordered additional tests on additional samples. But because fuel moves in and out of the Treasure Valley rather quickly, it is believed the majority of fuel was distributed long before problems were first reported.

The bureau traced fuel purchase records and believes the fuel originated with Tesoro. The department's investigation is still ongoing.

The company is offering to reimburse diesel customers who have experienced a problem and who can supply the proper documentation, including purchase and repair receipts.

Jeff Carter, Manager of the Tesoro Boise Idaho Terminal, said, "Tesoro constantly monitors fuel quality and upon notification of this issue, we immediately conducted an investigation. Although the investigation is still underway, we want to respond to our customers in a timely manner. Therefore, we have instituted a reimbursement plan for consumers of Tesoro supplied sites who provide the appropriate documentation."

Fuel system problems could have occurred on fuel purchased between Sept. 1 and Nov. 10. Customers who feel they may have had a diesel fuel system problem resulting from the purchase of diesel are asked to contact their retailer.

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