

Shell Canada Limited



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February 18, 2004
Mrs. Donna Getz
Box 1001, Tumbler Ridge
British Columbia, V0C 2W0

Dear Mrs. Getz,

Donna, some time has passed since our visit to Edmonton together in September. I understand that you have been to your doctor and that you have been provided with the reports from the dermatologist and the occupational/environmental specialist relating to the health concern that you raised in late August 2003. As you know, the reports from the medical experts concluded that your concerns were not related to Shell's well test flaring.

Tom Murphy and Van Greig, from Shell, have also informed me that they have recently visited with you and your husband and have gone over the technical data associated with Shell's well operations. The air monitoring results show that Shell was at all times in compliance with the Environment Canada Guideline for air emissions of sulphur dioxide. This data supports our conclusion that Shell's well operations did not cause the types of symptoms you described to the medical experts.

In summary, the well air monitoring results and the medical experts' reports indicate that your health was not adversely impacted as a result of emissions from Shell's operations. Similarly, it is Shell's view that its operations did not contribute to the health concerns raised by your family. Shell has taken appropriate steps to investigate the concern you raised and I now consider this complaint closed. I wish you improved health and suggest that any further medical questions be addressed directly with your doctor.

Respectfully yours,

A handwritten signature in dark ink, appearing to read "Lorraine Goobie". The signature is written in a cursive style with a large initial "L".

Lorraine Goobie
Manager Safety and Environment
Shell Canada Limited
LMG