



STOWE Recognition

Dear Henk,

From S A Energy our heartfelt thanks for another excellent year of support and service from the Stowe team.

Our Availability has remained above our contracted target, and the feedback from our filling stations is very positive.

- 26% of Severity 1 incidents are resolved within 30 min
- 46% within 1 hour
- . . and 65% within 2 hours (The SLA is 6 hrs)
- 34% of Severity 2 incidents are resolved within 30 min
- . . and 45% within 1 hour

Please extend our thanks and appreciation for their hard work the past year, It is really appreciated.

Regards and thanks,

Andries Louw

Signature

Team Leader - IM Retail

Designation

28 Nov 2014

Date