

# EXHIBIT 15

## Unknown

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**From:** Brian Salvagni  
**Sent:** Thursday, January 02, 2003 9:09 AM  
**To:** Laura Hardin  
**Cc:** Pam Agacki; Andrew Green; John Verbos  
**Subject:** RE: can you please approve???  
**Attachments:** ScriptRunOut1-02-03.doc

Laura:

I would be less inclined to make any specific admission that tanks are "empty". Therefore, I changed the language a little. Please see me if you have any comments.

Brian

-----Original Message-----

**From:** Laura Hardin  
**Sent:** Monday, December 30, 2002 4:05 PM  
**To:** Brian Salvagni  
**Cc:** Pam Agacki; Andrew Green; John Verbos  
**Subject:** can you please approve???

Hi Brian,

In an attempt to diffuse some of the runout customers, we would like to have some senior call center reps call those affected with the following message. Any problems or concerns, please call me. Andrew, Pam, John V. and myself are meeting first thing to review.

This would reach courtesy fill customers with leased tanks who have been routed via QualComm.

Thanks,  
Laura

**Laura M. Hardin**  
Marketing Manager



**Horizon Propane** (formerly Level Propane)  
830 Canterbury Road  
Westlake, OH 44145  
[lhardin@level.com](mailto:lhardin@level.com)  
**440.808.9743 ext.5052**

No virus found in this incoming message.  
Checked by AVG Free Edition.

9/1/2007

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Greetings Horizon Customer!

We are calling to let you know that we are aware that you need your propane tank filled. Please be assured that you are scheduled for delivery. You have been added to a Horizon driver's route. You are considered a priority fill and will be receiving fuel as soon as possible. Thank you, as always, for your patience and support.

Have a wonderful day.