

Quarterly Newsletter

January 2021
Issue - 13

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Helpful References

www.dph.georgia.gov
www.gema.ga.gov
www.cdc.gov
www.coronavirus.gov
www.gadoe.org

COVID-19 Hotline

(844) 442-2681

Do you need some good news??

By: Bill Raulerson



I pray this note finds you and your families all well. I'm sure we could all agree that this has certainly been a year for the ages. But thank God we have a Lord who never changes nor is surprised by anything. He is the same yesterday, today and forevermore (Hebrews 13:8). What an incredible promise.

China may have given the world COVID-19 in 2020; however, the U.S. has just elected a new President that will forevermore change the balance of power in the United States by bringing higher taxes and greater sacrifices from small businesses. We may have swallowed a poison pill, but as Americans, we will survive and prosper.

While historical events can be a good indicator of what's around the corner; i.e., Influenza – 1919, COVID-19 – 2020, Great Depression – 1932, Great Recession – 2008, racial riots – 1960s, civil unrest – 2020, dueling politics – Trump vs. Biden, Pelosi, Schumer, media, big tech—2020, Burr - Hamilton Duel – 1804, some events manifest or evolve over time and don't identify or present themselves until years later, like an autoimmune disease. This has happened to the United States. We shouldn't complain or feel sorrow for ourselves, though, just look at the Jewish nation that has been scattered all over the world during the last 2000 years. Yet, their nation is still here and thriving among the worst bullies in the world. While God loves and chose the Israelites to spread the good news to the Gentiles, when they misbehaved, consequences followed. So, get ready for your consequences.

While these events can be unsettling, this too shall pass. I will mention briefly the oil markets of 2020 - what is around the corner, but I have a burden to share/discuss that will give you peace through these uncertain times: The three men I admire the most; The Father, Son and the Holy Ghost (Artist – Don McLean, Song Title: American Pie, 1971 (<https://www.songfacts.com/lyrics/don-mclean/american-pie>).

To recap: Crude, Refined Product, Retail Volume and Margins for 2020:

- 4th QTR 2019 – 1st QTR 2020 – OPEC/Russia cannot

agree on quotas – oversupply of crude

- 2nd QTR 2020 – COVID 19 – demand drops 45% vs 2019 – price collapses
- 3rd QTR 2020 – With continued lock downs, demand drops 15% vs 2019
- 4th QTR 2020 – Demand drops 14% vs 2019
- 2020 – WTI – Average 39.50/bbl excluding when it settled at a negative price. BRENT - 43.00/bbl. Refinery utilization went from 90+% to 75%. Crack spreads disappeared.

While COVID19 was rampant and government shuttered all non-essential businesses, the c-store industry thrived and got a windfall with inside sales increasing 15% and motor fuel margins going up 67%. While demand in the Southeast saw a year to year deficit of 15.4% vs 2019, strong margins more than offset demand destruction. What a gift! In 2021, demand is expected to improve 8.3% year over year but still decrease 6% pre-pandemic levels. It will take 2 years for the airlines to recover. With this forecast, expect OPEC+ to add 500,000 b/d of product to balance Libyan output which came online in 4th QTR 2020. This is down 1.5m bbls from earlier forecasts. OPEC+ and US major oil companies have become more disciplined, but supplies of crude oil and refined product are still above 5-year averages. For 2021, expect WTI – 50/bbl with BRENT contract at 52/bbl with annual averages in mid-50's. Bullish analyst (speculators) see BRENT reaching 65/bbl 4th QTR 2021. Translates into \$2.50 on street.

Now, back to my burden. Right now, Americans need more than ever to see God's presence in our nation and ask for his mercy. In light of all the bad behavior acted out by our nation, God has remained patient with us and continued to bless us. Our nation has consumed a lot of mercy and grace during the past two centuries. We have been warned not to trust mankind for our hearts are all wicked, but you can trust God. I was listening to a sermon preached in recent months—**Continued on page 7**

OUR FOUNDERS...OUR HISTORY



Ernest Lewis, Founder
1898-1978



Bill W. Raulerson, Partner
1915-1987



Carl Howard Lewis, 2nd Generation



Grady Carl Lewis, 3rd Generation
1962-2012



Mike Cifranic, Industrial Sales and Technical Consultant

We are happy to announce the addition of two new forest product companies to the list of Lewis & Raulerson, Inc. customers.

Hazlehurst Wood Pellets (HWP) LLC., located in Hazlehurst, GA, is a FRAM Renewable Fuels company originally commissioned in 2013 but recently taken offline and put through a major plant equipment upgrade. The re-commissioning is in final stages and startup is underway. Lewis & Raulerson was selected to supply off-road diesel fuel, gasoline, and the majority of their lubricant product needs. Our first project was the initial fill of the new Phelps truck dump which not only included the supply of hydraulic oil but the filtration of the initial charge to ensure OEM required startup cleanliness.



We followed that with a training presentation of lubes fundamentals and best practices to a group of their operation and maintenance staff. These support services provided in combination with quality lube products are key to our success in the forest products and industrial sector.

In Live Oak, FL, the shuttered Klausner Lumber One, LLC. company was purchased by Binderholz USA and the new Binderholz Live Oak, LLC was formed. This is a sawmill capable of approximately 1 million cubic meters of annual timber processing. Lewis & Raulerson was selected as the lubricants supplier for startup and ongoing operations that will require support in lubricants as well as services. While Binderholz opted for a more local company to supply their fuels and gasoline, they needed help to clean out a 10,000g fuel tank prior to the first fill for startup. PSG (Petroleum Services Group), a family company of Lewis & Raulerson, Inc. provided service to flush and clean the tank, removing contamination and allowing for clean fueling going forward. This project was followed with our initial delivery of lube products for startup in the first quarter of 2021.

We are thankful that HWP and Binderholz have entrusted us with their fuel and/or lubricant needs. With the frontline support provided by Austin Moore and the backup from our group led by Randy Stringer in Waycross behind him, we look forward to being a valued contributor to the success of these companies.



Thank You For Choosing

LEWIS & Raulerson, INC.

“Integrity Driven. . . Service Powered”



- | | | | |
|---------------------------|--------------------|-----------------------|-------------------------|
| Coolidge Food Champ - UNB | Susie Q's #3 - BP | Bishops - UNB | Quick Change #16 - UNB |
| Double Gate -BP | Susie Q's #10 - BP | Easy Corner 2 - UNB | Quick Change #21 - UNB |
| Mira Food Mart - UNB | Susie Q's #20 - BP | Nash Quick Mart - UNB | T&J Country Store - UNB |
| Quick Mart - UNB | Susie Q's #27 - BP | Pavo Food Mart - UNB | Susie Q #5 - UNB |
| Quick Mart 25 - BP | Susie Q's #30 - BP | Pit Stop 30 - UNB | Susie Q #7 - UNB |
| Susie Q's #1 - BP | Susie Q's #70 - BP | Quick Stop #5 - UNB | |



New 2021 Motiva FDIP Incentive Payment Process

By: Casey Hall, Executive Coordinator



Motiva Quarterly FDIP Incentive Payments will transition from monthly to quarterly beginning 2021

EXAMPLE: Current: December 2020 volume will be paid mid-late January 2021.

New: January 1, 2021— March 31, 2021 volume will be paid by mid-April 2021.

The first payment for 2021 will be based on first quarter data and will be disbursed in mid-April 2021. Subsequently, payments for Q2, Q3, and Q4 will be delivered in July 2021, September 2021, and January 2022, respectively.

The new process should be seamless. Motiva is adapting to how other brands process their volume. I will still review and document FDIP volume as normal going forward. Please note, if your volume is less than 40,000 gallons (in a single month), your FDIP payment will not be approved by Motiva. The volume requirement is not new to 2021, the volume requirement started in 2019. If you have any questions, please give me a call.

Incentive Payment Period	Incentive Payments Processed
Quarter 1	April 2021
Quarter 2	July 2021
Quarter 3	September 2021
Quarter 4	January 2022



Through November 2020, Feeding Families on Friday total donations amount to \$217,900.43

In addition to our Wonderful Charities we support each year, we focus on the hunger crisis in our communities.



Every Friday when a customer buys ANY size fountain drink or coffee, we donate 10 cent for each cup sold.

100% of the money collected has been distributed to Food Pantries and soup kitchens in the same community as the store that collected it. In 2013 we decided to address a growing concern that affected all of our communities, and after speaking to our employees we discovered the overwhelming need was to help feed people in our communities, hence Feeding Families on Friday was conceived.



Lewis & Raulerson – Friendly Express Charitable Foundation, Inc. Invite Community to “Make A Difference”

At the core of our foundation stands our commitment to making lives better for children and families in our community. We encourage you to reach out to your local food pantry or church to see how you may help. Send us a photo of how “you’re making a difference” - we will share it next quarter!



The hunger burden continues to grow in our communities. *“COVID-19 began as a public health and economic crisis, but it has now evolved into America’s worst hunger crisis in generations. This has created a large burden for our local food pantries and soup kitchens. We encourage everyone to come together and help fight the hunger crisis. We need to support our local families now more than ever.”* said David Turner, President of the family of companies.

Lewis & Raulerson – Friendly Express Charitable Foundation, Inc. supports many charities throughout the year including: Children’s homes, indigent and low-income medical support programs, area hospice organizations and local missions to name a few.

Preparing For The Gas Pump EMV Deadline

Steven Raulerson, PSG General Manager



The deadline for gas stations in the United States to upgrade their pumps to accept EMV was recently extended to April 2021, allowing more time to comply with the new EMV standard to pay at the pump.

If not in compliance, the gas station owners themselves will assume expensive liabilities for payment card fraud at their stations. If gas stations do not upgrade and meet the new EMV at the pump standard, their stations will continue to see an increased level of skimming, hacking and other fraudulent activity associated with non-EMV transactions. This deadline is a continuation of EMV technology expanding into retail in 2015, which helped retailers immediately see a reduction in fraud.

EMV, which stands for Europay, Mastercard, Visa, the first three major card networks to adopt the technology, is now recognized globally as a security standard when it comes to accepting debit and credit card transactions. EMV reads the embedded smart chip, rather than mag stripe, to improve security and provide a safer payment environment for their customers. The looming gas pump EMV requirement protects consumers' sensitive payment information.

According to Conexus, a nonprofit that represents convenience stores, fraudulent payment transactions, where the perpetrator uses a stolen or cloned card for payment, is currently increasing 23% year over year and may exceed \$450 million annually by the end of 2020. Card skimming, the most common fraud at the pump, can be easily done today because of a reliance on reading the magnet stripe data on the card. The likelihood increases when the gas station isn't monitored by cameras, gas attendants or other customers. Recently, data has shown that nearly 90% of adults in the United States use a private vehicle daily, with many of them paying at the pump versus inside the convenience store. That behavior is projected to increase, especially since the onset of the pandemic this year and the challenges it presents with in-person retail. Multiple card-skimming devices per week are seized by the United States Secret Service, with each storing stolen information from cards.

Plan Ahead To Avoid The Deadline Rush

As the April 2021 deadline gets closer, it is becoming more and more difficult for gas stations to schedule these important EMV upgrades. Petroleum equipment and service companies are seeing a lack of technicians, overbooking and lack of equipment. Advance reservation is required to beat the rush that will unfold. Tens of thousands of gas stations nationwide are scrambling to develop the right plan for their station and their budget. Research must be done early.

However, upgrading your gas pumps to accept EMV isn't as simple as buying and sticking an EMV device in a pump. In most cases, existing gas pumps are too old to be upgraded and require a full replacement. In addition, other key components need to be coordinated, such as the POS system, forecourt controller and credit card processor. There are a few upgrade options to select from, but some are very costly to the business and require significant downtime. It's also important to consider the benefits of a retrofit solution that doesn't require renovation versus a full-blown pump replacement option that could require business downtime. Below are a few examples and associated costs that were performed at various locations.

Be mindful that these are only examples and your specific upgrade costs will vary as no two sites are the same:

Example 1: Remove & replace all non-compliant components from (5) existing Wayne Vista dispensers. Furnish and install (5) EMV compliant upgrade kits including iX Jade Boards, Hybrid Chip Card Readers, iX Pay SPM Keypads, Wayne Connect In-dispenser modules and Wayne Connect In-store Server. Test dispensers for proper operation. \$43,759.20

Example 2: Furnish and install (1) new Wayne Connect In-dispenser module for existing Wayne Ovation dispenser to establish EMV compliance. Furnish and install (3) new T7 iX Pay Retrofit Kits, (3) dispenser Integration kits and (1) Wayne In-store Server for the existing Gilbarco dispensers. \$27,655.05

Example 3: Disconnect and remove (3) existing Gilbarco 3 + 0 blending dispensers with crinds. Furnish and install (3) new Wayne Ovation2 3 + 0 blending dispensers with IOTV, iX Pay EPP pin pads, Wayne Connect, secure EMV card readers, internal speakers, totalizers and valances. Reuse existing conduit and wire for new dispensers. Remove existing single terminal Basic Ruby system. Furnish and install (1) new Verifone Ruby CI "Single Terminal" EPOS with MX915 pin pad and scanner. Startup, program and provide 4 hours training on Ruby CI. \$65,306.57

If your location is still non-EMV compliant, feel free to contact Petroleum Services Group at 912 283-6606 so we can schedule a consultation to find the most cost-effective solution for your site needs.



Celebrating Anniversaries with Our Friends!

Thank you

**Thank You
For Your
Loyalty
And
Dedication!**

**2020 Anniversaries not
pictured:**

- Kwik N Pik -20 years
- US Food Mart -5 years
- Beltline Shell -5years
- Danville Grocery -5 years
- Jack Rabbit 62 -5 years
- Lucky's - 5 years
- Sunoco Food Mart-10 years



Jack Rabbit 4 - 5 years



Flint River - 20 years



Davey's BP - 20 years



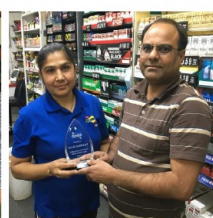
Daisy Food Mart - 5 years



Country Store - 10 years



Stop N Shop - 5 years



Pig Jig - 10 years



Jack Rabbit 57 - 5 years



Jack Rabbit 75 - 5 years



Choose's 1- 15 years



Satilla Kwik Stop - 5 years



Kingsland IGA - 10 years



Chevron Food Mart - 15 years



OM Food Mart - 5 years



One Stop 42 - 20 years



Victory Fuels - 10 years



Solar Food Mart - 5 years



KD Food Mart - 15 years



Stop N Save 23 - 5 years



Breed's Exxon - 5 years



Austinville Solar - 5 years



Market Square - 5 years



Danville Park - 5 years



Hanceville Exxon - 5 years



AP Mini Mart - 5 years



Xpress Stop - 10 years

Best Wishes for a Happy New Year! Congrats on your Anniversary!

Pictured with our loyal customers: Michelle Harris, Sales Support, Connie Cofield, Business Development Manager and Bill Raulerson, Owner

A Legacy of Service

By Clay Parker, General Manger, Thomasville Operations



A more enjoyable part of my job is getting to know our customers and building relationships with them. Invariably, when I visit a wholesale or commercial customer of Petroleum Products in Thomasville, I often have the same question asked of me, "How's Mr. Chris?" Everyone knows and loves Chris. He is the cornerstone of the office.

Chris Fitzgerald has been employed with Petroleum Products, now a member of the Lewis and Raulerson family of companies, for more than 38 years. Chris is now 72 years old and is still passionate about his job and his customers.

Chris graduated from FSU in 1972 with a degree in Library Science. He eventually ended up in Thomasville managing the local Wendy's restaurant. Chris met Harold Jackson at Sunday School. Harold asked Chris if he wanted to go work for his friend at Burger King, when Chris politely declined, Harold offered Chris a job at Petroleum Products.

In his tenure at Petroleum Products, Chris has been a short truck driver, pump repair specialist, Account Executive, collections, TBA sales, pumped fuel and a dispatcher. In a world where the average employee's tenure is less than 3 years, Chris has more than 38 years at Petroleum Products. Chris said that he was drawn to Petroleum Products because of Harold's reputation for being extremely honest and treating people fairly. The same qualities were also what led to his decision to stay at Lewis and Raulerson after the company partnered with Harold.



Chris with his faithful companion, "Sweetie"

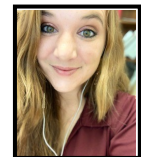
The following is advice from Chris in regard to keeping customers happy. **First and foremost, Listen!** In order to listen, you must be quiet. Secondly, follow through is essential. You must do what you say you are going to do and make sure the situation is resolved. Next, never leave any issue open-ended. Bring it to a conclusion. Finally, Chris said you must write it down. In fact, he said (pounding his fist), "Write it down, Write it down, Write it down!"

I asked Chris what he wanted to be remembered for and his answer was indicative of the man himself. Chris simply said, *"I want to be known as someone who was genuine in his relationships with people and because of my relationship with Christ, I truly cared and loved people."*

On behalf of the employees and management of the company, thank you Chris for who you are and what you mean to so many people!

Is Your Underground Storage Tank (UST) System Inspection Ready?

Ashley Grooms, Environmental Compliance Specialist



With everything that goes into maintaining a site, whether it be a convenience store or farmland, environmental compliance for your underground storage tanks may be the furthest thing from your mind. However, this oversight can lead to costly repairs, hefty fines from the EPD, and possible placement on the Fuel Delivery Prohibition List. Fines for environmental compliance violations can range from \$100 to \$500 per violation. These violations can include not registering the tanks with the state, not maintaining monthly monitoring, or not having the system tested properly, to name a few. First, the AB Operator of the site needs to be familiar with the UST system that is present. Characteristics such as the construction material and piping system can affect the types of compliance needs that will have to be maintained. Staying up to date with the ever changing EPD regulations is a must as well. Checking the GA EPD website periodically can help ensure that a tank owner stays aware of new regulations coming into effect. As of December 15th, 2020, the new set of environmental regulations became mandatory in Georgia. UST systems are now mandated to have their Spill Buckets, Containment Sumps (for sites that use interstitial monitoring) and Overfill Prevention systems tested every three years. Sites using a tank monitor must have the monitor, probes, and sensors (if applicable) tested annually along with the line and leak detector tests, as well. The new 2020 regulations have also mandated that Annual and Monthly walkthroughs must be conducted. In addition to offering environmental testing, PSG has begun working with 7G Environmental to provide a monthly walkthrough service to better help our clients stay compliant.

If interested in this monthly walkthrough service, please contact PSG or 7G directly at info@7G-Enviro.com or (888) 400-3511. For more detailed information regarding UST Regulatory Compliance, please visit <https://epd.georgia.gov/about-us/land-protection-branch/land-protection-branch-technical-guidance/underground-storage-1>.

Inspections that are conducted moving forward will have to have reports showing that the new regulations have been met in addition to previous requirements. Although the 2020 COVID crisis has delayed physical inspections, the EPD has begun inspecting again in full force. When a physical inspection is not possible, the EPD can still request a document review for a site. Make sure when the time comes, you are ready. Here at PSG, we are happy to help you meet your environmental compliance needs.



2021 GATE Card Reminder

Briana Dickerson, Accounts Receivable/Collections Specialist

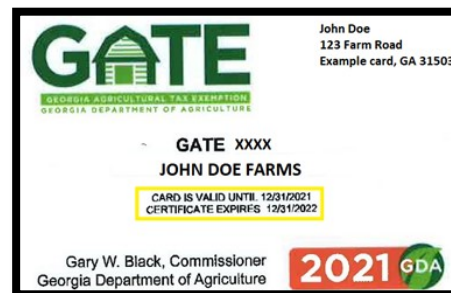


The Georgia Agricultural Tax Exemption program (GATE) is a tax exemption certificate issued by the Department of Agriculture. The program offers qualified agriculture customers local & state tax exemption on agricultural equipment and products. For more information please visit the official website at <https://forms.agr.georgia.gov/GATE/>.

GATE cards expire on **December 31st** each year. Your certificate may be valid for 2-5 years, but you will receive an updated card annually.

All commercial customers who are enrolled with the GATE program are required to send in an updated 2021 card reflecting their status.

If you have any questions regarding your GATE status with Lewis & Raulerson please contact Briana Dickerson at 912-283-591 or by email at bdickerson@lrifei.com.



Continued from Page 1 — “Do you need some good news?”

by Eric Rentz, First Baptist Church Pastor in Blackshear, GA and the thought occurred to me that God allows (not causes) circumstances in our life that appear unkind/unfriendly at the moment, but if we could see around the corner, might actually benefit us and bring glory to our Lord. Consider this recent sermon “From the Pit to the Peak – Feasting in the Midst of a Famine”- November 15, 2020, Pastor Eric Rentz.

The Providence of God

God delivered His people from perishing to prospering
 Jacob settles in Goshen
 Pharaoh blessed Jacob
 Jacob blessed Pharaoh
 Only the best for those that love God

The Provision of God

God gave bread to all of them
 Joseph became head of an empire
 Money failed, livestock failed, and all the land
 They did not perish because God had provided

Greed vs. Liberty

Joseph was generous in his dealings with his people
 God blessed the family and heritage of Joseph

The Promise of God

God was faithful to the Promise of Abraham
 He was faithful to the promise of Israel

Genesis 50:20 & 21

Do Not let your current circumstances rob you of His eternal promises
 Joseph was faithful to his brothers, because of what he was taught in the pit.

In 2020, our pit was COVID-19 and an assault on our President, constitution, and the moral fabric of America. Where do we go now? What next? A new liberal President in 2021 with control of both House and Senate. If God can forgive me, I must forgive you. Consider the Old Testament book of Genesis 50:20-21. (SEE BELOW) Joseph was sold by his brothers as a slave and left for dead. However, Joseph became 2nd in charge to Pharaoh and when his family faced famine, he forgave his siblings and fed them. Joseph followed God’s plan because God had been faithful to him. Let us all behave like Joseph and we can emerge from the “Pit to the Peak”.

While we are not promised nor should we expect favor from God over our neighbors, we should love (we don’t have to agree with) our fellow man. Look at the prophecies and great miracles we have witnessed: First, the U.S. moved its Embassy to Israel’s eternal capital, Jerusalem and then the Abraham accords. We’ve even seen peace in the Middle East.

The 3-year old in the top right photo on the first page, is my granddaughter, Henley Rose. Let us all look to God for wisdom and guidance for the sake of our children and grandchildren. We’re just like the Israelites, we forget about God when times are good, but we grow closer to him during times of trial and tribulation. While I personally became enraged with my liberal neighbors, I must continually remind myself that God loves all people equally. It is difficult for me not to hold our leaders to a higher standard...but I must remember, they are all his children. We need guidance and discipline from our Father in Heaven. While change is constant, our Lord can bring us stability and peace to help us navigate what may be ahead. Take the time to pray. Pray for our country, our leaders, and our enemies. We should stand up for what is right, but in a manner that is pleasing to our Lord.

Joseph Reassures His Brothers

15 When Joseph’s brothers saw that their father was dead, they said, “What if Joseph holds a grudge against us and pays us back for all the wrongs we did to him?” 16 So they sent word to Joseph, saying, “Your father left these instructions before he died: 17 ‘This is what you are to say to Joseph: I ask you to forgive your brothers the sins and the wrongs they committed in treating you so badly.’ Now please forgive the sins of the servants of the God of your father.” When their message came to him, Joseph wept. 18 His brothers then came and threw themselves down before him. “We are your slaves,” they said. 19 But Joseph said to them, “Don’t be afraid. Am I in the place of God? 20 You intended to harm me, but God intended it for good to accomplish what is now being done, the saving of many lives. 21 So then, don’t be afraid. I will provide for you and your children.” And he reassured them and spoke kindly to them.

LEWIS & RAULERSON, INC.
P.O. BOX 59
WAYCROSS, GA 31502

Congrats!! Mystery Shop Scores of 100 %

2nd, 3rd and 4th Period 2020



BP

BP Food Mart #2
KD Food Mart

CHEVRON

Pump N Go
Kwik N Pik
Mary's Grocery
Friendly Express #73

MARATHON

Cheaha Country Store
Pic Up Foods

SHELL

Beltline Shell
Danville Park Shell
Riverside Shell
Royal Shell
K Grace Shell
Merkel Mountain Shell
Corner Shell
Replay Fuel
Friendly Express #50
Friendly Express #23
Friendly Express #72
Shell City

EXXON MOBIL

Hanceville Exxon
Friendly Express #78
Market Square
Kahler's Pecans
Darien Quick Mart
Stockbridge Food Mart
Golden Isles Souvenirs



Call Michelle Harris with any Mystery Shop questions. 912-283-5951