# FUEL LINE

Defense Energy Support Center
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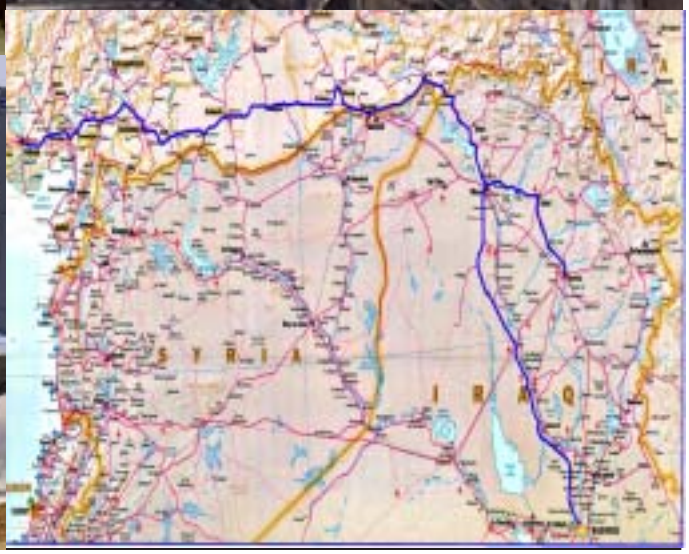
## DESC TURKEY SUPPORTS OPERATION IRAQI FREEDOM



# Fuel Line

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***The DESC 2004 WorldWide Energy Conference is scheduled for September 28-30, 2004....see page 11 for the details.***


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# From the Director

Well, by the time most of you read this column, I shall have retired and DESC will be in the steady hands of Mr. Richard Connelly. As I write this, Dick is head of DLA Support Services here at Ft. Belvoir.

DESC has had a great business year ($5.7 billion in sales), but of course we would rather have seen peace break out in the Middle East and South Asia. Instead, we find ourselves continuing an active engagement in Pakistan, Afghanistan and in the former Soviet stans.

DESC has started moving fuel into Iraq, has capitalized a number of Air Force fuel stock locations, and continues to work with the Army (DESC has capitalized fuel at Bagram and Kandahar, Afghanistan).

In June, Defense Fuel Support Point Um Said (Qatar) was completed and action is nearly complete to fill the new terminal supporting Al Udeid Air Base. We expect to award a contract for construction of the next phase of support (pipeline delivery) in a few months. This work will secure the supply chain for Al Udeid, making any future operations far easier to support.

Capitalizing fuel in a theatre of war operations clearly tells us we've made real strides with the Fuels Automated System (FAS). Indeed, DESC has come a long way with FAS this year and is on the verge of implementing Posts, Camps, and Stations in the continental United States. This has been a more difficult effort than perhaps first planned because of complexities in tax codes among the many jurisdictions of the United States. The most significant taxes must be recoverable, thus the need for a relatively complex 50-state table.

During my last few months, I was able to visit DESC Europe and serve as a stimulus to having direct relations with one of the new NATO countries from Western Europe — the Czech Republic. DESC-EUR is following up and will, in time, establish similar contact with each of the "new" NATO member organizations responsible for petroleum, oil and lubricant (POL) operations and support.

At this point in time, I leave with many unfinished agenda items. I was not able to complete a trip to the Pacific and Mid-East. But this is typical of a retirement, a change of command, or any other "just moving on." The work never stops.

DESC is really just at the beginning of its true potential to be the Departmet of Defense's (DoD) "one stop energy shop." Whether we are talking about petroleum, gas, electricity, coal or missile fuels, DESC is already involved. With the right analysis and DoD support, DESC has the potential to lower the energy cost component of DoD total costs in many areas.

Much more needs to be done to support short or no-notice contingencies in distant places. Our doctrine of support must be equal to the doctrines of mobility of the battlefield—expeditionary warfare. As our forces get faster, their fuel needs "can't wait" for traditional support methods. We need to look at both the first tactical miles, and the last ones.

We have found in the last two major U.S. campaigns that getting started can be as hard as staying "with it." We need the courage to face up to evolving continually into what is needed to meet the offshore and on-shore distribution challenges of tomorrow.

To the POL community at large, I say "thank you" for great support during some of our great challenges of recent years. Whether you are in DESC, the military services, or joint organizations, you are the best of the best. Keep charging!

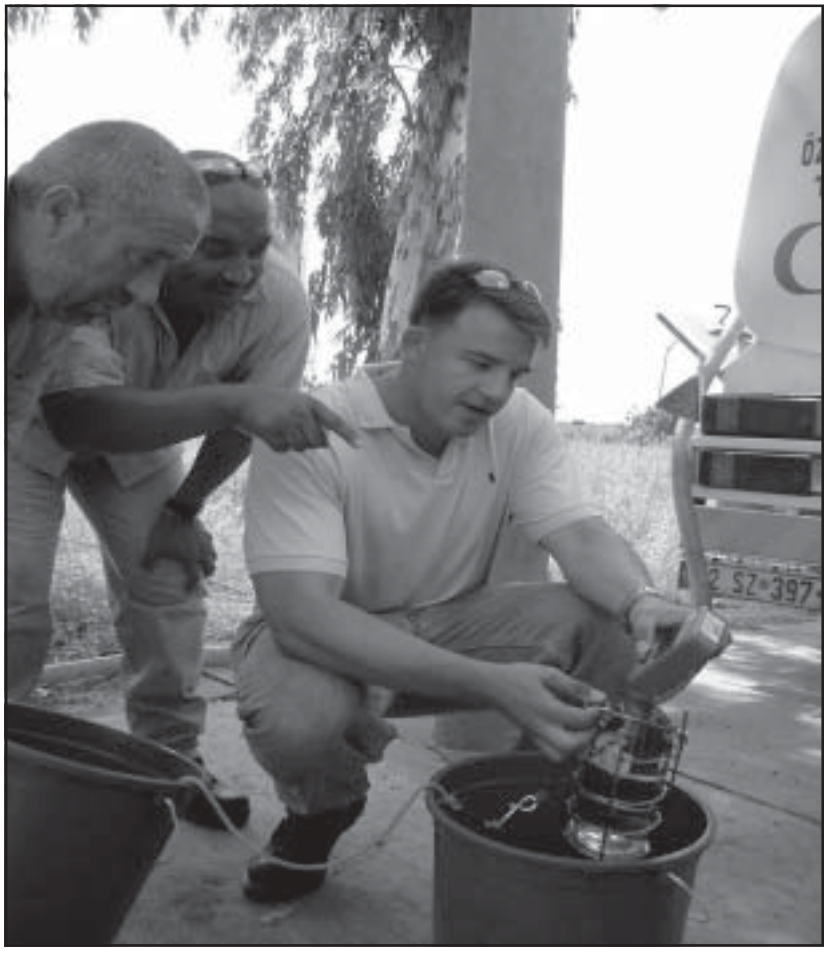
# DESC Turkey Supports Operation Iraqi Freedom

*By Capt. Tim Moore*
*DESC Europe*

As the military evolves into a lighter more expeditionary force, it's becoming more reliant on local national contractors to move fuel, often directly to the warfighter in hostile areas. During Operation Iraqi Freedom, this has been the normal supply method for fuel from Turkey into Northern Iraq. In the first three months of the operation, DESC Europe had a fleet of 423 contracted trucks, supplying up to 200,000 gallons of JP-8 (military grade turbine fuel) daily, directly to sites throughout Northern Iraq.

Setting up operations and keeping the fuel flowing required a team effort, including experts from DESC Europe at Incirlik Air Base, Turkey and Wiesbaden, Germany; DESC Mediterranean at Livorno, Italy; DESC Headquarters at Fort Belvoir, Va.; the Turkish government; Trajen Corporation and local national trucking companies. Everyone focused on one goal: start and maintain an uninterrupted flow of "on-spec" fuel to Northern Iraq. To accomplish this, we had to overcome considerable political, cultural and procedural obstacles. For the purposes of this article, we'll concentrate on three challenges: depots, trucks and quality.

The ground line of communication (GLOC) totaled over 1,500 kilometers, stretching from the vicinity of Adana, Turkey to as far as northern Baghdad. Initially, political restrictions precluded DESC Europe from using the Turkish NATO Pipeline System (TNPS), so DESC Europe used the U.S. Air Force Europe storage facility at Yumurtalik as the first depot to supply the GLOC. During this time, DESC Europe augmented the 39th Wing Fuels Flight at the Yumurtalik with contractors from Trajen and several members from the DESC Europe



Capt. Paul Ribeiro checking fuel sample.

# OPERATION IRAQI FREEDOM

Sgt. 1st Class John Goodley with FFU-15 portable filter separator.

staff to start operations. The challenges were many – poor access roads and limited bottom loading capability. One key innovation was Trajen's design of an adaptor so the d-1 nozzle on the fillstand could connect to the four-inch camlock fittings on the trucks.

After several weeks, the Turkish government relaxed some of its constraints and allowed us to use TNPS depots, so we moved to a more capable commercial site on the TNPS known as the Adana contractor-owned contracted-operated (COCO) facility. Unfortunately, this facility hadn't been used in 10 years, so once again our Trajen contractors rose to the occasion by inspecting the tanks and system, performing minor repairs, and flushing the system to bring it on-line. As an added upgrade, the 39th Wing at Incirlik Air Base loaned us four FFU-15 portable filter separators to ensure product quality.

For a short time, we operated from the Diyarbakir TNPS depot, 500 kilometers closer to our customers. Master Sgt. Sam Cooks, Mr. Bob Koeller and Mr. Jack Rohan of DESC Europe developed the operational plan and proceeded to inspect and flush the system, bringing it into operation after five years of dormancy.

Our next challenge centered on contracting enough useable trucks – a daunting task in a less than fully developed country. Truck availability wasn't the problem, but truck quality proved disappointing. Sometimes 100 percent of the trucks presented as "ready for jet fuel service" were rejected. Again, Trajen excelled by working with our truck contractor to develop a truck inspection and cleaning plan. First the trucks were steam cleaned, then washed and flushed with diesel fuel, and finally they were flushed with JP-8. Once dried, Trajen inspected the tanks and manifolds for cleanliness, for taps, and for leaks (we found many). Additionally they checked the trucks for good tires, maintenance, and safety. The safety and maintenance checks paid dividends, since we were the only operation that didn't have trucks broken down all over Turkey and Northern Iraq.

Once a terminal and clean trucks were available, our biggest concern was quality. To ensure our customers received "on-spec" fuel, we brought in Mr. Bob Koeller, DESC Europe quality manager to certify our program. He insured all tanks were sampled upon fuel receipt and the fillstands were tested

# OPERATION IRAQI FREEDOM

daily for water and sediment. Once the trucks were filled, they were also scrutinized. Each manifold was flushed until the fuel was clean, clear, and bright, and a sample was taken for testing. The 39th Wing Fuels Flight initially provided laboratory testing, but when sample volumes increased, it was taken over by DESC Europe. Sgt. Joseph Hunnewell and Sgt. Barbara Mooney deployed from the DESC Europe Laboratory to Turkey to provide testing support. They checked each truck for particulate, color, icing inhibitor, anti-static additive, and corrosion inhibitor, ensuring all trucks left Turkey "on- spec."

Master Sgt. Samuel Cooks and Mr. Dave Sanders of DESC Europe check the border crossing at Habur Gate, Turkey.

Overall, the operation has been a success for DESC. Through its ability to work together, focus resources, and overcome obstacles, DESC has exceeded the requirements placed upon it by the combatants by ensuring a continuous flow of fuel at the most economical cost available, without committing additional military forces to get the fuel to our customers.

## Fuel Usage

From Oct. 1, 2001 - October 28, 2003, DESC has issued 1,814,474,209 gallons of fuel in support of Operation Enduring Freedom and the war on terrorism in Afghanistan.

From March 19, 2003 - October 28, 2003, DESC has issued 638,592,151 gallons of fuel in support of Operation Iraqi Freedom.

# DESC Middle East – Fueling Today's Combat Forces In Iraq

*By Lt. Col. C. Paul Gowers, Jr.*
*DESC Middle East*

Defense Energy Support Center-Middle East (DESC-ME), a subordinate agency of the Defense Logistics Agency (DLA), is based in Bahrain and is DLA's regional fuel office for providing all Department of Defense petroleum needs in U.S. Central Command's (USCENTCOM) area of responsibility (AOR). This encompasses more than 25 countries spread throughout the Middle East, Central Asia and the Horn of Africa. The region stretches from the former Union of Soviet Socialist Republic in the north, to Kenya on the continent of Africa in the south, to the Sudan in the west and to Pakistan in the east. The logistical coordination and communications in such a vast area alone would present a challenge never experienced before in the history of fuel support. DESC-ME provides fuel oversight and contract administration for 38 contracts and international agreements on behalf of DESC Headquarters, which is located at Fort Belvoir, Va.

The criticality of the DESC-ME mission was evidenced long before Operation Iraqi Freedom (OIF) kicked off on March 19. Experiences gained from creating innovative ways to deliver large quantities of fuel to the "Warfighter" at the "right place" and at the "right time," proved critical to the "Shock and Awe" required early in the fight against terrorism.

Fuel additives to support OIF soared to an all-time high, requiring delivery in 5,000-gallon bulk fuel containers (BFC). The logistics of receiving and forward movement of the BFCs presented challenges that required total team effort by all field components.

DESC-ME could not have overcome the many challenges without the guidance and expertise of our DESC Headquarters staff. Many names, too numerous to mention, surfaced during the war that empowered the DESC-ME staff to accomplish its mission.

As fuel requirements soared to record heights, the bases were not always prepared to provide the level of support required during OIF. Accordingly, additional tank truck offloading points, fuel transfer pipelines and pumping systems were installed to achieve necessary support capability. Some improvements involved

Receipt station Thurmait.

# OPERATION IRAQI FREEDOM


The vessel Lawrence Gianella was the first vessel to discharge fuel at the recently commissioned Defense Fuel Supply Point in Mesaieed, Qatar.

simply rearranging pumps and hoses.

At the height of the war in mid-April, DESC-ME was manned with 39 personnel from the Army, Navy, and Air Force as well as with civilians from the Department of Defense (DoD). Of the 39 personnel, 19 were permanently deployed to seven different nations. Most of the remaining personnel moved in and out of the Middle East AOR as needed while utilizing Bahrain as their base of operations. Those who remained at Bahrain ran the day-to-day operations by coordinating all activities 24 hours a day, seven days a week.

Additionally, DESC-ME was augmented during the war with 11 soldiers from the 809th Quartermaster Detachment (809th QM Det) who deployed as a unit to Bahrain. The additional personnel greatly improved DESC-ME's capability to monitor operations at Army camps and air bases that provided support for fixed and rotary wing aircraft. After the conclusion of offensive operations in Iraq, the 809th QM Det was redeployed to Camp Arifjan, Kuwait to enhance the capabilities of the 49th Quartermaster Group, currently commanded by Col. Jack Vance, a former DESC deputy director of operations.

Weeks before the war officially started, more than half of the 39 personnel that would eventually be assigned to DESC-ME were already deployed to seven countries in the AOR to include Afghanistan. They consisted of U.S. military fuels experts and civilian quality surveillance representatives (QSRs) meeting multiple support objectives that indicated the preparedness of the organization to meet the needs of the nation.

DESC-ME personnel's main objective was to build inventory in such quantities that it could and would sustain Operation Iraqi Freedom for the duration of the war. Furthermore, the deployed personnel had to make needed improvements to the existing petroleum infrastructure so that the required amounts of fuel were readily available and sufficient transportation systems were on-hand to move fuel to the forward deployed troops. The U.S. Air Force required such huge quantities to sustain their mission in OIF that they became the main focus of DESC-ME.

The deployed DESC-ME personnel would work nonstop for the duration of the war to

achieve mission success. Even after the announcement of the "end of hostilities," the surge of infrastructure improvements continued to completion. Defense Fuel Supply Points (DFSP) would stand-up and be commissioned and additional storage tanks would come on line. These infrastructure improvements would greatly increase the ability of DESC in support of the "Warfighter" well into the future.

At the conclusion of OIF's major offensive operations, over 65 million gallons (7,715 truckloads) of aviation fuel was delivered to bases throughout Saudi Arabia in the span of 45 days, another precedence setting accomplishment.

While the build up of stocks and infrastructure improvements were being made in preparation for OIF, support to the Operation Enduring Freedom (OEF) mission in Afghanistan demanded constant attention. The movement of fuel to the forward bases of Bagram and Kandahar in Afghanistan and Jacobabad in Pakistan continued to present a challenge to all.

DESC-ME personnel did accomplish their mission during those stressful months before and during the war. As a matter of record, DESC-ME superbly accomplished its mission, however the mission of DESC-ME is still ongoing today. At the end of July 2003, DESC issued 535,791,648 gallons of fuel to forces in the Operation Iraqi Freedom AOR and issued (since October 2001) 1,420,108,403 gallons of fuel to forces supporting Operation Enduring Freedom.

Enemy threat activity in both theaters, OIF and OEF, are continuous and the need for fuel support to the "Warfighter" is a must because no fuel equals "mission failure." DESC will provide the fuel support at the "right place", at the right time" and at the "right price" every time with the dedicated and professional staff that makes DESC the elite DoD agency that it is today.

## Ribbon Cutting Ceremony At United Arab Emirates Held

On July 31, Lt. Col. Scott Carlson, DESC-ME commander; Donnie Robinson, deputy commander; Jeff Feltner, quality manager; Shedric Crump, contracting officer; Alicia Williams, contract specialist and Larry Spalding, supply manager, attended the ribbon cutting ceremony commissioning three additional JP-5 storage tanks at the Defense Fuel Supply Point Fujairah facility. Contractor attendees included representatives from Caltex, ENOC, EPPCO, Cylingas and Albanna Engineering. A tour of the facility was provided to all, including inspection of the tanks.

# DESC Alaska Conducts Operation Cool Barge 2003

*By Sgt. 1st Class Richard B. Knapp*
*DESC Alaska*

Operation Cool Barge is an annual resupply mission supporting U.S. bases along the Alaskan chain of Aleutian Islands. Barge movements of jet fuel, motor gasoline, and diesel are procured under the Defense Energy Support Center's (DESC) Posts, Camps & Stations (PC&S) program. The fuel deliveries are made during Alaska's most agreeable season: summer. Still, weather conditions and sea states create challenges for meeting schedules and receiving product.

Quality remains a major concern for fuel provided to Kodiak, King Salmon, Shemya, and Attu Islands. In addition to logistical difficulties, several years ago off-specification JP-8 (military grade turbine fuel) was delivered to customers. An investigation determined that barge compartments were not properly cleaned of their previous product: runway deicing fluid. As a result, the product failed quality requirements for the jet fuel thermal oxidation stability test (JFTOT).

To reclaim the off-spec jet fuel, product was pumped through Faudi and Velcon filter systems. The slow, labor-intensive process was made more difficult by Shemya's winter conditions: heavy winds, drifting snow, and frigid temperatures. Future PC&S contracting became free on board destination, shifting responsibility to the contractor. The current barge company, Crowley Marine Services, has a proven history for ensuring quality of delivered product.

For 2003, the first JP-8 delivery to Eareckson Air Force Station at Shemya provided a good example of the ongoing effort involved. Shemya Island is 3.5 miles long by 1.5 miles wide and 1,300 miles west of Anchorage. Safety of the barge at the Shemya's pier is dependent on wind direction, as evidenced by reminders lying along the shoreline. To the south: a fuel barge lies rusted and half-buried in the sand, beached during its maiden voyage. To the north: a fishing boat rests on the rocky shore after losing power and running aground before the Coast Guard could rescue it.

Crowley Tug pushes Barge 360 to pier.

After loading in Anchorage, Crowley's Barge 360 was pulled westward along the Aleutian Islands to Shemya. Waiting on shore were quality assurance representative (QAR) Bill Ketcherside and Sgt. 1st Class Richard Knapp of DESC Alaska, ready to check the quality of the product and to assist the customer. JFTOT apparatus was on site to verify product was on-spec before and after receipt. This customer assistance is provided because of the remote location, the seasonal window for shipments, and in reaction to past quality problems.

Once quality was verified, the discharge began. Halfway through the discharge, shifting winds and sea swells forced the barge to move to safer waters. After three days of circling and approaching the pier, the barge berthed and finished

discharging its cargo. Quality for the JP-8 received was verified, and the delivery was accepted by the Air Force as complete.

Still, Shemya's unpredictable weather and forces of nature delayed departure from the island. Even when winds and visibility were manageable, another complication arose: the scheduled C-130 flight was cancelled for mechanical problems. The extra four days allowed for sightseeing as it exists on Shemya: beachcombing (while avoiding areas of unexploded ordinance), viewing wildlife (fox, fur seals, sea birds), and dodging rain showers.

Beached fuel barge south of pier.

In contrast, the second Cool Barge shipment in August went like clockwork. As handled by QAR Scott Marcinkowski, the barge arrival, discharge operation and travel to and from the island experienced no delays. Over four million gallons of JP-8 were delivered during Cool Barge 2003 and we look forward to meeting any challenges Shemya holds during future barge seasons.

# DESC 2004 Worldwide Energy Conference

***For more information contact***
***Debbie Bowling at worldwide@desc.dla.mil***
***or visit our website at www.desc.dla.mil***

**September 28 - 30, 2004**
**Hyatt Regency Hotel,**
**Crystal City**
**Arlington, Va.**

**Conference Highlights:**

> Over 100 exhibitors displaying state-of-the-art energy products and services.
> Over 750 Air Force, Army, Navy, Marine Corps, Coast Guard, and civilian agencies represented.
> Over 50 educational workshops.
> Outstanding networking and marketing contacts.

# Air Force Award Fuels Memories for DESC-Alaska Commander

*3rd Wing Public Affairs*
*Elmondorf Air Force Base, Alaska*

For Lt. Col. Steven Kephart, commander of the Defense Energy Support Center – Alaska office, winning the Air Force's 2002 Lt. Col. Charles A. Park Staff Fuels Officer of the Year award fuels memories of days past and of a friendship shared with a now fallen, comrade in arms.

Back in 1993, then-Maj. Park and then-Capt. Kephart were stationed together at Aviano Air Base, Italy. On a squadron ski trip to Solden, Austria, Park had the misfortune of falling and badly injuring his shoulder. Upon returning to Aviano to be thoroughly checked out, it was determined he had cancer. Park never really recovered from the injury and after his very lengthy bout with cancer, he passed away on July 30, 2000.

Now, years later, Kephart's winning of this award comes steeped in special meaning. As a memorial tribute, the Air Force renamed the award in honor of the lost friend, and it has been known since 2000 as the Lt. Col. Charles A. Park Staff Fuels Officer of the Year Award. Park, then a Capt. at Tactical Air Command, won the Staff Fuels award back in 1984.

Kephart is honored to have known Park and to now have received an award named in his honor. As Kephart stated, "Charlie was a great man and a good friend… he will not be forgotten."

Today, Kephart leads the Defense Energy Support Center-Alaska office.

As DESC-Alaska commander, he directs his organization in providing support for DESC's integrated material management of 140 million barrels of bulk petroleum stocks and other energy products valued at more than $4 billion annually to support the combatant commands, services and federal civil agencies across Alaska – more than 230 Department of Defense and federal activities.

In a state of more than 570,000 square miles with 43,000 miles of coastline, the 11-person, joint office of DESC-Alaska is challenged to support its customers over hundreds of miles of wilderness, vast areas of wetlands, rugged mountains, frozen tundra and locations near the end of the Aleutian Chain, where fuel can quickly become a matter of life or death, mission go or no go. Kephart was denoted a leader with a purpose by his peers when he instituted a plan to upgrade all Alaskan Army Air National Guard fuel systems. And as an environmental advocate, Kephart closed the books on further remediation costs at DESC's most expensive Alaskan fuel remediation project in Indian, Alaska.

Lt. Col. Steven Kephart

For a portion of the award period, Kephart was deployed to Al Udeid Air Base, Qatar in support of Operation Enduring Freedom. He played a key role in joint operational planning, energizing more than 250 warriors to excel in standing up a bare base and providing logistical support at a moment's notice. Kephart was also lauded as an out-in-front commander with his innovative, first-ever use of the inland petroleum distribution system at Al Udeid, eliminating intensive use of manpower by utilizing a two-mile pipeline system to transfer critical JP-8 jet fuel. He also directly supported a U.S. Marine incursion in the course of meeting key operational objectives of Operation Enduring Freedom.

# DESC Central Europe Office Deactivated

*By Capt. Tim Moore*
*DESC Europe*

On Aug. 27, the DESC Central Europe Office at Pulaski Barracks, Germany deactivated after six years in operation in conjunction with the departure of its last commander, Maj. Gregory Knowles.

The DESC Central Europe Office was activated on April 1, 1997, and began operations from Miesau, Germany on July 15, 1997. Maj. Shawn Walsh was the first commander and assumed command on Oct. 21, 1997. The second and final commander was Maj. Gregory Knowles, who assumed command on August 24, 2000.

During its six years in operation, DESC Central Europe oversaw DESC operations in 28 countries ranging from the Baltic States, to the Black Sea Region, to the Azores. The office provided management for three pipeline systems: the Central Europe Pipeline System, the Northern European Pipeline System, and the Spanish Pipeline System. The office also provided transportation and inventory management for the Central Europe area of responsibility. During its existence, the office also performed direct support for Operations Joint Forge, Joint Guardian, Allied Force, Enduring Freedom, and Iraqi Freedom.

The deactivation of the office was directed in an effort to save manpower positions and consolidate European operations into the DESC Europe Office. The actual offices at Pulaski Barracks will remain open as a satellite office and emergency relocation site for DESC Europe.

# DESC Europe Attends Grand Opening of Military Gas Station

On April 16, DESC-Europe representatives attended the grand opening of the first DESC 100 percent funded new transportation motor pool military gas station. The station was constructed by U.S. Army Europe at Panzer Kaserne, Stuttgart, Germany. The new consolidated station replaces two small stations that exceeded their life expectancy and no longer met operational, environmental or safety standards.

# DESC Balkans Supports the Warfighter

*Lt. Todd F. Tilford*
*DESC Balkans*

DESC Balkans personnel: (left to right) Tech Sgt. Bruce Boulden, operations manager; Shirley Bergman, ordering officer; Lt. Todd Tilford, officer-in-charge and Danijella Stefanac (not pictured), interpreter and administrative assistant.

DESC-Balkans, located at Zagreb, Croatia, provide bulk fuel to our foreign military sales and U.S. customers in the area of operations as far forward as contract support allows and ensure it arrives at the right place and in the right quantity, on-specification and on time. Our primary products are summer and winter grade diesel, JP-8, automotive and aviation gasoline.

Our current U.S. customers include: (U.S.) Task Force Eagle, Tuzla, Bosnia-Herzegovina; Taszar Air Base, Taszar, Hungary; Camp Able Sentry, Skopje, Macedonia. Our current foreign military sales customers include: (Canada) Velika Kladusa, Bosnia-Herzegovina; Drvar, Bosnia-Herzegovina; Zgon, Bosnia-Herzegovina; Glamoc, Bosnia-Herzegovina; (The Netherlands) Bugojno, Bosnia-Herzegovina; Divulje Barracks, Split, Croatia; and (Turkey) Zenica, Bosnia-Herzegovina.

# DESC Americas West Transforms Off-Spec Fuel with Portable Gemini Diatomaceous Earth Filter

*By Joseph Trani*
*DESC Americas West*

For the better part of ten years, DESC Americas West has been employing diatomaceous earth (D.E.) precoat filtration as a means of cleaning up millions of gallons of off-spec fuel. We now stand ready with our newly reconditioned portable Gemini D.E. filter to easily transform off-spec fuel back to spec in a single pass.

D.E. is an excellent filter media with the ability to remove even sub-micron sized particles while providing extended filtration cycles. D.E. is a fine powder composed of the microscopic, fossilized, skeletal remains of phytoplankton, which has been deposited on ancient ocean bottoms and lakebeds from 100,000 to 15 million years ago. It is abundantly available and very inexpensive. As a result, D.E. has been used extensively in chemical plants, for beverages such as beer and wine, and is commonly used in swimming pool filters. Using D.E. also makes environmental sense because spent D.E. takes up only one-tenth the volume of spent filter cartridges that must be disposed of as hazardous waste. The use of D.E. for fuel filtration has been ongoing for many years in Europe but the

technology has not yet caught on in the United States.

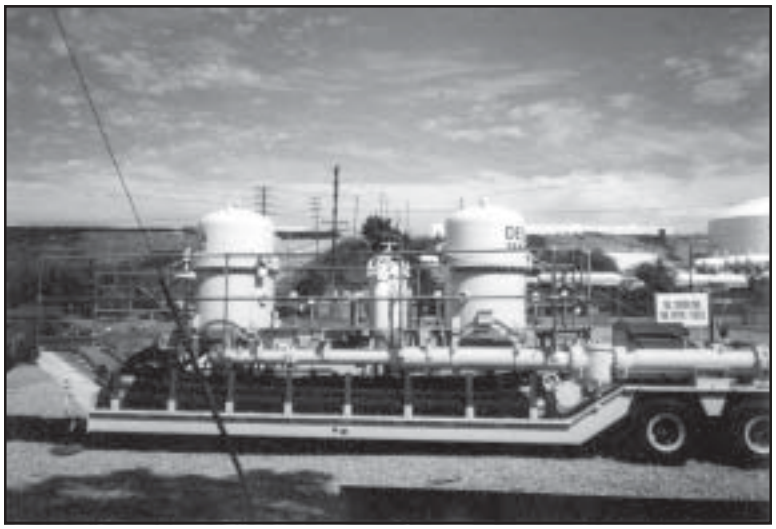
The term "precoat" refers to the way that D.E. is applied as the filter media. A measured amount of D.E. (for example 62 pounds per filter vessel) is deposited into the precoat vessel which is located upstream of the filter vessel. Fluid flow is then directed through the precoat vessel where the D.E. is picked up and fed into the filter vessel. Inside the filter vessel there are 330 filter candles. Filter candles are cylindrical tubes constructed of a very fine stainless steel mesh covering a perforated metal core. The D.E. forms an even layer on the outside of each filter candle. This layer is called the filter cake. The fuel must pass through the filter cake before it is allowed to exit the vessel. The filter cake contains billions of tiny pores each of which has the capacity to trap contaminants suspended in the fuel stream. The high porosity of the filter cake combined with the number of candles insures long cycle times and super clean fuel.

The Gemini was originally procured from England for use on the Donges, France to Metz, Germany pipeline. When the Department of Defense turned over the pipeline to the French government, the filter became available. Mike Koury, quality manager of the former Defense Fuel Supply Center-Region West Office (DFSC-Region West), was aware of the importance of the filter and had the unit shipped to the United States. DFSC-Region West's quality surveillance representative (QSR), Glenn Beshara, working with Defense Fuel Supply Center-Facilities Engineering (now Defense Energy Support Center Facilities and Distribution Management) and Ed Dembeck of Sexton & Peake, Inc., then modified the Gemini to render it a portable filtration system. The filter was mounted on a trailer, which could be transported across interstate highways. DESC-Americas West is endeavoring to lead the way in promoting the D.E. technology. We have deployed the D.E. filtration system throughout the West Coast and have had great success in the past few years. We have cleaned up millions of gallons of off-spec fuel and restored the particulate contamination and filtration time values in a timely, high-quality, cost-effective manner.

In August 2001 DESC Americas West contracted Sexton & Peake, Inc. (a filtration specialty company headquartered in Columbia, Md.) to recondition and modify the flow pattern of the Gemini to improve and ensure continued operation and efficiency of the portable filtration system.

The unit is now ready for more action. For more information please contact: Glenn Beshara: DESC Americas West QSR, Edwards Air Force Base. Call (661) 275-3487 or send e-mail to Glenn.Beshara@dla.mil. You can also contact Ed Dembeck: Sexton & Peake, Inc. Call (410) 309-1900 or send e-mail to edembeck@sexton-peake.com.

Should you have a fuel clean-up problem, please contact: Mike Koury: DESC Americas West quality manager. Call (310) 900-6960 ext. 1201 or send e-mail to Michael.Koury@dla.mil.



Portable Gemini D.E. filter.

# DESC Missile Fuels Provides Customer Outreach

*By Charlene F. Smoot*
*Missile Fuels*

"I didn't know that there's a government organization that buys rocket propellants, space-related chemicals and gases for the Department of Defense (DoD)." The DESC Missile Fuels Commodity Business Unit often heard that statement when first participating in the annual Joint Propulsion Conference and Exhibition. With industry changes, all but current customers lost sight of the unique products and services. But, that has now changed. The Missile Fuels business area, transferred from the Air Force in 2001, has an ongoing strategy to assure that DoD and other customers are well acquainted with the outstanding products and services available.

So, how do you "market" Missile Fuels products and services? You go where the users are, attending and exhibiting at specialized conferences and meetings like the recent Joint Propulsion Conference held in Huntsville, Ala., July 21 – 23, to meet current and potential customers face-to-face. This event attracts participation from propellant users and program managers in DoD, other government agencies and the commercial space industry. This allows the team to reach and interact with a wide customer base to create and maintain positive relationships. Team members attend presentations on major research focusing on propellant work with rocket engines, satellite thrusters and new fuels for the future. Networking with conference attendees yields not only new programs and potential new users, but also provides the opportunity to keep customers informed. Other conferences attended include the National Space Symposium, which offers high-level visibility with policy makers and program managers to assure the DESC Missile Fuels' team recognition early in program development.


Selected from more than 300 business cards, Lt. Col. Joseph Brezovic, USAFR (right), presents the SR-71 mahogany airplane model to Dr. Gerald Hagemann. Hagemann, is employed at the Astrium Company in Munich, Germany.

To remind customers of the Missile Fuels mission well after meeting, the team provides the Missile Fuels Reference Guide, which includes product and ordering information along with other useful information particular to individual products. The guide has expanded to a CD to include transportation and packaging services, "Frequently Asked Questions" and links to the DESC website. Customers now request and share the guide with others in the industry. For new potential customers, brochures provide a good overview of our products and services. Several organizations request to have these popular items on hand for distribution, like the Commercial Space Transportation office at the Federal Aviation Administration.

To further remind customers of the Missile Fuels business, promotional items with DESC contact information are distributed, such as pens and calculators, a hit among rocket engineers. A popular item is the laminated identification tags with launch photos personalized with the customer's own business card. Some customers actually comment they just call the number on the tag to contact their DESC Missile Fuels point of contact. The best networking attraction is the drawing from collected business cards for a SR-71 mahogany airplane model. Business cards are also used to monitor attendance and interest at the Missile Fuels exhibit booth, as well as to touch base with potential customers after the conference is over.

By engaging the industry at conferences like the Joint Propulsion Conference, DESC Missile Fuels not only gains customers, but also learns customer needs in terms of improved performance and reduced hazards, and is able to stay on top of new products and new applications. DESC Missile Fuels can assure that the logistical infrastructure is in place to support the customer with what they need, when they need it. It all comes down to reaching out to the customer and providing good customer service!

# Electricity Team Celebrates Anniversary

*By Jacob Moser*
*Director, Installation Energy*

May 17 was the seventh anniversary of the establishment of the Installation Energy Commodity Business Unit's Electricity Team (E-Team). I would like to take this opportunity to specifically thank Mr. Jeffrey Jones, Capt. Stu Funk, Col. Stephen Passero, (as well as those who previously served in your positions) and Sharon Murphy for supporting our efforts from the beginning. To every member of the E-Team, both past and present, I greatly appreciate your contributions to the team's continuing success, without which, there would be no program. I would be remiss if I failed to recognize the many other members of the "extended" E-Team that are key to the program's success. These include (but are not limited to): our partners and customers; co-workers, past and present, who successfully executed the missions of the natural gas and coal programs and paved the way for the new team; Energy Enterprise Commodity Business Unit (DESC-E). DESC-E's successes have reflected greatly on DESC's "new energy" mission and, as a result, have opened many doors for the electricity team; Greg Zagorin of the Counsel's Office, whose expertise and sound business judgment have benefited the team greatly; Gabby Earhardt of the Center Senior Procurement Office, her predecessors, and staff continue to partner with the team to create innovative commercial contracting terms and conditions; Kathy Williams of the Small Business Office and her staff for their support despite the "challenges" the team has and continues to face; those individuals, rarely fully appreciated, who keep the Energy Enterprise and Installation Energy Commodity Business Units running such as Christina Tripp, Freda Harris, Sheila Valentine and Angela Meredith; those of you who (whether you know it or not) have provided me with mentoring and sage advice; many others who ensure that the team, along with the rest of DESC, has the workforce, funding, training, IT and other resources needed to get the job done; and finally, those who, as a result of an oversight or due to the need for some degree of brevity, are not specifically mentioned above. Happy Anniversary!

# Customer Relationship Management Basics

*By Kelly Morris*
*Deputy Director, Customer Support*

Customer Relationship Management (CRM) is the latest three-letter acronym to enter the DESC realm, but many do not understand what CRM means. This article is the first in a series that will help provide definition and clarity to what CRM means. It will describe how the Defense Logistics Agency (DLA) and the Defense Energy Support Center (DESC) will implement CRM with examples of the benefits that CRM will provide not only to customers, but also to DESC employees.

## Background

DESC has been providing products and services to military and federal civilian customers for over 60 years. We always seem to get the fuel where it is needed in a timely manner. Customers seem to be satisfied with the products and services we provide. Why, then, do we need to be concerned with CRM?

In a global information environment our customers are becoming more demanding. Paul Greenberg states in his book "CRM at the Speed of Light" that because of broad access to the internet and customers' demands for instant information, customers are demanding much more than just basic products and services. "When customer demand shifts, so must the enterprise." DLA's apparent failure to shift with the demands of the customer prompted the General Accounting Office (GAO) in particular to criticize the way DLA has supported its customers. For example, in its September 2002 report (GAO-02-776), GAO found that "DLA does not provide a 'single face' to its customers for addressing their issues. To obtain assistance, customers sometimes need to navigate through a number of different channels, none of which are interconnected. This process causes confusion with customers and fragmented accountability throughout DLA for customer satisfaction." Additionally, customers are "sometimes confused over whom to call and reported difficulties with getting in touch with the right person to resolve their problems." GAO recommended that DLA create a single face to customers to improve customer satisfaction. GAO also recommended that DLA "develop a comprehensive customer-feedback plan to better determine customer needs and solutions to the needs."

Kelly Morris, deputy director of Customer Support.

## CRM Defined

In an effort to improve customer satisfaction and meet customer demands, DLA is developing a Customer Relationship Management program. CRM is a commercial approach for developing and maintaining positive relationships with customers. CRM is a combination of strategies that focus an organization around its customers. By developing a customer-centric approach, DLA will be positioned to learn more about its customers' needs and behaviors. By enabling a common repository for customer data, which can be shared across the organization, CRM enhances all aspects of customer service. While profits drive the private sector to focus on being customer-centric, readiness is the driving factor for DLA/DESC to adopt customer-focused strategies. A DLA CRM team defined CRM as a

"customer-focused strategy using people, processes and tools for setting and meeting mutual expectations that optimize value for both the customer and DLA."

## CRM Approach

The three elements of CRM - people, process and technology – will form the foundation of the DLA enterprise CRM program. These elements, combined with the appropriate strategies, will move DESC from being a product oriented to a customer-centric organization. DLA is preparing to hire an external service provider (ESP) to assist each Field Activity with CRM implementation. Prior to bringing an ESP on board, the DESC Customer Support Office is working to identify the "as is" model or state of current DESC customer interactions. The Customer Support Office is analyzing how DESC currently utilizes its workforce to support customers and identifying what types of customer processes and technology support a customer-focused organization.

*"Good CRM must be able to help people throughout the enterprise make smarter decisions faster."*

*-- Paul Greenberg, "CRM at the Speed of Light"*

## CRM Benefits

DESC employees will benefit greatly from a CRM program. It will improve communications between DESC employees, military partners and customers. A customer-focused strategy will enable us to share and leverage information across the enterprise so we can collaborate and develop refined customer solutions. Sharing customer data will allow us to create a unified picture of the customer and provide consistent information and a "single face" to the customer, thus, enhancing trust and improving customer satisfaction.

CRM will allow us to identify changes in customer behavior and will allow us to anticipate or know our customers' needs based on this behavior. Logical customer segmentation will enable DESC employees to better serve customers and provide seamless support and improved responsiveness to our customers.

Ultimately, with a robust CRM program, which includes an appropriate balance of people, processes and technology, DESC will continue to meet the ever-changing demands of the customer. A shift from a product to a customer focus will enable us to better meet readiness demands, enhance productivity, improve customer knowledge, lower costs and increase customer satisfaction.

The Customer Support Office is a relatively new office whose mission is to develop and foster customer support concepts across all DESC business areas. These concepts are necessary to maximize relationships with customers, increase efficiency and effectiveness of DESC's support to its customers, and enhance customer satisfaction and loyalty. Some of our functions include: serving as the DESC liaison to the DLA sponsored CRM initiative; defining CRM requirements associated with DESC business processes; developing operational CRM to interact with customers and facilitate capture of customer data; developing the DESC enterprise customer profile system; and providing marketing and education of customer support concepts and the CRM initiative to both DESC and its customers.

The office acts as the principal advisor to the Director and is responsible for the development, implementation, and oversight of DESC's CRM initiative.

# People - DESC's Greatest Asset in Customer Relationship Management

*By Kelly Morris*
*Deputy Director, Customer Support*

*This is the second in a series of articles about Customer Relationship Management.*

DESC employees are great! They always seem to find a way to fully support the warfighter and other customers with the fuel, energy, and information required to get the job done. Armed with the appropriate strategies, processes and technology, our workforce is one of our keys to success in a customer-focused organization. It is through people that we accomplish work and that we generate successes for our military partners and customers. Getting the right combination of people, processes and technology is important in developing a Customer Relationship Management (CRM) program. Barton Goldenberg, President of ISM, and a leading consultant on CRM, emphasizes that people are the most important part of implementing a successful CRM program.

## Culture

Successful organizational change in a customer-focused environment involves a change in culture. We must focus on thinking of and supporting the customer holistically. This means not only providing products or routine transactions, but also total support to include information that can be used for demand planning, optimal energy management and supply chain management. A customer-focused environment includes sharing data and information across the enterprise, which promotes efficiency and allows for us to provide uniform and consistent support to our military partners and customers.

## Data Sharing

Currently, DESC has approximately 800 employees who potentially interact with customers via a variety of means – telephone, internet, in person meetings, fax, etc. This means that we have 800 opportunities to present different data and answers to our customers. For example, a customer might call into a Commodity Business Unit (CBU) or supporting region to get help with a problem. Without the benefit of shared information, both the CBU and the region might work independently of each other. At best, there is wasted effort to develop the same solution. Far

*"Not only are people involved different, with different skills, backgrounds and motivations, they often have no knowledge of the other interactions the customer has had."*

*-- Paul Greenberg, "CRM at the Speed of Light"*

worse, the CBU and the region could potentially provide different solutions to the customer. Another situation might involve an engineer from Facilities meeting with a customer who brings up a quality issue. Even though it may not be his primary responsibility, the engineer has an opportunity to proactively contact the quality representatives to help expedite problem resolution. Otherwise, the customer has to initiate the contact and is left with the feeling that he is dealing with multiple organizations instead of a single, unified DESC.

## Increased Knowledge

With CRM, we gain the means and the knowledge or know-how to share critical customer data with others working the same issue. We gain the opportunity to better understand the customer through information we collect during our internal communications and interactions with military partners and customers. With a customer-focused mindset, data and information collected during customer and military partner meetings with quality assurance representatives (QARs), region employees, CBU employees, staff and management employees is shared. This data, combined with data from other internal databases such as Fuels Automated System (FAS), Paperless Ordering and Receipt Transaction Screens (part of FAS), Requirements Manager (part of FAS), Petroleum Quality Information System and Defense Fuel Automated Management System, etc., provides a robust profile and gives us deeper insight into how to better support our customers' readiness needs. It provides a uniform picture of our customer and provides DESC employees the opportunity to provide consistent solutions to customer problems.

With CRM, DESC employees benefit by having readily accessible, timely, and consistent information to provide to military partners and customers. Military partners will have solutions at their fingertips and customers will benefit from the improved support. People must make this happen in a customer-focused organization.

# DLA Business Alliance Awards

*By Kathy Williams*
*Small Business Office*

The Defense Logistics Agency (DLA) honored 17 industry partners, customers and individuals on Jan. 29 during a luncheon in Springfield, Va. The Business Alliance awards recognize those who have demonstrated outstanding efforts to partner with DLA and improve the agency's mission by providing supplies and services to America's warfighters. DLA Director, Vice Adm. Keith W. Lippert, presented these annual awards during a luncheon honoring the recipients.

DESC has been fortunate over the years to successfully nominate companies and agencies that have received these prestigious awards. Al Gonzalez Enterprises (AGE) Refining, Inc., of San Antonio, Texas, received the Vendor Excellence Award. The National Aeronautics and Space Administration, John F. Kennedy Space Center, Fla., received the Customer of the Year (Non-DoD) Award.

AGE was nominated by DESC to receive the Vendor Excellence Award in the small disadvantaged business category. The Award is presented to large, small, small disadvantaged and women-owned small businesses that have demonstrated overall excellence in superior product quality, on-time delivery, superior customer service, reliability, dependability, consistency and accuracy.

The National Aeronautics and Space Administration, John F. Kennedy Space Center, Fla., was winner of the Customer of the Year Award, (Non-DoD) due to the efforts of its Florida Space Port Office. This Award recognized an organization that exemplified the highest degree of professionalism, met or exceeded criteria in one or more other categories and clearly stood above the rest in its commitment to DLA.

These Award recipients are merely an example of the many small and large businesses that partner with DESC to accomplish the mission. This award program provides DESC the opportunity to reward its partners through the DLA Awards Program.

Customer of the Year (Non-DoD) Award: National Aeronautics and Space Admionistration, John F. Kennedy Space Center with DLA Director Vice. Adm. Keith W. Lippert.

Vendor Excellence Award: Al Gonzalez Enterprises Refining, Inc. with DLA Director Vice. Adm. Keith W. Lippert.

# Air Force Petroleum Office Lab Supports the Warfighter

*By RuthAnne Toner*
*Air Force Petroleum Office*

In August 2002, U.S. Central Command Air Forces' (CENTAF) Combined Air Operations Center (CAOC) requested in-theater fuel testing support from the Air Staff – the Air Force Petroleum Office (AFPET) got the call. The problem was that in-theater area lab testing was taking too long. "We were sending samples to Aviano Air Base or Royal Air Force Mildenhall area labs, and it could take 45 days to get results back," said Senior Master Sgt. Joe Mangum, superintendant of CAOC's petroleum, oils and lubricants area of responsibility (AOR). The bottleneck in the process was transportation time – getting samples to trusted testing locations.

The support the AOR received was much more than just quick-turn, secure, and reliable test results that CENTAF leadership could count on. In November 2002, AFPET stood-up the Air Transportable Theater Lab Set (ATTLS) at Al Udeid Air Base, Qatar to provide comprehensive near real time fuels and aviator's breathing oxygen analysis. By locating ATTLS at the AOR transportation hub, testing times plummeted to an average of three days. But the value added didn't end there.

"AFPET provides a critical capability to fuels handling and fuels management," said Maj. Andrew Pittman, AFPET technician division chief. "It's not just about testing fuel, it is a problem-solving capability and an extension of our tech assistance team. ATTLS combines chemists and lab technicians with technical team expertise in cryogenics, liquid fuels maintenance, refueling maintenance, analysts, and quality assurance specialists to solve a breadth of fuel usage and handling problems. We are a deployed capability whose mission is to troubleshoot and solve any and all fuel problems. In the end it is about risk mitigation to our weapon system and hardware," Pittman added. The deployed team is a combination of military and emergency essential civilian Department of Defense employees dedicated to warfighter support. Thus far, the ATTLS team has been involved in supporting fuels quality, filtration, equipment, requirements, and injection issues.


RuthAnne Toner, Ray Bunch, Lt. Col. Feeney and Tim Mudry outside ATTLS.

"Not all issues are solved with just in-theater assets," said ATTLS commander Lt. Col. Gerald Feeney. "ATTLS has reach-back capability to interface with the rest of the AFPET Technical Division, and coordinate operational, equipment, and fuels requirement issues with the Logistics and Operations Division at AFPET Headquarters in Fort Belvoir, Va.," he added.

"Our team size of four is the proper balance of laboratory and technical field support personnel; a minimum of two personnel to staff the laboratory at all times, while others are on the road, assisting customers in the AOR, or taking on special projects," Feeney said. "We are on-site and on-call 24/7 and we are available to go anywhere at anytime to assist in any AOR fuels issue."

# Air Force Petroleum Office Gets New Commander

*By Lt. Col. Jeff Moyer*
*Air Force Petroleum Office*

Col. Gary S. Grabulis

On July 12, Air Force Col. Gary S. Grabulis assumed command of the Air Force Petroleum Office (AFPET) in a ceremony held at the Andrew T. McNamara auditorium at Defense Logisitics Agency Headquarters in Fort Belvoir, Va. The ceremony was officiated by Maj. Gen. Donald Wetekam, Commander of the Warner Robins Air Logistics Center.

Grabulis comes to the AFPET from Headquarters, U.S. Air Force Europe where he was the Director of Supply.

Grabulis was commissioned in the U.S. Marine Corps in June 1976 through the USMC Platoon Leadership Program after graduating from the University of Connecticut. He has held various assignments with the U.S. Marine Corps, Strategic Air Command, U.S. Air Forces in Europe, Tactical Air Command, U.S. Central Air Forces, the Air Force Acquisition Logistics Center, the North Atlantic Treaty Organization, Military Airlift Command and Air Mobility Command Headquarters. His responsibilities have covered all aspects of supply chain management at many levels, from platoon to major command staff and from contingency operations to major weapon system acquisition activities. He is married to Mary Jane (MJ) Basilone of Huron, Ohio, and they have three children: Brad, Eric and Kurt.

# 363rd Fuels Management Flight Supports Operation Iraqi Freedom

*By Tech. Sgt. Chad Cribb*

As the morning sun rises against the flight line at Prince Sultan Air Base (PSAB) in Saudi Arabia, one can easily be hypnotized by it's beauty. This makes it easy to forget the lethal and awesome power flying overhead during Operation Iraqi Freedom. There is an old Army saying, "The Army runs on its stomach." Well, the Air Force runs on fuel, jet fuel that is, and lots of it. Equipped with not much more than grit and determination, we have dispensed jet fuel at a pace up to nine times faster than our stateside counterparts and increased our storage capacity six-fold from over two million gallons to over 15 million gallons. These efforts make the 363rd Fuels Management Flight (FMF) the largest contingency fuel storage facility in aviation history.

External forces can bring to bear many stresses on the individual and on the unit. To counter this, we ensure that everyone here is at "max q." In NASA talk it simply means that roughly one minute after the space shuttle launches, it must withstand a condition of extreme force known as "max q." In life, "max q" demands the same commitment to success.

Personnel set a 210K fuel bladder.

"Max q" has enabled the 363rd FMF to function, work and succeed in an austere environment and extreme conditions, with an operations tempo increase of 900 percent. And with our organization issuing more than one million gallons of jet fuel a day, there is no time for "throttling down" to 65 percent.

Chief Master Sgt. Lloyd Tyre, fuels manager, said the petroleum, oils and lubricant (POL) team operates in a challenging environment - extreme heat, blowing sand, long hours and bare-base facilities with a fuels mobility support equipment infrastructure that requires intensive leadership, technical prowess, and innovation. The team meets the challenge with enthusiasm and extraordinary esprit de corps of "max q." Our POL professionals pumped over 38 million gallons of fuel to 6,611 aircraft, with a 100 percent on-time delivery rate, to fuel the warriors who are battling terrorism and sustaining the enforcement of the "No-Fly, No Drive" zones over Southern Iraq under Operations Enduring Freedom, Southern Watch and Iraqi Freedom. During the last year, the 324th POL "Desert Lions" worked and rotated through the 363rd FMF. The 324th POL fueled the transformation of the 363rd FMF into a world-class organization.

During Operation Iraqi Freedom, our team was responsible for 25 percent of all fuel delivered for the war effort. And with KC-135 and KC-10 tankers taking off and landing every 28 minutes of every hour, 7 days a week, that can make for a lot of fuel. It was evident that we would need to increase the fuel storage capacity from two million to 15 million gallons in a matter of weeks with no hesitation or wasted action. Over 10 miles of collapsible hose was laid over the desert to connect the storage facility with the fuels receiving facility (FRF) and Royal Saudi Air Force storage area. In addition, 12 new 210,000-gallon bladders were put into place. The bulk storage area was increased to 21 210,000-gallon bladders and FRF was increased to 29 with the addition of "Bubba" FRF.

Our base motto says a lot about who we are and how we perform. But here at PSAB and the FMF, we believe this to be more than a term or expression, we believe in it and we live it. When the orders were given to build-up the 363rd Fuels Management Flight, it fell on to everyone to make it happen. Without pause or hesitation, we did. And that is why we are the best.

*Dedicated to POL warriors of Air Expeditionary Force 3,5,7,9, & Contingency.*

Personnel unroll a 210K fuel bladder.

# Army Fuelers Foil Pipeline Plug

*By Spc. Shawn Morris*
*Army Reserve News*

Sometimes even the most high-speed soldiers have to slow down.

For example, what if a group of soldiers making an emergency truck transport of jet fuel did such an outstanding job that estimations and expectations were exceeded — exceeded to the point at which the fuel drop-off point couldn't handle the flow of traffic?

Many readers might have guessed by now that this is no hypothetical situation. It happened to a unit currently stationed at Fort Dix, N.J.

On the afternoon of June 26, the Army Reserve's 309th Petroleum Transportation Company received a call from the Defense Energy Support Center requesting assistance with a problem. An analyzing probe, or 'pig' as it's commonly referred to, had been inserted into a fuel line at the Navy's Craney Island Fuel Terminal in Virginia.

Staff Sgt. Jeff Frazier, a driver with the 309th Transportation Company, inspects his truck lines. (Photo by Spc. Shawn Morris)

"The 'pig' got lodged in the line," explained the 309th's Chief Warrant Officer Artis Rumph, logistics technician/head maintenance support. The fuel had been destined for Naval Air Station Oceana, Va. The fuel-line blockage also affected flow from Naval Station Norfolk Chambers Field, Va., to Oceana.

The 309th had been tasked to transport the much-needed fuel in tankers from Craney Island and Chambers Field to Oceana. They were up to the task.

Less than 48 hours after receiving the call, 39 soldiers from the 309th were heading south to help the Navy keep their jets airborne.

"That's a pretty quick response," noted Sgt. 1st Class Donald Strait, 1st platoon sergeant and truck master.

Especially when one considers the logistics involved. Lodging had to be booked, paperwork had to be completed, and E-Z passes and fuel cards had to be distributed. Sixteen tanker/trailers also had to be mobilized, along with other support vehicles. "That took a little time," said Strait. Considering all that had to be done, a very little amount of time.

The 309th arrived on June 28 after a six-hour road trip. The vehicles underwent quality inspection and the soldiers had time to set up their operation. By 7 a.m. the next morning, fuel was on its way from Craney Island and Chambers Field to Oceana.

At first, Oceana couldn't handle the flow of tanker/trailers, having limited drop-off points. But the 309th quickly adjusted fire, setting up a 24-hour operation with staggered shifts so that fuel drop-off points were kept busy, yet nobody was stuck waiting in line.

Soldiers typically worked 12-14 hour shifts, making multiple runs between fuel pick-up and drop-off points. For instance, Squad Leader Sgt. 1st Class Lee Vance worked from 6 p.m. to 8 a.m., usually making three fuel runs per day. "It was a good mission," said Vance. "(The soldiers) stayed real positive about it," he noted. "I'm proud of them."

Vance had plenty to be proud of - not only the drivers, but also the support soldiers. Extra drivers were kept in the truck yards to bring returning drivers to their lodging and to clean, park and disconnect the tanker/trailers.

"My mission was to help get it done," said Spc. Shawn P. Bateman, one of the extra yard drivers. "We just got it all done for them." More than a mere convenience, this process saved two hours per run, according to Rumph. "It helped our whole process go smoother," he added.

Also vital to the mission were drivers' helpers. These soldiers, typically 309th administrators, cooks and mechanics, kept an eye on the roads, made sure drivers stayed awake, and helped ground and hook-up tanker/trailers when fueling.

Finally, after 148 loads delivered in 4 1/2 days for a grand total of 1.3 million gallons of jet fuel, the 'pig' decided to abandon its home in the pipeline, once again allowing for the free flow of fuel. The 309th's mission was over, and it was a success. "We exceeded their requirements in every way," said Rumph.

Not many were surprised by this. After all, the 309th was selected for this emergency mission based on their performance during Operation POLEX (Petroleum, Oil and Lubricant Exercise) held for two weeks in June on Fort Dix. "That POLEX exercise got them geared up for this real-world mission," said Strait.

He also explained that for the mission in Virginia, soldiers from all areas were needed to contribute. New soldiers had to become seasoned veterans in a short period of time. "We had to give them some real quick training," explained Strait. "We all came together as a team and got the job done." "The 309th took it like we take all other missions," said Vance. "We go in, we drive on, we get it done."

A 7,500-gallon M1062 tanker/trailer belonging to the 309th Transportation Company. Over a dozen of these vehicles participated in the 309th's fuel haul mission. (Photo by Spc. Shawn Morris)

*Editor's Note: The Defense Energy Support Center (DESC) requested that the 309th Petroleum Transportation Company participate in an Americas Contingency Energy Solutions (ACES) mission on June 26. ACES is a back-up capability that is used when commerical support is not available. It is DESC's only capability to respond to an emergency requirement for DoD fuel distribution when commercial carriers are unavailable. This back-up capability uses military petroleum assets to support DESC's fuel requirements to the customers. It also offers real-world training opportunities for military transportation companies. DESC Director, Mr. Jeffrey Jones, recognized the 309th Petroleum Transportation Company for its outstanding customer support to Naval Air Station Oceana. The unit received a plaque and each unit member received a certificate of appreciation.*

# Marines Fuel Coalition Forces

## 6th Engineer Support Battalion enters Corps history books with longest expeditionary fuel line

*By Cpl. Jeff Hawk*
*1st Force Service Support Group*

Marine bulk fuelers in Iraq kept the coalition's "shock and awe" campaign from turning into "sputter and stall." Military planners tasked 6th Engineer Support Battalion (ESB), 4th Force Service Support Group, with fueling coalition forces surging forward during the early days of Operation Iraqi Freedom. Deployed as a whole for the first time, the reserve bulk liquids-designated battalion assembled a 60-mile-long expeditionary fuel line six times longer than any other fuel line ever attempted in Marine Corps history.

The line, called a "hose reel system," runs from a 6-million-plus gallon U.S. Army bulk fuel farm in Kuwait to a location deep inside Iraqi territory where the battalion built its own 1.2 million gallon fuel farm. The Marines installed the system in a combat zone in three days — half the allotted time — during the area's worst sandstorm in 20 years. The mission's success validated the effectiveness of the Corps' expeditionary fuel system, which had never seen use during combat.

"No one thought it would work but we made it work," says Lt. Col. Roger Machut, commanding officer, 6th ESB. It had to work or rapidly advancing forces would have eventually ground to a halt. Marines are fueling the entire coalition as the Army works to set up its system in Iraq nearly three weeks into the conflict. "We're the only fuel in town. It's a theater asset," says Machut.

The simple, expeditionary system fits Marine get-up-and-go. Bulk fuel teams pull six-inch rubber hoses off large, truck-loaded spools like fishing line from a reel. Seventeen "booster" stations spaced 3.5 miles apart and equipped with two 600 gallons per minute (gpm) pumps and two 20,000 gallon fuel bladders kick fuel northward at a rate of 500 gpm. The hose connecting the stations lies in a v-shaped ditch to protect it from military and civilian traffic.

Still, bulk fuel teams must be ready to rapidly respond to breaks as camels, combat tanks and everything in-between crisscross the line daily. Each station stores 20,000 gallons of fuel to pump in case of a break, giving crews 33 minutes to fix the problem before it causes a "serious disruption," says Machut. The bulk fuel companies created mobile contact teams to respond quickly. "Because we were laying such a long line, we decided it would be a good idea to have a mobile unit ready to repair the line," says Phoenix, Ariz.-based reservist Sgt. Davin Jader, 24, bulk fuel chief, Bulk Fuel Company Charlie, 6th ESB, who mans one of the teams.

To date, there has been "no pause in putting fuel forward," says Maj. Steve Weintraub, commanding officer, Bulk Fuel Company Charlie, 6th ESB, from Phoenix, Ariz. In fact, pumping rates and volumes have exceeded

Reserve Lance Cpl. Mike Koole, 20, a bulk fuel specialist from Phoenix, Ariz., prepares a hose reel during a bulk fuel line assembly in the Iraqi desert. (Photo by Cpl. Jeff Hawk)

battalion expectations. Original projections set the rate at 320 gpm and 450,000 gallons per day. The as-built system is averaging 500 gpm and has pumped as much as 671,000 gallons per day. It operates 20 hours a day with a four-hour maintenance period.

The key to the system's fast assembly is "simultaneous operations and coordination," says Machut. "It's not rocket science, but everyone has to know their jobs," says Weintraub. Marines rehearsed laying the line for a month in Kuwait, running installation sequences to Swiss-watch perfection and innovating faster ways to connect the line. "There's not a lot written about hose reel line installation. We're creating field S-O-Ps for this environment," says Weintraub.

When Marines struggled to fit rubber hose over sand-dusted couplers, someone suggested lubing them with a bit of lip balm. It worked. Marines loaded empty plastic pill bottles with grease and designated one Marine per team to lube the couplers with a rifle cleaning brush during assembly.

But the mission was not without its challenges. The party reconnoitering the route found their service road to be little more than a maintenance trail. In the desert where heavy traffic pulverizes sand to deep, fine talc that sinks trucks tires like marbles in flour, the logistics of transporting gear to awaiting installers proved frustrating. "The road was almost un-trafficable," says Weintraub. Marines used graders to literally "cut a path through the desert," he says.

Still, logistic vehicle support trucks got stuck; local lift truck vendors got stuck; and Marines had to turn to medium transport vehicle replacement trucks as the primary lift asset. At times, Marine assemblers outpaced the supplies available, but in the end, they cut the allotted installation time from six days to three. "These Marines were so ready to go out and accomplish the mission that they exploded when we got started," says Weintraub. "The Marines excelled beyond what we thought they could do."

The two installation companies met up at a mid-point designated "The Golden Spike" after the historic Promontory Point, Utah, transcontinental railroad link up. Bulk Fuel Company Charlie took on the first 30-mile stretch while Camp Pendleton, Calif.-based Bulk Fuel Company, 7th ESB, assembled the northern 30 miles. Bulk Fuel Company, 7th ESB attached to 6th ESB as Delta Company for the hose reel mission. During the line's assembly, Bulk Fuel Company Alpha simultaneously built a 1.2 million gallon fuel farm at the line's northern tip to distribute fuel to forward forces. "We had it up and functional in 24 hours," says 21-year-old Lance Cpl. Bruno Heller, Bulk Fuel Company Alpha bulk fuel specialist from Bakersfield, Calif. "We did a 36-vehicle convoy in 20 minutes yesterday," says Lance Cpl. Antoinette Lindsay, 21, bulk fuel specialist, Bulk Fuel Company Alpha, West Hollywood, Calif.

Deployed as a battalion with eight companies on deck, 6th ESB now comprises the second largest Marine Corps battalion. The "bulk liquids battalion" is not only fueling forces, it's keeping desert thirsts quenched with volumes of purified water.

With the hose reel line down, the battalion is beefing up its security along the valuable asset. Bulk fuel Marines regularly check the line and man positions around the booster stations. Machut credits the mission's success to enlisted Marines. "It's NCO leadership all the way," he says.

Reserve Lance Cpl. Mike Koole, 20, a bulk fuel specialist from Phoenix, Ariz., says the mission made him realize the essential role bulk fuel Marines play in combat. Says Koole: "The division can only go as fast as the fuel and supply lines behind it. The quicker we can get the fuel to them, the quicker they can move forward and end this conflict."

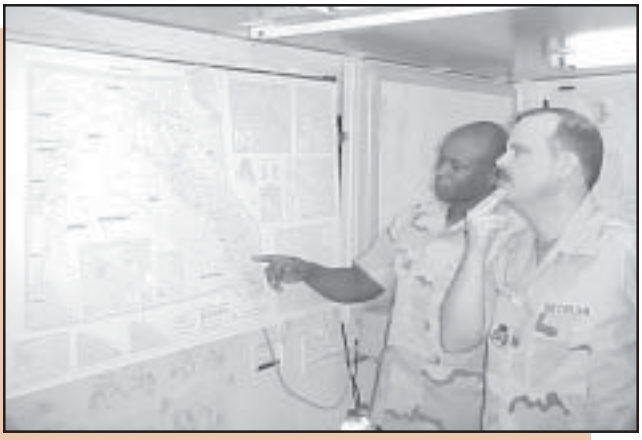
# AROUND DESC

## DESC Signs Memorandum of Agreement

Aug. 21 marked a milestone achievement for the Defense Energy Support Center (DESC) with the signing of a Memorandum of Agreement (MOA) between DESC and Fort A. P. Hill. The MOA, which formally establishes our off-site contingency operations support, was signed by Col. Stephen Passero, DESC director of operations and Lt. Col. James Balocki, commander, Fort A. P. Hill.

Lt. Col. James Balocki (left) with Col. Stephen Passero during Memorandum of Agreement signing.

*DESC's Mission...To provide the Department of Defense and other customers comprehensive energy solutions in the most effective and economical manner possible.*



Lt. Col. Terrence P. Cooper, Central Command Joint Petroleum Officer, (left) and Charles Gross, DESC Central Command liaison, explore fuel re-supply options during Operation Iraqi Freedom. Gross is one of five personnel serving as DESC's petroleum planner on the staff of each combatant command.

# Wenberg is DESC Deputy Director

Capt. Marvin C. Wenberg, II

Capt. Marvin C. Wenberg, II became the Deputy Director of the Defense Energy Support Center on Aug. 6. He replaced Capt. Stuart Funk who retired from active duty after over 27 years of service. Wenberg was previously assigned as commanding officer of the Naval Petroleum Office.

Wenberg is a native of Chicago, Ill. He graduated from West Lafayette High School in 1970, and Purdue University, West Lafayette, Ind., in December 1976, with a Bachelor of Science in Chemistry. He is a graduate of the Navy's Petroleum, Oil and Lubricant Intern Program and the Armed Forces Staff College. He received a Master of Science degree in Petroleum Management from the Science and Business Schools, University of Kansas, and a Master of Science in Acquisition and Contract Management from the Florida Institute of Technology. Wenberg is also a graduate of the University of Michigan Winter 2000 Executive Training Program.

After graduating from Purdue, he attended the Naval Officer Candidate School, Newport, R.I., and was commissioned an Ensign in May 1977. Wenberg was then sent to the Navy Supply Corps School, Athens, Ga., and after graduation, he completed Submarine School at Groton, Conn. He then became the supply officer of the USS Daniel Boone (SSBN 629) Blue Crew. Some of his other assignments include: assistant to the director, fuel director, Naval Supply Center, Pearl Harbor, Hawaii; director, Fuel Department, and director, Material Turned Into Store, Naval Supply Center, Charleston, S.C.; readiness and services officer, USS Enterprise (CVN 65).

Originally assigned to Defense Fuel Supply Center as the assistant chief, Special Acquisitions Division, Wenberg moved up to the position of chief, Plans, Policy and Systems Office and then became the executive officer. In 1993, he became the deputy program manager (Business and Operations), V-22 Program Office and in 1996 the supply officer, USS Saipan (LHA 2).

In May 1998, Wenberg reported to U.S. Strategic Command to assume the duties of chief, Weapon Systems Logistics and Readiness Division (J44). In June 2000, Wenberg assumed additional responsibilities as chief, Combat Logistics and Readiness Division (J41), Operations and Logistics Directorate. Wenberg assumed duties as commanding officer of the Naval Petroleum Office on April 26, 2002. In this assignment, he was responsible for providing leadership and technical direction for all petroleum programs within the Navy and Marine Corps. This integrates all Naval Petroleum duties.

He is authorized to wear the Naval Aviation Supply Officer and Submarine Breast Insignias. Wenberg is designated a Joint Services Officer in the Department of Defense. Some of his personal awards include the Defense Superior Service Medal, Legion of Merit and the Defense Meritorious Service Medal. He is a member of the American Chemical Society, and of the Acquisition Community in the Department of the Navy.

# CHANGE OF COMMANDS

# DESC Pacific

Capt. Brad A. Bellis assumed command of Defense Energy Support Center Pacific (DESC Pacific) on June 4 from acting commander Walt Riddlehover. Bellis was previously assigned as the supply officer onboard USS Saipan (LHA 2).

DESC Pacific, located in Camp H.M. Smith, Hawaii, is the Defense Energy Support Center's largest geographic fuel region. It covers 40 percent of the earth's surface, consists of 78 Defense Fuel Support Points, has total storage capabilities of more than 25 million barrels of fuel and spans 11 time zones.

DESC Pacific's mission is to provide responsive and best value energy solutions to the warfighters: U.S. Pacific Command, U.S. Forces Korea, U.S. Forces Japan, Alaska Command and all military components. DESC Pacific maintains constant supervision over product inventory. Employees coordinate maintenance of facilities, resupply and unique transportation requirements, and keep an ever-present finger on the pulse of product quality throughout the region.

Capt. Brad A. Bellis

Capt. Stu Funk (right) presents a farewell plaque to Capt. Dave Douglas.

DESC Deputy Director, Capt. Stu Funk, presents a farewell plaque to DESC Pacific Commander, Capt. Dave Douglas. Douglas served as commander of DESC Pacific for three years. His next assignment is at Commander, Pacific Fleet where he will manage Navy ordnance.

# CHANGE OF COMMANDS

## DESC Middle East

Lt. Col. Scott M. Carlson

Lt. Col. Scott M. Carlson assumed command of DESC Middle East (DESC ME) on July 2 from Lt. Col. Ralph Wells. Carlson was previously assigned to U.S. Transportation Command where he served as chief, joint petroleum officer. Wells' next assignment is as the Combined Petroleum Support Center company commander in Taegu, Korea.

DESC ME, located in Juffar, Bahrain, is responsible for petroleum logistics in the following countries: Saudi Arabia, Kuwait, Qatar, Oman, United Arab Emirates, Yemen, Jordan, Iraq, Iran, Afghanistan, Pakistan, Egypt, Sudan, Eritrea, Djibouti, Ethiopia, Somalia, Kenya, Kazakhstan, Uzbekistan, Tajikistan, Krygyzstan, Turkmenistan, Seychelles and the Mauritius Islands.

Fuel storage is a primary need within the Middle East. To meet U.S. requirements, DESC ME uses commercial contractors to store and issue fuel stocks to U.S. and allied nations throughout the region. Storage capacity nears 5.5 million barrels and accommodates JP-5 jet fuel, F-76 Navy distillate fuel, and Jet A-1, a commercial jet fuel.

## DESC Americas East

Lt. Col. Chuck Coan (second from left) passes the colors to DESC Americas Commander, Col. Keith Stedman. Passing the colors symbolizes Coan's relinquishment of command of DESC AME. Also pictured are Master Sgt. Ed Lisowski, DESC AME's non-commissioned officer-in-charge (first from left), and DESC AME Deputy Commander, Tom Korczynski.

On Feb. 28, Army Lt. Col. Charles "Chuck" Coan relinquished command of DESC Americas East (AME), Houston, Texas to Deputy Commander Thomas Korczynski. Korczynski served as acting commander until Army Lt. Col. Michael Baisden assumed command on June 20. Coan retired from active duty to take a civilian position as the Director of the Army Petroleum Center in New Cumberland, Penn. Coan was awarded the Defense Meritorious Service Medal by Army Col. Keith R. Stedman, Commander of DESC Americas, in recognition of his outstanding accomplishments, culminating a 22-year career in the U.S. Army Quartermaster Corps.

# DESC EMPLOYEE OF THE QUARTER

## Second Quarter

A.J. Lynch, Employee of the Quarter for the Second Quarter, Fiscal Year 2003.

A.J. Lynch was selected as the Defense Energy Support Center's Employee of the Quarter for the Second Quarter, Fiscal Year 2003. Lynch's extraordinary performance as an International Agreements Specialist significantly contributed to the Defense Energy Support Center's mission support to Operation Enduring Freedom (OEF) and preparations to invade Iraq. His contributions resulted in successfully negotiating the prices, payment and fuel inventory accountability for several Memorandums of Agreement (MOA). Lynch projected the highest standards of professionalism, while advising American Embassy personnel throughout the negotiations process. The result: the Uzbeckistan Ministry of Defense agreed to continue providing fuel support to the U.S. warfighter for one additional year. He has gone the extra mile! Lynch's efforts and accomplishments over the next year is estimated to save the U.S. government and DESC more than $5 million in fuel costs and related services through his outstanding negotiating skills. He is truly a valuable asset to the Facilities and Distribution Management Commodity Business Unit and DESC as a whole.

## Third Quarter

Kyu Sok Kwak, Employee of the Quarter for the Third Quarter, Fiscal Year 2003.

Kyu Sok Kwak was selected as the Defense Energy Support Center's Employee of the Quarter for the Third Quarter, Fiscal Year 2003. Kwak, assigned as an Inventory Management Specialist, Defense Energy Support Center Korea (DESC-Korea), has demonstrated absolutely remarkable performance in the execution of his duties. After DESC-Korea assumed the added responsibility of reconciling Republic of Korea Air Force (ROKAF) off-peninsula Replacement In-Kind (RIK) refueling transactions, Kwak performed flawlessly during the DESC-Korea and ROKAF RIK reconciliation process. As a result of his meticulous research, documentation, and preparation, ROKAF representatives concurred with his JP-8 conversions and DESC finally reconciled all off-peninsula transactions with the ROKAF, a procedure not performed in almost two years. He also directly supported Korean Theater Inventory status reporting as mandated by the Joint Chiefs of Staff. Kwak has demonstrated total professionalism during the award period and is widely respected throughout his Region.

# 2003 American Petroleum Institute Winners

*By Joan Paquin*
*Naval Petroleum Office*

The Commander of Naval Supply Systems Command, Rear Adm. Justin D. McCarthy, recently announced the 2003 Navy and Marine Corps winners and runners-up for the American Petroleum Institute Awards for Excellence in Fuels Management.

The awards are presented annually under the sponsorship of the American Petroleum Institute, an internationally recognized petroleum trade organization, to recognize activities and personnel that made the most significant contributions to the Department of the Navy fuel operations, petroleum supply chain management and fleet fuel support. The awards are presented in five categories: Navy Bulk Fuel Terminals, Navy Retail Fuel Activities, Marine Corps Non-Tactical Activities, Marine Corps Tactical Units, and individual awards.

The following activities and personnel are recognized for their accomplishments and contributions:

**Navy Bulk Fuel Terminals**
Fleet and Industrial Supply Center
Puget Sound, Wash.
**Navy Retail Fuel Activities**
Naval Air Station North Island, Calif.

**Naval Air Station (NAS) North Island, Calif.** receives the Navy Retail Fuel Activities award. At the podium is Capt. Marvin Wenberg, II, Commanding Officer, Naval Petroleum Office; From the left is William Silva, CEO Maytag Corporation; Bill Saxton, Maytag Site Manager; Chief Petty Officer Javier Portillo, Aviation Fuels Branch Supervisor, Naval Station Rota, Spain and recipient of the Chief Petty Officer of the Year, Category V award; Cmdr. Gordon Walton, Executive Officer, Naval Base Coronado, Calif. and George Cook, Contract Officer Representative, NAS North Island.

**Fleet and Industrial Supply Center (FISC) Puget Sound, Wash.** receives the Navy Bulk Fuel Terminals award. From the left are Bob Cairns, Deputy Director, FISC Puget Sound Fuel Department; Lt. Cmdr. Willie Robohn, Fuels Officer, FISC Puget Sound; Capt. Marvin Wenberg, II, Commanding Officer, Naval Petroleum Office; Capt. Dennis Belt, Commanding Officer, FISC Puget Sound.

# AWARDS

**Marine Corps Non-Tactical Activities**
Marine Corps Base Hawaii, Kaneohe Bay, Hawaii
**Marine Corps Tactical Units**
Marine Wing Support Squadron 274, Cherry Point, N.C.
**Navy Fuels Officer of the Year**
Lt. Cmdr. Paul Amodio, Fuels Officer, Fleet and Industrial Supply Center San Diego, Calif.
**Navy Fuels Chief Petty Officer of the Year**
Chief Petty Officer Javier Portillo, Aviation Fuels Branch Supervisor, Naval Station Rota, Spain
**Navy Fuels Petty Officer of the Year**
Petty Officer 1st Class Robert E. Nowlin, Refueling Safety Supervisor, Naval Air Station Whidbey Island, Wash.
**Navy Fuels Civilian of the Year**
Mr. Stephen L. Isaacson, Fuel Officer, Naval Air Station Fallon, Nev.

**Marine Corps Fuels Officer of the Year**
Chief Warrant Officer Oliver K. Ezell, Second Marine Expeditionary Force Bulk Liquids Officer, Camp Lejeune, N.C.
**Marine Corps Fuels Staff Non-Commissioned Officer of the Year**
Staff Sgt. Nigel D. Wylie, Operations Chief, 9th Engineer Support Battalion, Camp Hansen, Okinawa, Japan
**Marine Corps Fuels Non-Commissioned Officer of the Year**
Sgt. Adam L. Miller, Embarkation Chief, 9th Engineer Support Battalion, Camp Hansen, Okinawa, Japan
**Marine Corps Civilian of the Year**
Ms. Barbara J. Grimes, Supply Technician, Marine Corps Air Station, Cherry Point, N.C.

**Marine Wing Support Squadron 274, Cherry Point, N.C.** receives the Marine Corps Tactical Units award. (rear from left): Lance Cpl. W.A. Fowler, Cpl. A.R. Logan, Lance Cpl. J.M. Wisely, Lance Cpl. J.M. Kutz, Lance Cpl. B.S. Sendele; (second row from left) Cpl. A.G. McGill, Lance Cpl. A. Fernandez, Pfc. W.R. Faulkner, Lance Cpl. B.M. Long, Cpl. C.A. Sehlke, Cpl. M.J. Martinez, Lance Cpl. K. Jones; (front from left) Lance Cpl. J.A. Maxfield, Lance Cpl. D.R. Lewis and Cpl. C.I. Castillo.

**Marine Corps Base Hawaii (MCBH), Kaneohe Bay, Hawaii** receives the Marine Corps Non-Tactical Fuel Activities award. From the left are Col. R.C. Roten, Deputy Commander, MCBH; Ed Campbell, Fuels Director, MCBH; and Capt. Marvin Wenberg, II, Commanding Officer, Naval Petroleum Office.

# Air Force Honors Top Fuels Operations

*By Lt. Col. Jeff Moyer*
*Air Force Petroleum Office*

The best fuels operations in the United States Air Force were honored at the annual U.S. Air Force and American Petroleum Institute (API) award banquet held on July 10. The American Petroleum Institute, a trade association for the companies that will fuel the future, recognizes excellence in base level fuels operations. The API trophy, a large three-foot tall gold and silver winged oil droplet, was donated to the Air Force by API in 1966. The trophy has been awarded to the Air Force wing level organization which set the standard in petroleum procedures, equipment and facilities every year since 1966.

The API winner for 2002 is the 96th Fuels Management Flight from Eglin Air Force Base, Fla. Throughout the year, this extremely talented and dedicated group of 120 professional "panther pride" warriors provided unmatched fuel support to an extremely diverse group of test, fighter, and special operations aircraft from five major flying wings. Their efforts resulted in 18,850 sorties on 29 million gallons of jet fuel. Eglin's Fuel Management Operation epitomizes the essence of this award and has earned the right to be called the "best for 2002."

Runners-up for the 2002 award were the 3rd Fuels Management Operation, Elmendorf Air Force Base, Alaska and the 48th Wing Fuels Management Operation, Royal Air Force Lakenheath, United Kingdom. Also recognized were the best in the Air National Guard, 119th Fighter Wing, Fuels Management Flight, Hector Field, Fargo, N.D. and the best in the Air Force Reserve, 301st Fighter Wing, Fuels Management Flight, Fort Worth Joint Reserve Base, Texas.

In addition to honoring the best fuels operations, the evening also included a video tribute to the past 100 years of aviation fuels and also a special tribute to those who kept deployed and homestation aircraft flying over the last year. Chief Master Sgt. Mike Nelson, Air Force Petroleum Office, provided stirring stories of the hard work and sacrifice by fuels professionals over the past year.

At the end of the evening a special presentation was made to Mr. Jack Lavin. Jack, known as the "Godfather of Aviation Fuels," was presented a replica of the API trophy for his many years of work in aviation fuels.

A crowd of 210, including representatives from all Air Force Major Commands, the Army, Navy, Marines, DESC, and industry, enjoyed the evening.

The Air Force Petroleum Office and Air Force Fuels Policy Team organized the event. The host for the evening was Ms. Susan O'Neal, Assistant Deputy Chief of Staff, Installations and Logistics. The presentation of awards was done by Mr. Red Caveney (President of the API), Maj. Gen. Craig Rasmussen, Director of Logistics Readiness, Headquarters Air Force and Brig. Gen. (Retired) Steve Ritchie, the evening's guest speaker. Ritchie is the only U.S. Air Force Pilot to become an ace during the Southeast Asia conflict and the only American pilot to down 5 MiG-21's.

The 96th Fuels Management Flight from Eglin Air Force Base, Fla wins the 2002 American Petroleum Institute award.

# Bower Endows Graduate Research Fellowship

*By Lana D. Hampton*
*Corporate Communications*

Jeff Bower, an eBusiness program analyst, endows graduate research fellowship.

Jeffrey Bower, an eBusiness program analyst, recently endowed Temple University's Center for the Study of Force and Diplomacy's (CENFAD) first graduate student research fellowship. A former history major and current member of CENFAD's Board of Advisors, Bower has demonstrated his gratitude for his Temple education and his confidence in and commitment to the Center's future.

The Jeffrey K. Bower Endowed Graduate Research Fund in History will provide research support for selected Ph.D. candidates whose dissertations focus on a wide range of issues regarding the uses of military and political power. A CENFAD faculty committee will award the fellowship annually.

CENFAD aims to explore the historical interrelationships of politics, military strategy, and diplomacy as they relate to the conduct of contemporary international relations. The Center promotes specific research projects, a body of expertise for policy makers, fellowships for visiting scholars, professional commentary for local and national media, and an outreach and informational program to community schools and organizations.

"When I started this I wanted to do something that would directly help students, but I didn't know exactly what," said Bower. "Thanks to working with some great people at Temple we came up with the idea of the fellowship."

Bower went on to say, "It must have been a pretty good idea because since then four other alumni have endowed fellowships. And I think I can speak for all of us when I say that the rewards of being able to see a person grow and succeed because of what we have, made it more than worth doing."

***Fuel for Today's Forces***
***Energy for Tomorrow's Mission***

## *Our Mission...*

To provide the Department of Defense and other customers comprehensive energy solutions in the most effective and economical manner possible.

## *Our Vision...*

To be recognized as the best and most effective energy solutions organization in the world.

## *Our Values...*

While achieving our mission, 10 basic values guide our daily activity and vision for the future.

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We provide competent, reliable energy solutions involving employees and customers in the decision-making process.

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**Vision**
We effectively guide our organization to industry leadership in an ever-changing environment.

**Success Through Teamwork**
We promote achievement in a work environment that encourages creative ideas, listening and respect for people.

**Leadership**
We demonstrate excellence through innovative programs and policies.

**Continuous Improvement**
We always strive to make process improvements to do business smarter and better.

**Pride of Workmanship**
We produce quality work that enhances the organization's performance and provides team and personal satisfaction.

**Environmental Sensitivity**
We establish policies and conduct operations with a strong sense of environmental awareness.

**Responsible Citizenship**
We are actively involved in our communities.

# DESC

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