



January 13, 2023

Dear Mayor and City Council,

We appreciate your time to review the request to add a fuel center at the Kroger store on Rufe Snow and North Tarrant Parkway. As you are aware, there are some residents that live behind the Kroger store that have raised some questions and concerns that we would like to address.

- **Delivery** – Kroger Store Management and the District team have advised all vendors to strictly adhere to the city curfew hours and we will continue to elevate communication going forward of our expectations regarding curfew and noise.
- **Sign Package** - Kroger has received a proposed sign package and is finalizing before installing. A copy has been sent to Ms. Hensley. These new signs will aid in notifying the vendors and Kroger delivery trucks of the allowed delivery hours under the ordinance.
- **Trash** – Kroger and Landlord (owner of the adjacent property) have increased porter service behind the shopping center, including cleaning behind the wall. All trash has been removed from behind the building as of today January 11 and we are working to pick up trash in the back landscape area.
- **Pallets, Containers, and Shopping Carts** – All salvage and fixtures have been removed. Shopping carts are scheduled for pick up by early next week. Kroger will continue to work with our internal transportation department to keep the back of store clean.
- **Brick Screen Wall** – A site visit on January 10 revealed no major structural damage or openings in the wall. There are portions where grout is chipping, and we will evaluate for structural integrity. The back landscape grade slopes down from the fire lane curb toward the brick screen wall and then back up before reaching the grade beam of the wall. Kroger is reviewing options to provide better drainage including a grade flume to help storm runoff.

The addition of the fuel center will allow Kroger to better serve the community and customers. A few concerns were raised that we would like to further explain.

- **Environmental** – Kroger follows all **Texas Commission on Environmental Quality (TCEQ)** rules and regulations as mandated by the State of Texas. We also strictly follow the **Code of Federal Regulation (CFR) 40 Part 280**. We have provided to the City of Keller.
- **Traffic** – Kroger worked with Staff on whether a traffic study was needed. It has been determined that a study is not required because most of the traffic for the fuel center is the same traffic that already visits the shopping center and Kroger supermarket. In addition, Kroger Petroleum Transportation Operations *will be directed to deliver during the day and hours will be specific to City requirements*. Fuel deliveries average between 1-3 times per/day depending on customer demand. Our transportation department will strictly adhere to these requirements.
- **Lighting** – The fuel center is in front of the Kroger store and further away from the resident's homes. Lighting levels will follow allowable city codes.

- **Market Analysis** – Kroger strives to best serve each community. While there are Kroger fuel centers in other neighboring municipalities, there are none in the City of Keller. Customers will have the added convenience of getting gas after shopping their Keller store and be able to use their fuel points at the Keller gas station, rather than traveling outside of Keller. We continue to get comments from customers requesting the addition of a fuel center to use their Kroger fuel points.

We look forward to further discussing and addressing any other questions or concerns at the City Council Meeting on January 17th.

Sincerely,

The Kroger Team