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FEBRUARY 2023

THE TANKER ISSUE

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New beginnings

Did you make resolutions at the turn of the year and, if so, are any of them still going strong? Pride is not an admirable quality but surely it's not wrong to feel a little proud of my 'dry January'?

With a huge 100% improvement on 2022, my dry start to the new year reached a full 2 days this time...

Mind you, I didn't give up altogether. Drawing on skills learned through years of tackling life's challenges I applied my tried and trusted tactics of 'Improvise. Adapt. Overcome', switched to dry wine, dry gin and dry martini and made it through the remainder of dry January unscathed.

There is, of course, no magical power in the transition from the old year to the new that suddenly makes it easier to reset and start afresh. Fortunately for this industry, unlike my attempt at abstinence, the concepts of renewal and change, of resolving to develop or continue good practices, to change undesirable traits or behaviours or accomplish goals are not one-day wonders but influence the activities of individuals and companies in this sector every day of every year.

Margaret Major, Managing Editor

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And the significant, ongoing efforts invested in effecting change are now, deservedly, bearing fruit. As a direct result of the industry championing renewable liquid fuels for their potential to make an immediate contribution to home heating decarbonisation, a proposal to incentivise their use has not only been put to parliament but also received unanimous, and cross-party, support.

There remains a challenging journey ahead, but this is a highly significant step forward. With the immense industry efforts having made the technical case, it is now in the hands of the government to support this bill and remove the financial barriers.

There are also new beginnings in this issue. We welcome the vital communications of UKIFDA in our new, quarterly Downstream section, and see the launch of 'Distributor Diaries' – a celebration of our community.

We hope you enjoy them both. Oh, and by the way, cheers!



Fuel Oil News

The independent voice for the fuel distribution, storage and marketing industry in the UK and Ireland.

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On the cover

A stunning image of a Lancashire winter morning taken by Ryan Finnegan, tanker driver for Ribble. Keen photographer and passionate driver, Ryan uses his S22 to capture his experiences. From the results, Ryan is clearly highly skilled at both!



In this issue

In Conversation, pages 30 & 31, takes us on a trip down memory lane with the driver who featured on our 1982 Feb issue cover. Our new quarterly Downstream section starts on page 17 and you'll find our new 'Distributor Diaries' round up on page 12.

A Sweet deal for NWF Fuels

NWF Fuels has strengthened its position with the acquisition of Oxfordshire-based Sweetfuels, adding a location that complements its existing depot network and expands its geographical footprint.

Founded in 2005 by Adrian Sweet, the Sweetfuels business is primarily focused on the domestic heating oil market as well as providing additional services that complement the existing NWF Fuels portfolio. The business retains an experienced team of 10 colleagues, and a fleet of 9 tankers.

Local knowledge and national coverage

Acquisition is key to NWF Fuels future growth plans, with the company looking to continue the expansion of its depot network across the UK. In the last 27 years NWF has successfully acquired and integrated 17 fuel companies into the business – with 5 added to their portfolio in 2019 alone.

Sales director for NWF Mark Adcock said: “Naturally, Covid brought about a pause in acquisition activity with our focus diverted to keeping the nation warm, working, and moving during the pandemic. Now the world is returning to pre-pandemic levels of activity, the search for depots to join the NWF Fuels family is well and truly back on.”



“Recognising that many depots are family-owned and run businesses with connections to their local communities, the NWF Fuels strategy is to retain the brands and people of companies that are acquired. This enables depots to focus on providing exceptional service to their specific, local markets and grow relationships with the customers, companies, and communities they serve, all while benefiting from central office support.”

“In addition to IT and finance functions, this includes the modernisation

of tanker fleets with newer, more reliable, cost-effective and sustainable vehicles – no tanker in our fleet is more than 5 years old.”

“The ideal acquisition candidate is an established business with a strong local reputation, a good team, and a proven track record of delivering exceptional service to customers year on year,” Mark added.

“We believe in the NWF depot-operating model wholeheartedly, so one of the biggest benefits we provide is that we empower and support our depots to do what they do and do it even better for their customers. As a result, they can grow more and do more.”

“If anyone is considering selling, but is concerned about their customers and retaining a brand in their local community, I’d encourage them to pick up the phone and give me a call.”

A valuable model

The acquisition of Sweetfuels follows a string of other highly successful depot acquisitions, including Consols Oils (Cornwall) and Darch Oil (Somerset).

Dave Nicholas, depot manager of Consols Oils, commented: “Having been through the acquisition process during what was a turbulent time for the whole industry, the backing of NWF, with its resources, has been a valuable safety net. However, the biggest benefit for me is the depot model, which has enabled us to retain our loyal team and focus on providing an excellent, uninterrupted service to all our customers.”

“Having worked long and hard building your local reputation, building a great team, and building fantastic customer relationships, NWF Fuels is the safest pair of hands in the industry for carrying on your legacy.”



Sidney Gilmore

It is with great sadness that we report the peaceful passing, on 27th December 2022 in his 98th year, of Sidney Gilmore, former President of the Federation of Petroleum Suppliers (FPS – now known as UKIFDA).

Known to a great many in the sector as both the founder of Gilmore Fuel Oils and as the President of the FPS following his appointment in 1985, Sidney was a popular industry figure, extremely well-liked and respected and recognised for his hard work.

Born in Ballyhalbert in 1925, Sidney showed an entrepreneurial flair from an early age and, following an apprenticeship as a motor mechanic, he went on to open his own garage at the back of his grandparents’ house in Rubane.

Sidney’s work ethic rapidly came to the fore as he combined running a petrol station with buying and selling cars as well as selling insurance until a chance conversation with Hugh Hylands, who told him that there was good money to be made from oil, triggered Sidney’s move into fuel distribution and saw the launch of Gilmore Fuel Oils, a business that grew rapidly.

When he got word of a new oil company wanting to set up in Northern Ireland, Sidney got in touch and agreed a deal to be distributor for this new company, PetroFina, based in London – a relationship that went from strength to strength.

A move to Belfast followed, along with the acquisition of a workshop and filling station, and this continued growth and success enabled Sidney to start his collection of vintage cars – a passion that lasted to the very end.

In 1985 Sidney was nominated to become the President of the Federation of Petroleum Suppliers for Great Britain and Northern Ireland and found himself required to travel extensively, igniting a passion for travels that took him on many memorable trips.

His family describe him as a big-hearted character who has left them with many happy memories and Sidney will be sadly missed and lovingly remembered by extended family and friends and all those who knew him.

Our thoughts are with them all at this time.

MPs hear bill to support renewable liquid fuels

A proposal to incentivise rural households to use HVO for home heating has been put to parliament.

In January, the influential Cornish Conservative MP and former Environment Secretary, George Eustice, introduced a Ten Minute Rule Bill in Parliament to support the use of HVO in heating. The bill proposes to reduce the duty charged on renewable liquid heating fuel and incentivise consumers to replace kerosene in existing boilers.

Passed unopposed

A Ten Minute Rule Bill is a first reading of a private members bill, often viewed as an opportunity to table an issue to raise its profile, with little chance of it progressing unless there is unanimous consent.

In an extremely encouraging development, the bill presented by Mr Eustice was passed unopposed, with Mr Eustice expressing his thanks for the “extraordinary expressions of support” that he had received from MPs of all parties, and will now progress to its second reading on March 3rd.

In presenting the bill Mr Eustice commented: “I have been heartened by the extraordinary expressions of support I have had for this proposed legislation from Members from all parts of the House. In addition to those who have agreed to sponsor the bill, others have offered support in taking it forward.

“It is no surprise that the bill should have such support, for 1.7 million homes in the UK are off the gas grid—about 1.1 million in Great Britain and a further 600,000 in Northern Ireland. They are mainly in rural communities, and they mostly rely on kerosene boilers for their heating. As we chart a course towards net zero, finding a low-carbon solution for these homes is going to be incredibly important.”

Overlooked

Referring to the Government’s current ‘heat pump first’ strategy, under which off-grid homes will be banned from buying replacement boilers from 2026, instead expected to install air source or ground source heat pump systems, Mr Eustice suggested that: “A good option is being overlooked here in favour of the best option.”

Whilst emphasising his support for both air source and ground source technologies, Mr Eustice highlighted concerns that the costs involved in installing heat pumps in older rural properties present a “huge barrier” and they may not be the right solution in all cases.

Instead, Mr Eustice said, kerosene oil boilers can run on HVO with a “minor adaptation” and reduce related greenhouse gas emissions by 88%.

Referring to the successful industry HVO trials being led by trade associations OFTEC and UKIFDA in partnership with fuel distributors and technicians, as part of the Future Ready Fuel campaign, Mr Eustice suggested: “The bill would establish a better path towards decarbonising our energy in these off-grid homes, because the technology now exists to adapt existing boilers to run not on kerosene but on hydrotreated vegetable oil, a renewable fuel derived from waste.”

Cost parity

The current high cost of HVO as a home heating fuel, when compared with kerosene, is one of the main barriers to its more widespread adoption. To address this the bill seeks an extension of the current RTFO mechanism, which, in effect, subsidises renewable fuel for transport, “to cover the use of renewable fuels in domestic boilers and remove the current duties from these renewable fuels, which are entirely counterproductive.”



In his presentation of the bill Mr Eustice explained: “The intended impact of my bill is to reduce the cost of HVO so that it can achieve parity with kerosene. If we get parity of cost with kerosene—the cost of conversion is modest—we will see a very rapid adoption of HVO.”

Targeting carbon emissions

Mr Eustice also highlighted the significant and immediate impact that a rapid uptake of HVO would have on carbon emissions: “The key thing is that, if the Government were to target carbon emissions, the incentive to use renewable fuels would become quite obvious.

“The great advantage of my proposal is that there would be a rapid uptake of HVO within carbon budget 4—literally within the next four years. Within those four years, we would see a dramatic 88% reduction in carbon emissions.”

“The key is to make it as easy as possible for people to make the change. The easier we make it and the more effort we put into making sure that they do not need to change their way of life, the faster the uptake will be; and the faster we get uptake, the quicker we will get to net zero.”

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New Greenergy partnership to deliver hydrogen

Greenergy Flexigrid has agreed a logistics partnership for the collection and delivery of green hydrogen to Octopus Hydrogen customers. The NanoSUN mobile hydrogen refuelling units will be transported by Greenergy and the first delivery was completed in December.

Will Rowe, Founder and CEO of Octopus Hydrogen said: "We want to support our customers to achieve their decarbonisation strategies. The efficient transportation of green hydrogen direct to where they need it is a core part of what we offer. It's great to be working with Greenergy on providing this essential



service to our customers. Together we're making green hydrogen happen today."

Christian Flach, CEO of Greenergy said: "As part of our approach to support our customers through the energy transition, we are working with Octopus Hydrogen as the first step in our strategy to deliver hydrogen. Greenergy's expertise in specialist logistics and our scalable service offer allow us to provide safe, efficient, and cost-effective transportation delivering green hydrogen directly to customer sites across the UK, helping them to decarbonise."

Green Biofuels celebrates as first cargo of Gd+ HVO arrives in Cork

The successful outcome of 6 months of hard work, Green Biofuels celebrated the arrival of its first vessel of Gd+ HVO at its new bulk storage terminal in Cork in early January.

Alex Azadegan, operations manager at GBF, shared his excitement at seeing new life breathed into the disused 50-year old bulk liquid storage facility at the Port of Cork as the cargo of Gd+ HVO, a clean alternative to diesel, arrived and was safely offloaded.

"It's such an immense feeling to watch 6 months of hard work come together," Alex said. "This is what engineering is all about – problem solving at its very best!"

"Thank you to Cole Groundwork Contracts, Port of Cork Company Ltd., GAC Group, Doyle Shipping Group and all those that have helped to make our vision become a reality. This disused, bulk liquid storage terminal is alive once more and Ireland's first clean fuels terminal can soon commence operations."

The Port of Cork Company Ltd congratulated Green Biofuels on the achievement commenting: "It has been great to see Green Biofuels get to this milestone on their plans. We look forward to a long future of collaboration between Port of Cork Company and GBF as they grow their business and presence in this space."

Phillip 66 advances Humber Zero carbon capture plant

Phillips 66 Humber Refinery has awarded Babcock & Wilcox (B&W) a contract to design a pre-treatment process for flue gas for a planned carbon capture facility.

The plans are part of the Humber Zero project which aims to capture up to 8 million tonnes of CO₂ by 2030. The flue gas, produced



from the refinery's fluid catalytic cracker (FCC) and containing CO₂, needs to be pre-treated before entering the carbon capture process.

Adam Young, project lead at the refinery, said: "Utilising carbon capture technology in conjunction with an FCC would be a first of a kind, and the pre-treatment is vital to the process. This work will create a blueprint for over 300 FCCs across the world and could support the industry to reduce carbon emissions.

"We are pleased to be working with Babcock & Wilcox, leveraging their expertise and knowledge. The pre-treatment is vital to the process to enable the carbon capture technology to work optimally."

Distributors act swiftly to protect customers from supply shortages

Following the mild early winter, a sudden arctic blast towards the end of 2022 saw home-heating oil orders 'go ballistic' with many distributors in Ireland and the UK mainland implementing actions, such as rationing deliveries, to maintain supply to the maximum number of customers possible.

With the shortages of heating oil in the UK impacting supply to the Isle of Man, island distributors took similar action in January. Manx Petroleum announced temporary restrictions on delivery volumes while awaiting its next shipment into the Douglas Terminal with the issue expected to be a short-term one.

Ellan Vannin Fuels (EVF) also said they would still deliver to homes but in smaller quantities, reassuring customers that the disruption would be temporary and apologising for any "inconvenience or concerns."

Protecting customers

Manx Petroleum was also quick to advise customers that any outstanding order amounts would be delivered as soon as the new shipment arrived and also charged at the tariff quoted for the original order quantity with those orders already booked into their system in anticipation of the new supply.

EVF similarly reassured customers that the top-up deliveries would be charged on the same tariff as their original order and said that the swift action taken would "enable us to provide as many customers as possible with heating oil and we are working to resume normal deliveries as soon as possible."



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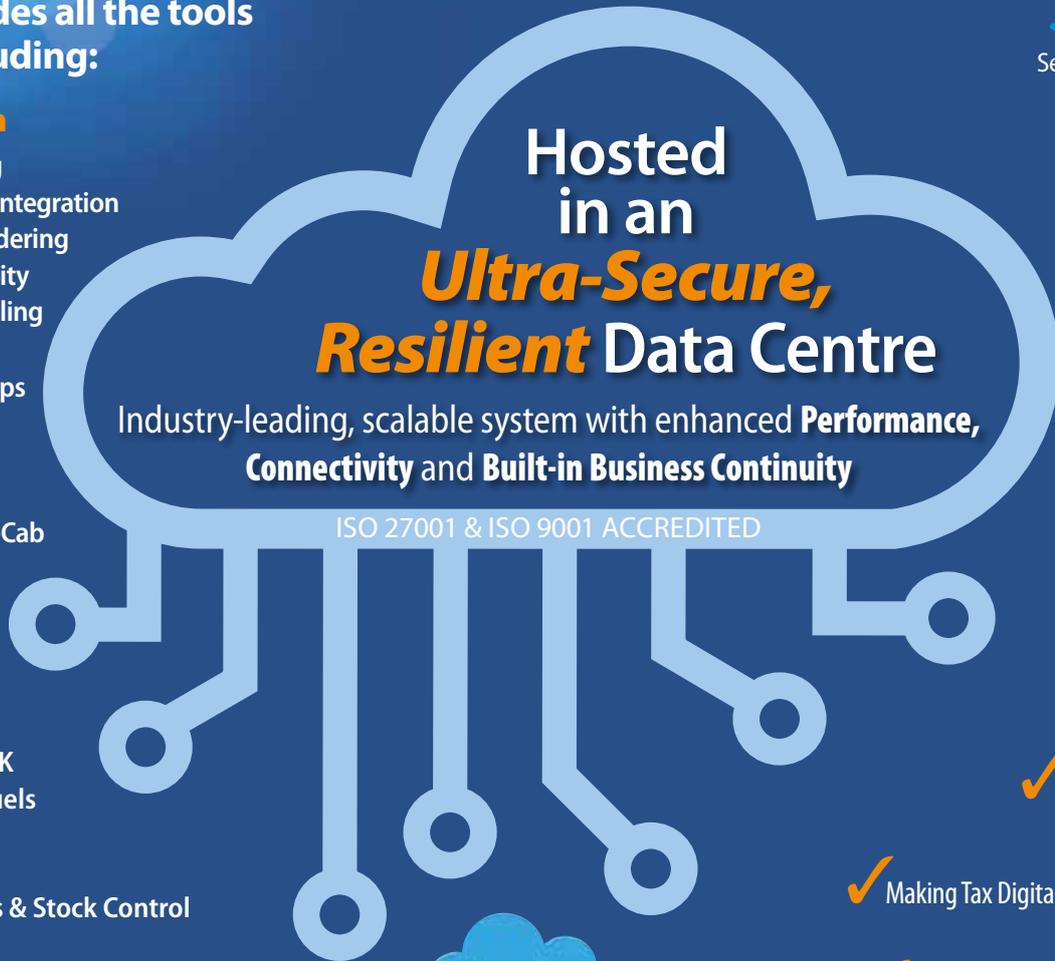
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Our winner! Making a unique contribution to the WCF Chandlers fleet

THE TEAM AT WCF CHANDLERS IS VERY PROUD TO SEE THEIR NEWEST 4-WHEELED TANKER AWARDED THE TITLE OF FUEL OIL NEWS 2022 TANKER OF THE YEAR.

Lincolnshire-based WCF Chandlers is a local independent company that has understood the value of its customers for over 80 years. With depots strategically placed throughout Lincolnshire, Nottinghamshire, Northamptonshire, North Yorkshire, and Norfolk, the WCF Chandlers' name has long been associated with a people service business that prides itself on providing truly outstanding service to all customers, regardless of size.

Highlighting the importance of getting the basics right to retain and increase customers, the winning entry for the Tanker of the Year Award 2022 perfectly exemplifies this ethos as it was added to the fleet ready for the start of 2022 to provide a better service for customers in harder-to-access locations.

As Sophie Kay, sales and marketing executive for WCF Chandlers explained: "We've chosen this vehicle as it provides a unique contribution to our fleet.

"The 4-wheeler was added in the winter of 2021 / 22, during a time of high demand from the domestic market. The 4-wheeler enables us to reach a wider range of customers with restricted access and in harder-to-reach areas and also brings the added challenge to drivers of testing their skills and experiences as well as their driving knowledge to fully utilise the vehicle."

Across the industry distributors know the challenge of reaching as many customers as possible in the most efficient way. This became even more important when the cold snap, towards the end of the year, resulted in a huge surge in orders and the need to deliver smaller volumes to as many customers as possible to ensure no-one's tank ran dry!

The winning tanker was built for WCF Chandlers by Road Tankers Northern and fitted with an Alpeco system and equipped with TouchStar Technologies software.

As Sophie concludes: "We're dedicated

COULD YOU TAKE THE TITLE OF TANKER OF THE YEAR 2023?

We are delighted to announce that, from an incredible number of exceptional entries, the winner of Tanker of the Year 2022 is WCF Chandlers, for its problem-solving 4-wheeler tanker, manufactured by Road Tankers Northern, which enables efficient deliveries to hard-to-access customers.

Our runners up are featured on pages 10 & 11 and you can view all of the superb entries for 2022 online at fueloilnews.co.uk

We now look forward to receiving your entries for the 2023 award which will be accepted until 31st December 2023 – plenty of time to highlight a new tanker which adds that something extra to your business

Please send details of the tanker – the manufacturer, specification and why it adds value to your fleet, business and customers – together with a photograph to claudia@fueloilnews.co.uk, and we could be adding your company's name to the 20 below.

All our winners from 2003-2022

Tincknell Fuels (Magyar)
 Heltor (Tasca Tankers)
 Cambria (Road Tankers Northern)
 Kelly Fuels (Central Welding)
 Cooke Fuels (Road Tankers Northern)
 EMO Oils (Central Welding)
 Consols Oils (Maidment)
 WCF Fuels (Road Tankers Northern)
 BWOC (Feldbinder)
 Stevenage Oils (Lakeland)
 Craggs Energy (Tasca Tankers)
 Howells Fuel Oil (Road Tankers Northern)
 Inver Energy (Williams Tanker Services)
 Wilton Transport Mini Tankers (Tasca Tankers)
 Donegal Oil (Road Tankers Armagh)
 Silvey's Fuels (Tasca Tankers)
 Hylands Fuels (Road Tankers Armagh)
 Crown Oil (Road Tankers Northern)
 Kettlewell Fuels (COBO)
 WCF Chandlers (Road Tankers Northern)

to building long-term relationships with our customers and do everything we can to deliver fuel safely and on time.

"Since adding the new additions to the fleet, we have seen an increase in the customer base we can access, but more importantly an increase in customer satisfaction due to quicker and more efficient deliveries."

Our congratulations to WCF Chandlers and to the winning manufacturer Road Tankers Northern.

RTN – working hard to create solutions to customer problems

Whilst Road Tankers Northern was the winning manufacturer for the Fuel Oil News Tanker of the Year award for 2022 for the 4-wheeler fuel tanker submitted by fuel distributor WCF Changers another RTN tanker also caught the eye of the judges and was deemed worthy of a mention amongst the runners up.

Demonstrating the tanker manufacturer's expertise and commitment to delivering solutions for its customers, this impressive tanker was built for W. H. Malcolm Ltd, a company based in Renfrewshire, Scotland that provides logistic services as well as engineering, plant hire, construction and other services.

Adrian Mason, sales executive for Road Tankers Northern, explains why this was such a unique challenge.

"I was approached about building this truck back in 2021. The customer wanted to put both fuel and AdBlue on the same tanker for delivering to their own plant and equipment.



"Fuel is our speciality so an Aluminium 20,000ltr single compartment barrel was fitted to the front of the chassis along with an Alpeco metering system with product return and bulk delivery.

"AdBlue, although harmless to humans, is corrosive and crystallises very easily so this meant opting for a separate 2500ltr stainless steel barrel on the rear of the chassis."

Problem solving

"This AdBlue barrel was also a single compartment with its own hose reel and pipework and all built in stainless steel. Since stainless steel and aluminium are dissimilar metals, if they come into contact with each other corrosion will take place as the metals react with each other so we followed the design and shape of the aluminium fuel barrel and created a gap between them.

"The AdBlue is run from a separate hydro-pack and is a standalone system separate to the fuel side. AdBlue is delivered at a much slower rate than fuel so the system pumps much more slowly than on the fuel side but this is also adjustable by the customer."

It was a challenge to find the right solution for the customer but very satisfying to complete such a unique, problem-solving build and one which RTN was very proud of as Adrian shares: "It was a long build compared to a standard tanker but once complete on the back of the Scania 8x2 chassis I am sure you will agree that it's pretty impressive."

Nicholl Oils – proud to be seen in red and green

Another special mention goes to the eye-catching entry from Northern Ireland distributor Nicholl Oils who proudly shared details of the company's specially designed HVO renewable diesel green tanker and newly branded red tankers.

The tankers are Scania R450s coupled with Lakeland Innovator Tanks and fitted with 24-hour CCTV recording to monitor any incidents. The green tanker runs on HVO fuel which gives up to 90% less emissions.

Both are proving valuable additions to the business as well as attracting a lot of attention as they travel the roads of Northern Ireland



keeping customers supplied with the broad range of products offered by Nicholl Oils who, over the last 60 years, has grown to become Northern Ireland's largest independent oil distributor.



WP Group – 'tankers that symbolise who we are'

Southampton-headquartered WP Group is an innovative fuel distribution company with a growing team committed to fuelling change and helping businesses achieve their sustainability goals through the fuel they use.

With 'Fuelling Change' the group's key message, its entry for TOTY symbolises exactly what the business is about.

Recognising the important part they have to play in reducing their own carbon footprint as well as supporting customers to do the same, the group announced that its fleet of HVO tankers would not only carry HVO but run on it too. Currently rolling this out across the fleet, the group is working towards reducing carbon emissions from its trucks by 90%.

The trucks are 4-wheeled 2022 DAF LF 320s with Euro VI engines, a Magyar 13,000 LTR ADR tank and MechTronic Ltd metering equipment.

"We have opted to really push the HVO messaging to the fore for the look and design of these tankers," a spokesperson for the group explained. "Our sustainable fuels' leaf motif is accompanied by large HVO wording, as well as a clear message about how the fuel can reduce carbon emissions.

"These elements are joined by our 'fuelling change' message and the URL address of the HVO page on our website. There, visitors can find out more about the fuel and access a HVO carbon savings calculator. This design is carried across to the back of the tanker, which reinforces the message of the carbon emissions savings that can be seen by switching to HVO.

"They symbolise who we are as a business. They demonstrate our commitment to promoting the environmental and societal benefits of renewable fuels but also our desire to fuel change in our industry."

Craggs – a next generation tanker

Having won the Tanker of the Year award in 2014, Craggs Energy came very close to winning again with its 2022 submission.

The Craggs Energy entry was its impressive new next generation tanker. Manufactured by DAF with a total capacity of 19,000 litres in five compartments, the new tanker is a top-of-the-line piece of machinery designed to transport a range of liquid fuels safely and efficiently.

DAF is known for its commitment to safety and quality, and the tanker is constructed with high-grade materials, to ensure durability and longevity, and equipped with advanced safety features such as anti-roll and anti-slip technology to protect the driver and prevent accidents on the road.

In addition to its impressive capacity and safety features, the tanker is also designed for maximum efficiency with a fuel-efficient engine and aerodynamic body to minimise fuel consumption and reduce emissions.

As a spokesperson for Craggs enthused: “Our new next generation tanker is a reliable and cutting-edge piece of machinery that is sure to meet the needs of our customers and set the benchmark for our next generation fleet.

On board equipment

TouchStar vehicle optimisation
4-way camera system
Mechtronics OptiMate

Commitment to Gd+ HVO Fuel

Craggs Energy has sole distributor rights for Green Biofuel’s Gd+ HVO across the North of England and has championed this 100% renewable drop-in replacement for diesel.

With the company’s commitment to supplying the fuel to partners, clients and customers, the new truck, with its advanced features will be delivering regular loads of HVO across Lancashire and Yorkshire.

Communicating the brand

Another highlight of the Craggs entry is the way it is part of the communication of the energy distributor’s evolving brand.

“In October 2021 we celebrated our 10-year anniversary and, with our roots at Cragg Vale in the heart of Halifax we are proud to have featured our local area on our trucks since we launched over a decade ago. However, as our business is evolving and expanding, our



vehicle branding is following suit.

“This tanker is the first of many of our new fleet which will feature landscape photos from across Lancashire and Yorkshire and, of course, our 100% employee-owned message will feature as a key message on all vehicles in our fleet.

“Bob Hanna, our longest serving driver is the proud keeper of this newest truck which seems fitting as Bob has been with us since our origins and is a well-liked and experienced tanker operator – we could think of no better person to fly the flag for our next generation fleet.”

It wasn’t quite the win for Craggs Energy this time but we were hugely impressed with the company’s desire to deliver excellence and support its local communities with state of the art and safe fuel delivery vehicles.



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THE LATEST UPDATES FROM OUR DISTRIBUTOR COMMUNITY



All hands on deck at Nolan Oils

After an unusually quiet few months, December 'went ballistic' for kerosene sales.

The combination of high prices and unseasonably mild weather had led to homeowners holding off on replenishing tanks. When December arrived, with its Arctic blast and low temperatures customers finally got their orders in.

As Mark Nolan of Nolan Oils told us: "We are absolutely ballistic – in a good way though! It's always the busiest time of the year for us but this one we are seeing a lot of orders packed into a very short space of time."

Still, at least Mark had extra help at hand – wife Olga was roped in and managed to do it all with a smile on her face!



Craggs Christmas day deliveries exemplify seasonal goodwill

Santa wasn't the only one out delivering on Christmas Day. Whilst many were at home celebrating with their loved ones, Craggs Energy driver Lee Westwell was out in his truck completing several emergency heating oil deliveries.

As a proud member of UKIFDA, Craggs Energy has signed up to the Cold Weather Priority Initiative (CWP) which prioritises fuel deliveries to those most at risk. With that in mind, it was important that, despite it being Christmas Day, Craggs Energy went out on emergency deliveries where needed.

While out making these deliveries, Lee's kindness was returned with a mug of tea and mince pies to keep him fuelled.

David Damary-Thompson, general manager at Craggs Energy said: "We are proud to have team members like Lee who are willing to put in the extra effort to serve our customers, even on national holidays – like Christmas day."



M&W showcases new HVO-ready Rayburn

Indicating belief in the future-ready fuel, Rayburn has launched its Heatranger model designed to run on HVO. The appliance was put to the test at an HVO-heated pasty lunch for UK industry leaders, hosted by Cornwall-based Mitchell & Webber.

Carl Moon, national sales manager for Rayburn commented: "As the UK government plans to phase out the use of conventional heating oil, we need to be ready to use other energy sources and we think that HVO offers a clear way forward – which is why we've updated our Heatrangers to be HVO compatible."

Mitchell & Webber director John Weedon commented: "It's hugely exciting to see such a well-established manufacturer as Rayburn bringing out an appliance which is HVO ready."

Ken Cronin, CEO UKIFDA, commented: "We are delighted to see the new Rayburn models are HVO compatible and it is a testament to the central place we believe HVO will have in the switch to greener energy solutions."

L to r: Robert and John Weedon, M&W, with Ken Cronin, UKIFDA, and Carl Moon, Rayburn, enjoy an HVO-heated pasty.



MP visits first ever HVO village

Visiting Kehelland, where properties have been converted to HVO, to meet with village residents and industry leaders, local MP George Eustice said: "It is vital that we look to new, greener technologies to heat our homes, but this is a challenge in rural areas, which often rely on oil boilers.

"Finding a way to allow them to convert their boilers at reasonable cost to a fuel with a lower carbon footprint may well be part of the solution in the medium term. So, I'm very pleased to see that my constituency is leading the way with this nationally-leading trial of HVO."

George Eustice MP visits the home of Kehelland resident Dave Biggs, who explains how Mitchell & Webber converted his boiler from standard heating oil to HVO.

David Biggs, a Kehelland homeowner, has a standard oil-fired boiler that has been converted to run on HVO. He said: "HVO is a great option for our home, and we're so pleased we made the switch. We wanted to reduce our carbon emissions but the cost of installing a heat pump would have been very high for us."



East Cork Oil abandons acquisition plans

One of Ireland's largest distributors, East Cork Oil, is not proceeding with its planned acquisition of Kerry-based Misty Lane Holdings following a review by the Competition and Consumer Protection Commission (CCPC).

Following East Cork Oil announcing its plans in March 2022, the CCPC determined that a full investigation was required. Misty Lane distributes fuel products predominantly in Co Kerry through trading entities Atlantic Oils and Geaney Oil via three depots.

In November the CCPC assessment reached a preliminary conclusion that the proposed acquisition would 'likely result in a substantial lessening of competition in certain geographic markets' related to the supply of kerosene, gas oil and road diesel – a conclusion that it said East Cork Oil did not agree with. After receiving the assessment, East Cork Oil said that it considered the proposed acquisition to be withdrawn.



WCF Fuels NW shares seasonal goodwill

A hotspot of seasonal goodwill was created by staff and customers of WCF Fuels North West when the team organised a collection for Morecombe food bank.

As Pippa Scott of WCF Fuels NW explained: "Morecambe food bank is a most amazing project that is funded by local churches as well as community groups. Their amazing volunteers distribute over six tonnes of food each month, with over eighty regular volunteers supporting and helping local people just in the Morecambe bay area alone."

With Morecambe only a short distance from WCF Fuels NW, the team decided it was the ideal location to support and delivered over £400 worth of essentials as well as funds raised by its fantastic customers.

Dropping off the collection on behalf of the team of WCF Fuels NW (l-r) Pippa Scott, sales & marketing, Mick Drelincourt, business development manager and Gemma Hogg, general manager.

Read all these stories and more in full at www.fueloilnews.co.uk and send your latest news to claudia@fueloilnews.co.uk or margaret@fueloilnews.co.uk



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BoilerJuice: revolutionising operations

BOILERJUICE IS ONE OF THE LEADING HEATING OIL MARKETPLACE WEBSITES IN THE UK. ESTABLISHED IN 2004, THE COMPANY DELIVERS MILLIONS OF LITRES OF HEATING OIL TO THOUSANDS OF CUSTOMERS EVERY WEEK.

CLAUDIA WEEKS, CONTENT EDITOR FOR FUEL OIL NEWS, SPOKE WITH **TIM BUCKMAN**, CEO AT BOILERJUICE AND **ZOE BLACKHALL**, HEAD OF SUPPLY, ABOUT BUSINESS OPERATIONS AND TO HEAR ABOUT THEIR EXCITING PLANS FOR THE FUTURE.

A brief history

BoilerJuice was founded in 2004, nearly 20 years ago, by a group of friends who wanted to make ordering heating oil easier, cheaper, and more convenient.

“Back in 2004 our proposition was unique in that, for the first-time, customers and distributors could order and manage their orders online,” begins Tim Buckman, CEO at BoilerJuice. “20 years on, ordering any kind of product online is almost a given, but our purpose is much the same, to save customers time and money on their heating oil and provide for distributors the simplest, most cost-effective route to the domestic heating market.”

“Over the years the company has grown from a few thousand customers and a handful of suppliers and staff to over 200,000 customers, 90 staff, and 190+ suppliers. The growth has been fuelled by a continuous investment in technology, people and marketing; building the brand and proposition to customers and fuel distributors.”

“Our value proposition has evolved over time, from having a very transactional relationship with customers and suppliers to a more service-driven relationship, fuel monitoring, automatic ordering and budgeting plans on the customer side, and a much more consultative, supporting role on the supply side.”

The founding ethos

Tim goes on to explain that one of the founding members, Paul Ward, is still closely linked to the business: “The business was founded by Paul Ward, a talented entrepreneur who remains close to the business today. We have several long-serving employees who worked with Paul, mainly in our tech team, identifiable by a few more grey hairs than most.”

“We try and keep that entrepreneurial spirit in the business, encouraging our team to behave like an owner and do the right thing for our customers and suppliers. The ‘founders award for being f***ing awesome’ is a monthly highlight amongst the team!”

Industry role

Zoe Blackhall, head of supply, explains how BoilerJuice sees its role within the fuel distribution industry and how they work with



the distributors themselves.

“I joined BoilerJuice at Christmas in 2021 and since then we have taken a fresh and transparent approach to how we collaborate with our suppliers; we can bring great value and insights to both suppliers and the industry alike. We focus on building great relationships with our suppliers to help achieve their individual objectives and we recognise those who help us to achieve great service for our customers.”

“Since the spring we’ve taken on extensive feedback, invested heavily in our Supply Team, and rolled out over 100 changes and developments to our platform – and that’s us just getting started!

“We are very dedicated to working with the industry and suppliers. Which brings me on to a fantastic announcement that we’d like to share, we’re now a full member of UKIFDA!”

Challenging time for all

The last few years has been a challenging time for all in fuel distribution. “I think it has been a challenging few years in general,” Zoe agrees. “I have spent 20 years in supply chain and logistics, including import and export, so I can testify to the adversity and disruption we’ve seen these last 3 years. However, with each challenge comes an opportunity to learn, adapt and move forward, they are the things that get us out of bed in the morning.”

Tim adds: “Many challenges are not unique to the liquid fuel industry and will present headwinds over the next couple of years such as inflation, cost of capital, hiring and retaining great people, be that drivers or developers.”

“Transition to net zero is a more specific challenge, but it’s been great to see positive progress with the HVO trials and we look forward to developing this proposition with our partners.”

Looking to the future

Tim is keen to highlight the positives in the future for BoilerJuice: “Customers will continue to want and expect greater services, more automation, simplicity – we are very focussed on this with our supply integrations, monitoring technology and the expansion of our servicing, maintenance, and homecare products.”

Zoe adds: “Of course, BoilerJuice doesn’t source fuel directly, but what we can do is offer orders to our suppliers which help them underpin security of supply. Additionally, our instant payment on delivery reinforces cashflow. We offer a variety of lead times so that each supplier can tailor their offering to their individual availability, and we work closely with them on any issues and potential impacts so that we can keep our customers well informed.”

“It only works if we work together.”

The customer choice

“The business has grown strongly over the years to the point where we have had over 200,000 customers ordering their heating oil with BoilerJuice in the last 12 months,” explains Tim. “And most of those customers return each year. In addition, we acquire tens of thousands of new customers each year. Word of mouth as well as online and email marketing all play a part in our customer growth.”

“We know customers value our easy-to-use website, UK-wide coverage, and competitive pricing – they choose us because we save them time and money and they get peace of mind when it comes to their home heating. Our customers know that every day they wake up, their heating will be there for them. Simple!”

“Suppliers choose BoilerJuice because we provide the simplest, most cost-effective route to the domestic heating market.”

Improving delivery efficiency

BoilerJuice is about to launch what3words and Zoe explains how this launch will revolutionise their operations: “One of the common challenges that we’ve found difficult to resolve in previous years is a failed or incorrect delivery due to suppliers not being able to locate the correct heating oil tank.”

“As you can imagine, this can be stressful for not only the customer who hasn’t had their

delivery, but also the supplier who can spend a long time searching for the tank location. As the first heating oil marketplace to work with what3words, we feel this is a huge change that will dramatically reduce delivery issues.

"We've recently launched what3words on the BoilerJuice website to improve our customer experience and to offer our suppliers exact and efficient delivery information.

"What3words is an easy way to identify precise locations. Every 3-metre square has been given a unique combination of three words: a what3words address. For example, the what3words address for the entrance to BoilerJuice in St Ives is ///fired.stamp.fuse. What3words is used for lots of things from facilitating rescues to fast food deliveries and is improving the delivery efficiencies of some of the biggest businesses in the world.

"BoilerJuice customers can input their what3words address for their precise tank location so delivery drivers can find exactly where they need to be with no extra directions.

"We have worked closely with what3words who have pre-built tools that can transcribe the 3-word address back into geocoordinates which can integrate into the suppliers' software. There is also a free app which is quick and easy to use.



"We've tested this with a few of our suppliers' drivers and the feedback was exceptionally positive!"

Heating oil – commodity or service?

Does the growth in online marketplaces mean that values like service and relationships are becoming less important than price?

"We don't see it that way," Tim replies. "Our customer retention has remained very consistent over time, however, since prices increased following Russia's invasion of Ukraine, we see much more 'shopping' – with customers getting multiple quotes before ordering. This is more a factor of high market prices and customers trying to buy at the right time with their chosen supplier than commoditisation.

"We have also seen record numbers of customers signing up to our service propositions

such as Payment Plan and Connected to help with budgeting. Whilst these changes in behaviours do present a risk to retention, we see good opportunity."

Aspirations, frustrations and innovations

Asked what the most enjoyable elements are of her job in this industry, Zoe replies: "Over the last year we have really enjoyed properly getting to know our supply base, listening to their aspirations and frustrations and finding innovative ways to make positive changes. Personally, I have loved building the new Supply Team here at BoilerJuice. We have a strong, highly motivated, and experienced team who are all solutions focussed. We want to align ourselves in supporting our suppliers to meet their goals.

"This coming year is more of the same; we will be out there meeting with our suppliers, more face-to-face time, more cups of tea, more thinking outside the box. We have so many exciting improvements in development which will make our platform more inclusive and slicker than ever before."

Fuel Oil News looks forward to future updates and to hearing how what3words is received by BoilerJuice customers.

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Ken Cronin interview

IN THE WINTER 2020 EDITION OF DOWNSTREAM, WE INTERVIEWED THE INCOMING UKIFDA CEO, **KEN CRONIN**, ABOUT HIS THOUGHTS AND ASPIRATIONS FOR HIS TIME AHEAD. THIS MONTH KEN CELEBRATES HIS SECOND-YEAR ANNIVERSARY. AS HE HEADS INTO HIS THIRD YEAR, WE ASK HIM TO DESCRIBE HIS EXPERIENCES TO DATE AND HIS AMBITIONS FOR THE FUTURE.

Q: Is it what you expected of the CEO role?

I have to say I was very well briefed before I started the role. The number one challenge was to move the narrative surrounding finding a solution to decarbonisation that will provide a choice to our customers. I believe we have successfully made gains over the first two years, and the Future Ready Fuel campaign is now delivering positive returns.

Having run a trade association and worked in the energy sector previously, I have been able to approach challenges with experience and plan for the obstacles and the future.

The mix of challenges, some known and some unknown, such as the red diesel changes, shortage of supply, invasion of Ukraine, cost of living and the political upheaval in the UK, plus the cancellation of two EXPOs due to the pandemic, all provided an interesting backdrop to my introduction to the industry.

It has also been interesting to experience the different reactions to the same policy issues in the various parts of the UK where some policy is devolved and, of course, Ireland which remains part of the EU.

All in all, I was, and still am, very pleased with the reception I received from UKIFDA members and their willingness to help.



Q: What has impressed you the most?

Firstly, my team. It is not easy transitioning from one CEO to the next, especially when decisions need to be made quickly and you have never met the guy on the other side of the screen. The team is brilliant, both in the UK and Ireland. I have also been really pleased with the industry's reaction to my requests for data when needed and the members' support of the Future Ready Fuel campaign – the engagement level has been very heartening.

Q: What have been the highlights so far?

There are quite a few. The main highlight has to be the industry coming together to refinance UKIFDA, which created a lump in my throat. I was delighted at the success of the virtual EXPO – like most things during the pandemic, it hadn't been tried before. Nothing can beat face-to-face interaction, so I was very glad that, in 2022, we were able to take the EXPO back to Liverpool.

I stood in the middle of the Liverpool Exhibition Centre at the start of EXPO week, and I must admit I was nervous about how we would fill such a large space, but we did, and, as you know, the feedback from this event has been exceptionally positive. The introduction of the two new awards at the 2022 EXPO was a highlight that means a lot to me. The Innovation and Young Person awards are key to moving the industry forward.

The other big highlight has been our progress on future fuels. It was clear to me from the beginning that we have one significant advantage – we know our customers, and we have enlisted their help to help them to make a realistic choice in how they decarbonise their homes. The Future Ready Fuel website launch, in partnership with OFTEC, has been very successful. Over 10% of the population of oil users in England and Wales has visited the website, and we know from feedback that many have been very active in engaging with government and local MPs – this is a solid foundation on which to build in 2023.

In Ireland, we have made progress with the launch of the Alliance for Zero Carbon Heating and the AECOM report.



Q: ...and the frustrations?

Without a doubt, the first six months when I couldn't get out to meet people. The lack of data has been a real drawback, but we have worked hard to build up our data resources and we've made good progress. I'm looking forward to developing this aspect further in 2023.

Q: Data seems to be one of your core themes – why?

As we all know, data is essential for decision-making, building arguments and proposing new pathways – it enables us to deliver evidence-based content to illustrate a point of view. The lack of data held by UKIFDA and, surprisingly, the government has made a number of decisions and actions difficult to deliver.

A good example is the number of non-domestic heating oil customers in the UK. Not knowing this number has complicated the delivery of this winter's Alternative Fuel Payment. Data is also needed to help deliver the decarbonisation strategy and I am determined to work with the industry to improve the data that is sourced and held. In 2023 I will launch the UKIFDA data project.

Q: How is the relationship between governments and industry?

I believe this has improved significantly in the UK over the last two years and progress is being made in Ireland. Working together to battle the cost of living issues has helped the relationship and we also, fundamentally, want the same result, which is to help customers to decarbonise in a reasonable timescale and cost. We still have our differences in terms of the scale of the challenge and the part future renewable liquid fuels will play – but we have made good progress with this relationship. As mentioned above, we must be prepared to provide more data to help with decision-making, especially regarding critical aspects such as supply shortages.

In Ireland, most of UKIFDA's activities have been through the Zero Carbon Heating Alliance, which is doing an excellent job of influencing the Irish government policy.

Q: You have worked closely with other organisations too?

Yes, there are some excellent trade associations which represent different parts of the industry. We have built a particularly strong relationship with OFTEC in the UK, with which we launched the Future Ready Fuel campaign – reaching 100,000 website visitors in the first full year has been a great achievement. Our main relationship in Ireland is with Fuels for Ireland, which has taken a lead role in influencing government policy on decarbonisation, and we work closely with the Northern Ireland Federation on all aspects of supply and decarbonisation.

Q: What are your key themes and objectives for 2023?

Building on the last two years:

1. Working with government to ensure all our customers receive the Alternative Fuel Payment as efficiently as possible and to identify how we can make this a much easier process in future years, if needed.
2. A successful new concept 2023 UKIFDA show and conference. We have taken on board the need to intersperse the significant financial commitments of a large format EXPO with the need to meet as an industry at least once a year. I have been delighted with the response to this new idea, which has already achieved a fully subscribed exhibition and strong delegate and dinner sales.
3. To get renewable liquid fuels established as a part of government policy in the UK and Ireland and to agree on how this will be implemented.
4. To launch a data project which will encompass all aspects of our industry. It will review what data already exists, its accuracy, and identify what data we need for the future.
5. To continue in our quest to improve our understanding of supply and demand dynamics.
6. Most importantly, to develop UKIFDA for its members, the sector and the consumers that rely on our members.





Future Fuels – 2023

In May 2021, UKIFDA and OFTEC launched the Future Ready Fuel campaign in the UK with the primary objective of making HVO an approved renewable liquid fuel for home heating. We planned to achieve this by increasing the level of interest and knowledge among consumers, local MPs, the government and policymakers about how this renewable

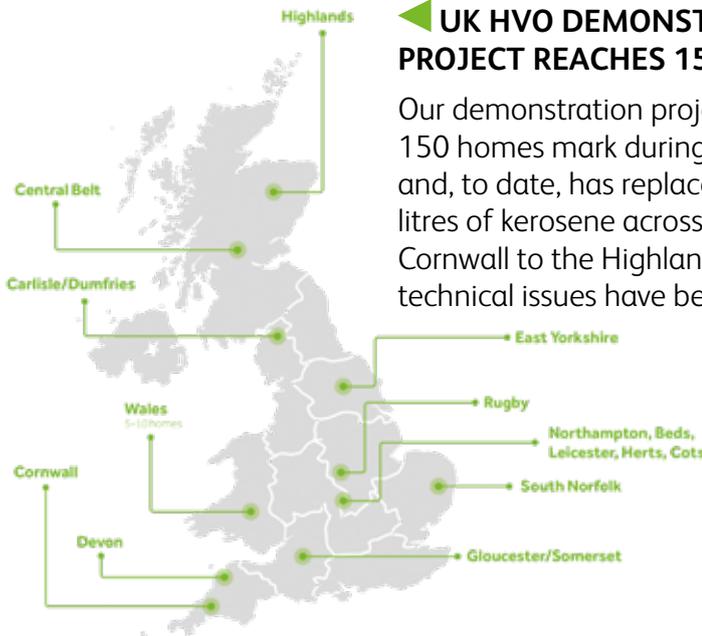
liquid fuel could meet decarbonisation targets at a lower cost and with less disruption than installing an air source heat pump (ASHP).

Similarly in 2022, alongside our partner in Ireland, Fuels for Ireland, the three organisations set up the Alliance for Zero Carbon Heating (TAZCH).

2022 was an important foundational year for this project in both the UK and Ireland:

UK HVO DEMONSTRATION PROJECT REACHES 150

Our demonstration project passed the 150 homes mark during autumn 2022 and, to date, has replaced over 300,000 litres of kerosene across the UK from Cornwall to the Highlands. No major technical issues have been noted.



FUTURE READY FUEL WEBSITE CUSTOMER VISITS EXCEED 100,000

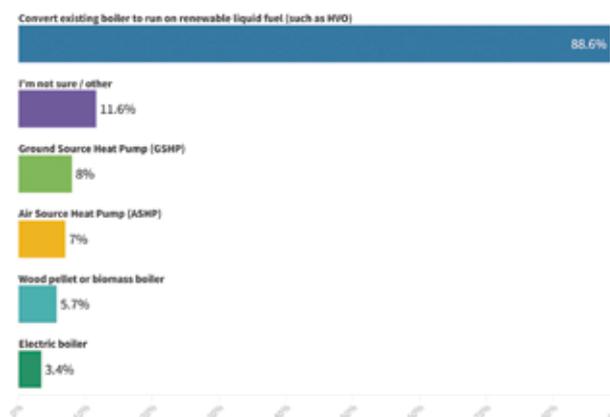
- Over **113,000** people have visited the site since its launch in early May 2021.
 - Over **10,000** people have sent emails requesting further updates.
 - MP letters have been downloaded **2,400** times.
 - **5,000** people have joined the mailing list.
- Visit it here <https://futurereadyfuel.info/>

WE ASKED OUR CUSTOMERS THEIR OPINION

- **96%** are interested in reducing carbon emissions.
- **98%** say HVO incentives should apply to home heating.
- **97%** think they should decide which heating system is most suitable for their homes.
- **89%** would convert their existing boiler to a renewable liquid.
- **89%** are concerned that off-grid properties will be treated unfairly.

If you were given a choice, which of the following low carbon heating systems would you prefer to install in your home?

Respondents: 1,385



Source: Future Ready Fuel Household Survey, Malchimp (2022)



News story

Government accepts recommendations on import measures for Biodiesel and Wire Rod

Recommendations on anti-dumping and countervailing measures on imports of Biodiesel and on anti-dumping measures on imports of Wire Rod have been accepted.

From: [Trade Remedies Authority](#)

▲ REMOVAL OF IMPORT TARIFFS IN UK

After reviewing the measures on biodiesel imports, which were transitioned from the European Union system when the UK left the EU, the TRA recommended that tariffs on imports of hydrotreated vegetable oils (HVO) biodiesel be removed. The UK has an established FAME production industry but no domestic HVO production. The UK’s FAME production will continue to be protected from dumped and subsidised biodiesel exported from the USA (and in some cases consigned from Canada). This means HVO from these countries can be imported, benefiting the UK’s agricultural and transport industries and users of oil-fired heating.

▼ LAUNCH OF AECOM REPORT IN IRELAND

The report identifies that using bioliquid blends (such as B50K and B30K) in existing kerosene-based home heating systems is a viable transition away from complete reliance on kerosene oil and offers significant carbon savings in a short time frame. Its analysis found that a 50% bioliquid/kerosene blend would be optimal for the transition. The report also found that a massive emissions reduction of up to 86% could be achieved by using hydrotreated vegetable oil for home heating.



▼ SENIOR CONSERVATIVE MP PROPOSES NEW PARLIAMENTARY BILL

Following a visit to the “HVO Village “ of Kehelland in Cornwall, George Eustice proposes a new bill in parliament to support the introduction of renewable liquid fuels for home heating.





The Alliance for Zero Carbon Heating

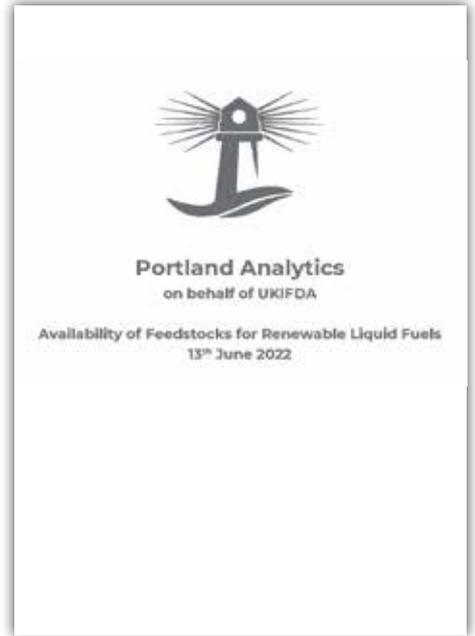
IRISH GOVERNMENT CONFIRM FULL RELIEF FOR BIOFUELS FROM MINERAL OIL TAX

Minister Donohoe outlined the provisions of the Finance Act 1999, which stipulates that a Mineral Oil Tax (MOT) – comprising a carbon and non-carbon component – be applied to petrol, diesel and kerosene. He said. “Where a biofuel is used for non-propellant purposes such as heating, the MOT rate of €111.14 per 1,000 litres, is therefore fully relieved. With regard to blended fuels produced partially from biomass, the relief applies to the portion of fuel that meets the biofuel criteria set out in MOT legislation.” Minister Donohoe stated that the MOT carbon tax relief for biofuels is intended to promote a “higher level of biofuel usage” in transport and heating.

RAYBURN LAUNCH HVO APPLIANCE

The new Rayburn Heatranger, which has been specially designed to run on hydrotreated vegetable oil (HVO), has been installed at the offices of fuel distributor Mitchell & Webber.

The new model, available to purchase now, has been specially manufactured by Rayburn to run on HVO out of the box – meaning this appliance can immediately deliver reduced carbon emissions of 88%.



RENEWABLE LIQUID FUEL AVAILABILITY TO FAR OUTWEIGH POTENTIAL DEMAND

A major new report by Portland Analytics found that the potential availability of renewable liquid fuel (RLF) in Europe and North America, based on projected feedstocks, will far outweigh potential demand, in both Ireland and UK, by 2030.

The gap created means that there will be more than enough RLF to heat the UK and Ireland’s 2.2m off-grid homes that use heating oil, replacing the current fossil fuel and achieving a carbon saving of up to 88%.



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Key asks of Government in 2023

UK

The government has proposed to ban new oil boilers by 2026 and replace them with a heat pump first methodology, but it has now acknowledged that at least 20% of off the gas grid homes will not be suitable for heat pumps.

The industry believes this will be a much higher percentage. The average cost of an air source heat pump (ASHP) installation under the new boiler upgrade scheme (BUS) is £12,938.¹ In order to maximise heat pump performance and avoid excessive running costs, additional energy efficiency measures will be necessary for rural homes that are in the lowest energy efficiency bands. Based on government statistics, the costs of improving an average home that is off the gas grid to EPC band C from a band E would be £12,300, and from a band F and G £18,300.² Of all off-grid oil heated homes, 65% are within these bands. Therefore, the cost will range from £20,000 to £30,000, well beyond most homeowners financial capabilities.

The current cost of HVO and other renewable liquid fuels is significantly higher than heating oil under normal market conditions (i.e., ignoring recent price increases), which is an obstacle to consumer uptake. The Department for Transport incentivises the use of the same fuels in transport and aviation through the Renewable Transport Fuel Obligation (RTFO),

which reduces the cost significantly to the end user. A simple expansion of the RTFO into a sector-wide Renewable Liquid Fuel Obligation (RLFO) encompassing oil-heated homes would reduce the cost significantly to rural homes and businesses. There is no cost to the government for this action.

If the RTFO expansion route is not possible, a mirror of the RTFO, specifically for home heating purposes and connected to the RTFO, could be a possibility.

Counterintuitively, HVO for home heating currently attracts a fuel duty administered by the Treasury (c10p per litre). In contrast, heating oil does not – removal of this anomaly would also reduce the cost to home heating oil users and, again, at no cost to the government (because currently, HVO is not used commercially for heating purposes and generates no tax revenue).

Ireland

In response and recognition of the requirement for an operational support mechanism, the Irish Government recently agreed to introduce a Renewable Heat Obligation Scheme by 2024. This obligation will incentivise suppliers of all fuels in the heat sector to ensure that a certain proportion of the energy supplied is renewable. The government has said that sustainability must remain a key consideration and the

design of policies will focus on the need to avoid negatively impacting biodiversity, land use and food security. We feel strongly that biofuels must be included as one of the available technologies to meet this obligation.

Data

UKIFDA and OFTEC have mapped realistic and highly conservative rollout scenarios in the UK to ascertain total carbon saved and cost to the consumer (upfront and ongoing) of a heat pump solution and a direct HVO replacement. Using current electricity and kerosene prices and carbon emission forecasts for electricity by the Climate Change Committee, the comparison for a single home is in the table below:

We have also forecast this for all oil-heated homes in England and Wales from 2024 to 2037. The model compares the counterfactual do nothing, a 5-year roll-out for HVO with current policy, the government estimate of 7% per annum roll-out for heat pumps and an HVO option which includes the current RTFO benefits afforded to the transport, mobile machinery and aircraft sector extended to home heating as an all-encompassing Renewable Liquid Fuel Obligation (RLFO) and zero duty being applied to HVO as it currently is for heating oil:

1 <https://www.gov.uk/government/statistics/boiler-upgrade-scheme-statistics-august-2022>
2 <https://questions-statements.parliament.uk/written-questions/detail/2020-09-24/95177>

Cost of converting one home in 2024 into HVO/ASHP and running to 2037

	Kerosene	HVO	ASHP	HVO under a new RLFO & no duty
Upfront Cost (£)		500	20,500	500
Total Running Costs (£)	20,723	39,065	36,974	18,859
Total Costs (£)	20,723	39,565	57,474	19,359
Carbon Produced (kg)	66,926	7,159	3,687	7,159
Carbon Saved (kg)		59,768	63,240	59,768
Cost of carbon saved (£/kg)		0.66	0.91	0.32

Cost of converting all England & Wales homes either into HVO or ASHP

	Do Nothing (kerosene)	5-year conversion to HVO	5-year conversion to HVO under a new RLFO & no duty	Conversion to ASHP (7% pa)
Upfront Cost (£bn)		0.42	0.42	17.04
Total Running Costs HVO/ASHP (£bn)		28.31	13.67	16.46
Total Running Costs remaining oil (£bn)	17.58	2.51	2.51	8.35
Total Costs (£bn)	17.58	31.25	16.60	41.85
Additional Cost/ (Saving) against do nothing (£bn)		13.67	-3.90	24.28
Carbon Emitted Inc remaining oil (bn KG)	56.76	13.29	13.29	27.94
Carbon Saved against do nothing (tonnes)		43.47	43.47	28.82
Cost of carbon saved (£/kg)		0.31	-0.09	0.84

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Greenergy

Rachel Bligh, IT Manager - Logistics



Learn more at:

www.amcsgroup.com/industries/fuel-distribution



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UKIFDA Show and Conference

Following the very successful virtual EXPO in 2021 and the reunion EXPO in Liverpool in 2022, we talked to as many companies and individuals as possible about the type of UKIFDA events required for the future. It was clear that all respondees wanted an annual event where they could exhibit, network and learn more about what is happening in the industry. It was also apparent that holding a major annual exhibition was becoming less cost effective for some exhibitors.

Taking all the feedback onboard, UKIFDA decided to hold annual events in a two-year cycle – a large exhibition one year followed by a smaller event the following year – out of which the UKIFDA Show and Conference was born.

In addition to annual events following the pandemic, we have reinstated a number of face-to-face events, including the health and safety forum and the regional meetings.

The first UKIFDA Show & Conference will take place on 10th May 2023 at CBS Arena, Coventry (formerly the Ricoh Arena). For the convenience of those attending, there is an onsite hotel, several bars and a casino. You can find out more about this event at www.ukifda.org/ukifda-events

It's a great pleasure to announce that Phillips 66 has again agreed to be the headline sponsor. This new format event will consist of 42 exhibitors, a one-day conference and a dinner and awards ceremony for up to 500 people – all pulled together with the support of the hugely interactive and popular WHOVA event App. The exhibition is already sold out, and dinner and delegate tickets will become a rarity before Easter – so please book now.

Commenting on the new event format, Geoff Henderson, wholesale business manager, Phillips 66 Limited, said: "We, at Phillips 66 Limited, are delighted to support UKIFDA Show & Conference 2023 and to once again be the headline sponsor. It is the liquid fuel distribution industry's premier event and provides a unique opportunity for our community to come together to celebrate excellence and showcase innovation. We are very much looking forward to welcoming our customers to the CBS Arena in Coventry this year."

The conference

The theme for this year's conference is multi-faceted. Topics will cover the issues that have impacted the industry over the last year, the ones influencing and those driving the industry forward. Included will be presentations and roundtables on:

- Data
- Renewable liquid fuels
- Fuel duty and fuel theft
- Fuel poverty
- Supply, prices and demand dynamics
- Future of truck technology
- Recruitment in an age of high employment

EXHIBITORS



Pre-dinner reception

At the pre-dinner drinks, sponsored by Fox Insights (the digital and data analytics company), a number of the award winners will be announced, and we will be entertained by soothing live orchestral music and, of course, a glass of bubbles.



Sylvia Kerscher, head of sales at FoxInsights commented:

“The UKIFDA Show and Conference is always an insightful event providing the opportunity to get together with those in liquid fuel distribution. This year we’re pleased to be sponsoring the all-important drinks reception! At the core of our business, we’re driven by the sustainable and efficient use of time, which ultimately allows our partners to enjoy such events while their business processes are all taken care of. Therefore, we look forward to meeting everyone there, networking, sharing knowledge, and discovering the sector’s latest innovations, of which we will be bringing our very latest as well, in a more relaxed way.”

Dinner

The UKIFDA Show Dinner, sponsored by fuel supplier, Mabanaft, will be held in the Premier Lounge at the CBS Arena overlooking the pitch. An after-dinner speaker will follow a delicious three-course meal, and the all-important awards presentations will bring the event to a close.



Claire Charlton, head of sales & marketing, Mabanaft commented:

“Mabanaft is delighted to be sponsoring the UKIFDA Show 2023 Dinner.”



UKIFDA Young Person of the Year Award 2022

Awards

Six awards will be presented throughout the evening recognising the talent, hard work and forward thinking within this sector.

- **Driver of the Year** – sponsored by OAMPS
- **Depot of the Year** – sponsored by Penn Underwriting
- **Green Award** – sponsored by Oilshield
- **Innovation Award** – sponsored by Fuel Oil News
- **Customer Service Award** – sponsored by Worldpay from FIS
- **Young Person of the Year** – sponsored by UKIFDA

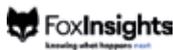
Entry to awards is open to all UKIFDA members and this year, for the first time, the Green Award, sponsored by Oilshield, and the Innovation Award, sponsored by Fuel Oil News, are open to non-members where a member is able to nominate a company for its outstanding contribution to the industry. And, as part of our continuous development plan, non-members that win will be given the opportunity to exhibit in 2024.

Book now!

Dawn Shakespeare, UKIFDA’s head of events, commented: “Last year, we had to turn away a lot of people from the dinner. As a result, we have found a bigger venue, but tickets are in high demand and we advise everyone to book early – because when they are gone, they are gone!”

To book delegate tickets for the UKIFDA Show & Conference 2023 and Show Dinner tickets, please email UKIFDA Membership and Events Manager Dawn Shakespeare at ds@UKIFDA.org

SPONSORS









UKIFDA Show & Conference 2023

May 10th 2023 | CBS Arena, Coventry

Sponsored by



A DAY IN THE LIFE...

Jane Scarlett

WELCOME TO OUR FEATURE WHERE PEOPLE FROM MANY DIFFERENT ROLES IN THIS INDUSTRY WILL TAKE YOU THROUGH A TYPICAL DAY IN THEIR WORKING LIFE. THIS FEBRUARY, FUEL OIL NEWS SPEAKS WITH **JANE SCARLETT**, BUSINESS DEVELOPMENT MANAGER AT RAWLINGS FUELS, TO DISCOVER HOW JANE SPENDS A TYPICAL DAY.



We originally heard from Jane in our January issue when she spoke passionately about how she is coping with her recent diagnosis of early onset dementia and what it means for her role in the business. Businesses can be of vital importance in supporting their employees with early onset dementia and the article can be read in full online:

<https://fueloilnews.co.uk/2022/12/rawlings-fuels-support-takes-the-fear-out-of-dementia-diagnosis/>

MY ALARM GOES OFF AT...

4.30am!

THE FIRST THING I DO IS

The first thing I do when I wake up is to make breakfast for my uncle who I care for and to make sure that he's okay.

I PREPARE FOR THE DAY AHEAD BY

Time management plays a big part in my role. I make sure I have everything I need, check emails, my calendar, laptop, business cards, mobile phone and route my journeys.

I CAN'T LEAVE THE HOUSE WITHOUT

My mobile phone.

MY TYPICAL DAY

Being a business development manager means that every day is different so it's not really possible to describe a typical day! I could be in the office, out on the road, or working from home.

My main responsibilities are to identify new business opportunities, new partnerships, or products and then to nurture and develop relationships with new and existing clients.

My day is predominately spent looking for and talking to lots of different people in a variety of different businesses either selling our products to these companies or seeing if what they have to offer could fit in with our business. This could be done by a phone, email or attending a face-to-face meetings.



MY MOST MEMORABLE WORK MOMENT

When I went to a prospect no one thought I would get and walked out with an order!

THE WORST PART OF MY JOB

Traveling on the M25.

THE BEST PART OF MY JOB

The interaction with such a variety of people.

I RELAX AFTER WORK BY

It depends on the season. In the summer, I relax after work by riding my horse. In the winter you will most likely see me snuggled up on the settee with the dog, reading a book or watching TV.

MY FAVOURITE MEAL IS

My evening meal which is usually prepared by my husband.

ON MY BEDSIDE TABLE IS

A photo of my family.

THE LAST THING I DO EACH DAY IS

Check on my uncle and let the dog out.

I'M NORMALLY IN BED BY

I'm normally in bed by 10.30pm/11pm.

In review: the 2022 tanker market



A challenging year

“2022 was a challenging year for many reasons,” explains RTN’s retail sales executive, Adrian Mason. “Availability of parts on the chassis manufacturer’s front meant that a lot of chassis build dates slipped. This is obviously very challenging when we make barrels and order bottom loading equipment for chassis that we expect on a certain date. The impact can be hard to overcome because that single, late chassis still needs to be built at some stage and how do we fit it back into an already full order bank? Now, multiply the chassis to every chassis expected in a calendar year and you will understand how hard the year has been.”

“Our relationship with GD and Mellors is extremely important because they get the chassis for SLP upgrade before we do. This helps forward planning immensely and allows us to move the builds around and get a barrel ready for a chassis that’s actually coming to us in the near future (generally around four weeks later), rather than concentrating on making barrels for a chassis that is delayed. This will roll into 2023 and 2024 so it will change the way we work as a company until we feel the manufacturers are back up to speed and chassis arrive on time.”

Jonny Morrow of Morrow Tanker Services was very positive as he considered the past year: “2022 has been a great year for Morrow Tanker Services.

“Coming out of the post Brexit/Covid ‘nightmare’, we have seen the supply chain of goods return to an acceptable level, with lead times and the cost escalation of materials thankfully levelling off.”

However, Jonny also highlighted the concern over long lead times on chassis explaining how Morrow has addressed the issue: “Most chassis manufacturers are still quoting long lead times but, to alleviate the delay, we have a good number of chassis pre-

ordered to substantially reduce delivery time. We can slot in builds with standard hardware equipment such as barrels etc. and then customise the metering equipment and so on to the individual customer when the tanker sells.

“Lead times with us would be better than most of our competitors as we are more flexible to customer demands. Throughout 2022 we were on time with delivery and even early on some tankers.

Supply concerns easing

Despite having cited chassis availability as 2022’s biggest challenge, Adrian is seeing an improvement in supply: “Chassis are starting to come through on a more regular basis now, including our own stock chassis.”

Whilst some struggled to get chassis and other vital parts across the year, Cobo Tankers and Services hasn’t had a big issue with the supply chain, as Joby Clark, sales and project engineer, explains: “Axle lead times have increased, and we have had to purchase aluminium on the spot market and accept the quoted price. However, aluminium has started to stabilise, and our purchasing team can now forecast purchase.”

Pricing, and the overall cost of components, particularly aluminium, has been a particular issue for the company, as Joby points out: “The shock price increase in all components because of the war in Ukraine

means we have had to continuously look at our costs. But we do have a great handle on the exact cost of a tanker that comes out of the factory and can analyse this.

“The biggest fluctuation is in the cost of aluminium, but customers seem to understand this and are willing to look at the price when we’re ready to build.”

Fluctuating component costs

It’s the same at RTN, where Adrian is hoping that aluminium prices will stabilise this year and also highlighted the challenge of fluctuating prices: “Parts availability has certainly improved slightly, but we would like to see some consistency on pricing. Rising costs for every product from LED lights to bottom loading equipment, have all increased over the last 12 months.”

And when it comes to cost, Adrian believes it pays to shop around: “We have a highly motivated buying team that constantly checks prices to make sure we’re getting the best deals.”

Increased demand for used

Jonny Morrow noted one positive development in 2022: “We’ve noticed an increased demand for fresh, used tankers in 2022. Through our downstream oil industry contacts in the UK and Ireland, we’re able to source high quality stock and then put them through our dedicated workshop for a multi-point check, on not only the pumping and metering system, but the entire truck. We can also offer a full repainting and livery service.

“This is a viable alternative to a new tanker, with sometimes, a reduced lead time and more importantly, reduced cost. We also still offer our very popular tanker remounting service, which provides a reduction in cost compared with a new build.

Cobo, also flagged another highlight of a





at RTN with some stock builds still available for 2023. “Most distributors have had the forethought and ordered early, generally 12 months in advance,” explains Adrian.

But if you’re looking for a new build, the general advice is not to delay and to get in touch as soon as possible.

“The biggest hurdle is still going to be chassis delivery,” highlights Joby. “For every year that goes by with vehicles not being replaced as required, their fleets are going to get older, especially if the current replacement units are used for expansion.

“If companies are looking at expansion, then they really have to be bold with ordering. With truck lead times as they are, it isn’t likely they will see a unit OTR for at least 12 months.”

Looking ahead

With the tanker market busier than ever Adrian also flagged concerns over resource: “Staff shortages have also been an issue in 2022. We’re always looking for more skilled fitters, electricians and painters, and finding the right people locally isn’t easy and something we must address in 2023, with the current workload and order bank looking very healthy going forward.



Looking at 2023 Joby is clearly confident: “It’s looking like another conquest year! We’ve taken on some new customers and we’re looking forward to working with them and showing them what we can do, as well as keeping our existing customers happy.”

With the RTN order book already very busy, Adrian agrees: “We look forward to 2023 and helping our customers to further growth.”

And Jonny ends on a very positive note: “It’s been a very mild winter up to now, but we’re still looking forward to 2023 with optimism as our order book is filling up nicely and we’re trying to not to listen to the depressing media hype about recessions and another downturn.

“Best wishes to everyone for 2023.”

great year, which was being able to meet up in person at the UKIFDA EXPO. “It was great to be able to see everyone again,” Joby commented.

Lead times

In terms of lead times, Cobo has never busier. “With a great order book for rigid tankers, we have a baseline of orders right through until 2024,” says Joby.

“For new build tankers, we’re currently looking at around June for delivery.”

The order book is also looking healthy



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Stephen Keep, tanker driver: 'Tanker driving has been his whole world'

BACK IN 1982, THE COVER OF THE FEBRUARY ISSUE OF FUEL OIL NEWS FEATURED A LEARNER DRIVER GUIDING A FUEL TANKER FITTED WITH SKID CHAINS THROUGH DEEP SNOW. FROM THE MOMENT CAPTURED IN THE COVER IMAGE, **STEVE KEEP**, THE DRIVER AT THE WHEEL, CONTINUED AS A TANKER DRIVER FOR ALMOST 4 DECADES WORKING FOR COMPANIES SUCH AS BWOC, BRITISH FUELS, CPL, REPSOL, HOLDEN FUELS AND HOYER AND ONLY RETIRING IN RECENT YEARS.

WE WERE DELIGHTED TO HEAR FROM STEVE'S DAUGHTER LOUISE WHO IS FOLLOWING IN HER FATHER'S FOOTSTEPS. AFTER SUCCESSFULLY COMPLETING HER THEORY TESTS LAST SUMMER, LOUISE PASSED HER HGV TEST TOWARDS THE END OF LAST YEAR, JOINING THE FAMILY CLASS ONE CLUB, AND HAS RECENTLY EMBARKED ON HER OWN DRIVING CAREER.

SPEAKING WITH LOUISE AND HER FATHER, STEVE, WE FIND OUT MORE ABOUT HIS CAREER FOLLOWING THAT FIRST INTREPID JOURNEY AND WHY LOUISE IS DETERMINED TO KEEP THE FAMILY DRIVING TRADITION GOING.

Steve takes us back to where his tanker driving story began

My family's involvement in the oil industry goes back to the winter of 1962-1963, which was one of the worst on record. My father John Walter Keep started a paraffin round in the local area using a 1954 Land Rover with a 200-gallon tank in the back to deliver 5 gallons or less to homes, first selling Shell Pink Paraffin then later Esso Blue Paraffin.

As a small boy, I loved to go out with dad in the Land Rover. My uncle also had a paraffin round a few miles away.

In 1970 dad bought a tanker to deliver domestic heating oil and, as a 10-year-old, I thought this was great and would go with him whenever I could. By the time I was 14 years old I could operate the tanker very competently and dad would chat to the customer, whilst I did the delivery. Dad would let me drive on farms, building sites, and even Portbury docks when they were being constructed.

One time, I drove on a rural road for a short distance, a 15-year-old, driving a HGV, carrying fuel – Oh they were very different times!

In 1981 Dad had not felt well for a while and his doctor told him to stop work so he asked me if I would like to drive for him. At that time I had been driving a 7.5 ton truck for a few years for a local haulage contractor.

In at the deep end

Without hesitating, I started for him in the November of that year and, on the day I started, there was 4 inches of snow on the ground.

Despite the snowstorm there were deliveries to be made and Dad put the HGV L plates on the tanker and said: "You can drive!"

Talk about in at the deep end! The tanker was a 1962 one. It had 2 x 500 gallon pots and 2 x 300 gallon pots (7200 litre total) and weighed approx. 12 ton and, with only 4 gears and no power steering, deliveries with difficult access were hard work.

The cab was a later one, replaced by Dad after the old one fell apart. Before it's replacement Dad would tell me as a young boy not to put my feet in the middle of the floor because there was no floor there. When it rained you got soaked from water off the tyres!

The picture on the cover of Fuel Oil News was not a stunt – I was driving for about 2 weeks with snow chains on as the caption for the cover image confirms.

FON Feb Issue 1982 – Cover caption
A J.W. Keep tanker pictured on the A.39 near Keynsham, Bristol, Avon during last month's snowy weather. As a point of interest for transport managers, the skid chains on the vehicle were purchased in 1972 at £21. Now, a set costs £180. Until this January the chains had only been used for one day, but since fitted last month they stayed on for two weeks.

Driver of the 'L' vehicle was Keep junior who can only be described as intrepid. We are pleased to report that he has now passed his Group 1 H.G.V. What Avon police had to say about companies sending 'L' drivers out in such conditions has not been recorded!

Qualified driver

Having begun in the aftermath of a snowstorm, it seems snow was destined to play a key part in Steve's tanker driving career as he explains. I took a one-week HGV class 1 course in December, but my test was cancelled due to bad snow. I passed my test first time in early January 1982 and, once again, it was with snow on the ground.





Steve's Hoyer tanker pictured at Abergavenny Service Station, just before the ESO tiger livery was removed, when it stopped being used.

I drove for Dad until his sudden death in April 1983 from a heart attack. He was only 50 years old. My mother Sylvia and I ran the business until my younger brother Mike joined later that year.

Big dreams

I had already decided I would like to drive a big truck, so went to work for Argotill Petroleum (part of the BWOC group in Weston super Mare). We had already dealt with BWOC for many years, so a job there was easy to come by.

Always keen to pursue my dreams, the next step for me was to have my own vehicle. I had always longed to drive my own truck so, in 1988, I bought a 16-ton rigid on general haulage, but the recession of 1992 meant all my work dried up presenting a massive challenge.

In a fortunate quirk of timing it was around that time that my mother decided to retire, so I re-joined the family firm and ran it with my brother Mike until 1997 when we were approached by NWF Fuels Group who bought us out.

I stayed with NWF at Yate for a few months during the handover, after which I joined British Fuels at Avonmouth, who were taken over by CPL and we moved to the Murco terminal at Westerleigh. I then spent 2 years with Repsol Petroleum at Avonmouth until Repsol withdrew from the UK.

Time for a change of wheels

In 2002, with a 3-year-old daughter Louise and my wife Julie a full-time housewife, I decided I needed more money and applied for and landed a job with Hoyer UK, driving a 44-ton tanker on the ESO retail fuel contract. I was working a 12-hour shift system, days and nights. The work was hard, but the pay was good. In 2018, just after a short illness that meant a week in hospital for me, Hoyer offered redundancies due to a contract change so I took this and left the company in September that year.

Retiring at 58 years old was great, giving me time to spend on my classic cars as well as a newfound hobby – a motorhome which my wife and I both love. We have just come back from a month-long trip to France, Spain, and Portugal – a round trip of 2600 miles.

A changed industry

When I started out in the fuel industry, 40 years ago, things were very different to how they are today in terms of health and safety, PPE, rules and regulations, driver's hours, and now the cost of fuel. What my dad



A photo of Steve at 21 years old taken the same week as the FON cover photo. It was taken on the service road at Lulsgate Airport, Bristol where Steve was delivering heating oil to an aircraft maintenance hangar and had to shovel the snow away to get through. "The snow on the cab roof was there for 2 weeks – not because the roof insulation was good, but the heater was rubbish!"

would have said about it all – I don't know. (Well, maybe I do, but we could not print it!).

It seems that, despite so many changes in the industry since Steve's driving career began back in the snowy winter of 1981 / 82, his daughter Louise has not been deterred from following in his footsteps. Inspired by Steve's stories of his time in the industry, Louise recently secured her first driving position after passing her HGV test first time late last year and is already loving her job: "I'm driving a range of vehicles on my contract – 18T rigid right through to 44T arctics. I'm not sure where driving will take me but I know I've always thought I'd get my license at some point. Now that I'm actually on that journey, I'm excited to see where it'll take me, and I know I'm lucky to have an excellent mentor along the way."

We have thoroughly enjoyed hearing Steve's reminiscences of his time driving in the industry and wish him a very happy retirement. We look forward to hearing more from Louise as she begins her own journey.



The A J W Keep tanker, made famous by its FON cover appearance, on the day of its MOT – painted, cleaned, and serviced ready for a busy winter.

The Trident metering system



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The unique design also means that the system is smaller and lighter, with less parts used.

For further details of this new system contact Shaun Harte on 07799463636

Or email shaunharte@aol.com



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FUEL OIL DISTRIBUTORS

UK MAINLAND

2023	2022	COMPANY	NUMBER OF TANKERS
1	1	Certas Energy	900
2	2	Watson Fuels	295
3	3	NWF Fuels	173
4	4	Rix Petroleum	115
5	5	Goff Petroleum	114
6	6	Your NRG	104
=7	9	Johnston Oils	81
=7	7	WCF Fuels	81
9	8	Crown Oil	80
10	10	Ford Fuel Oils	72
11	=14	New Era Fuels	59
12	=11	WP Group	54
13	=11	Oilfast	50
14	13	Mitchell & Webber	49
15	17	Highland Fuels	48
=16	=14	Barton Petroleum	45
=16	=14	Craggs Energy Group	45
18	18	Carrs Billington	42
19	20	Oil4Wales	42
20	19	Gleaner	41

Distributors are ranked by number of tankers as supplied to Fuel Oil News in January 2023

If you feel you should be included in the above list, which is also published on fueloilnews.co.uk please contact margaret@fueloilnews.co.uk with your latest tanker fleet number



PORTLAND MARKET REPORT

JANUARY
IN VIEW

PREDICTING THE UNPREDICTABLE: OIL PRICES PAST AND FUTURE

It's the new year so time for our annual review of the last 12 months, with some forward-looking predictions thrown in for good measure. In last year's report we once again correctly predicted the direction of oil prices and indeed the scale of those price movements – even without the reckoning of the Ukrainian invasion (which no-one predicted). Nonetheless, we still forecast brutal price rises and the strong likelihood of a major price spike: "We can say that the supply-demand situation remains critical and in fact the danger of a major price spike looks more likely this year than it did in 2021". We pointed out that declining investment in oil production, coupled with rapid post-Covid demand recovery was putting huge pressure on prices. We also drew attention to the incredible situation with regards gas, which by January 22 (again, before the Ukrainian invasion) was already trading at stratospheric levels. We projected that this would encourage major energy users to switch away from gas (to oil), thus putting more pressure on the price of crude.

"DIESEL: THE STAND-OUT FUEL STORY OF 2023"

With a backdrop like that, it was little wonder that, when Russia invaded Ukraine, the effect on oil markets was seismic and crude had touched almost \$140 per barrel by March. However, if we actually consider the year as a whole, rather than the crazy months of the spring, the overall price trajectory of oil – whilst broadly in an upwards direction – wasn't perhaps as spectacular as might be assumed. On the first working day of 2022, the price of crude was \$77 per barrel and, yes, by March it had risen to \$138. But, by the final quarter of the year, prices were trending heavily downwards, such that, by the final working day of last year (30th Dec 2022), the price was actually 'only' \$86 per barrel – an inflation-matching increase of 12%.

The devil, however, is always in the detail and the \$ price of crude only tells a fraction of the whole story. The first factor that ensured the Great British public experienced more than a mere \$9 per barrel movement, was our old friend the exchange rate. Everyone knows the drill by now; oil is priced in \$, which means it has to be converted to £ when it is sold in the UK. On the 30th December 2022 (end of last year), the price of diesel was \$958 per tonne and the exchange rate was \$1.2029 to the £ GBP. That gave a price of £796 per tonne and a pence per litre (ppl) cost of 67.32. Now compare the year-end exchange rate to the same day 12 months earlier (30th Dec 2021), when there were \$1.3544 to the pound. If we applied that 2021 exchange rate to the 2022 price of diesel (\$958), we actually would have ended the year at £707 per tonne (958/1.3544) or 59.79ppl. That's an increase of 7.50ppl (+10%) as a result of the falling value of sterling, which has to be added to the basic 12% increase in the core cost of crude.

"And there's more." (Jimmy Cricket, ITV, 1985-88). If there was one stand-out fuel story of 2022 it was not the cost of crude, nor the crashing value of the pound, but the soaring price of diesel. Whilst market commentators are often fixated by crude (which actually only directly affects refineries), it is the finished products that matter most to consumers and the price of diesel, above all else, which has most impact when it comes to the cost of living. And here again we had extra-ordinary movements in the price. Diesel started 2022 (4th Jan) at \$677 per tonne and, therefore, logically should have ended the year around 12% higher (\$760) if it had followed the same trajectory as crude. Imagine the scenes when it turned out that diesel ended the year over 40% up at \$958 per tonne which, when added to the exchange rate impact, gave (for the UK at least) an increase of 25ppl (60%) in the price of diesel. That certainly boots the paltry \$9 per barrel crude increase well and truly out of the stands!

This brings us nicely on to our predictions for the new year, with number one being that there will be much greater focus in 2023 on refined fuels and, in particular, diesel. Prediction number two is that for the first time since the

Ukrainian invasion, Russia will begin to feel the pinch of sanctions and this will also be diesel-related. Whereas the Western boycotts of Russian crude in 2022 simply reversed product flows away from Europe and into China and India, this will not be the case with Russian diesel – which will receive the strongest sanctions yet as of February of this

"DECIMATION OF THE RUSSIAN REFINING INDUSTRY"

year. The Asian economies all need crude to keep their refineries running. What they don't need is ready made diesel from Russia, which would undermine Chinese and Indian refining capacity. In effect, Russian diesel will have nowhere to go and will be removed from the market – in the West because of sanctions and in the 'East' because of refinery protectionism. As a result (prediction three), we can expect a major diesel spike in the first half of 2023, along with a decimation of the Russian refining industry (prediction four). Our next prediction is that, once again, the correlation between diesel and crude will evaporate, but this will be short-lived as non-Russian refining capacity ramps up and soon fulfils demand. By the second half of the year, diesel will start coming down in price and re-correlate with stabilising crude oil prices. And that's our final and most bold prediction for 2023, which is that crude will be lower in price this year than in 2022.

Oh...one more. Energy markets this year will not be boring. They never are!

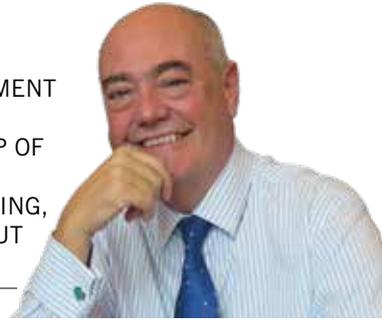
For more pricing information, see page 38

All Portland's Market Reports can be viewed here: <https://stabilityfromvolatility.co.uk/market-reports/>

PDP Scheme acts on home heat sector concerns

THE PETROLEUM DRIVER PASSPORT (PDP) SCHEME, AN INDUSTRY INITIATIVE BACKED BY GOVERNMENT TO ENSURE ALL TANKER DRIVERS IN THE UK ARE TRAINED AND ASSESSED TO A HIGH STANDARD, WAS CREATED BY THE DOWNSTREAM OIL INDUSTRY DISTRIBUTION FORUM (DODF), A PARTNERSHIP OF EMPLOYERS, INDUSTRY BODIES AND TRADE UNIONS.

WE CATCH UP WITH **PETER OAKFORD**, CHAIR OF THE DODF, TO FIND OUT HOW THE SCHEME IS DOING, AND WHAT HE SEES AS THE OPPORTUNITIES AND CHALLENGES AHEAD, AS WELL AS TO HEAR ABOUT RECENT CHANGES MADE TO ENSURE IT MEETS THE SPECIFIC NEEDS OF THE HOME HEAT SECTOR



Covid and the restrictions on training must have been challenging for the Scheme, what did you do?

When we went into lockdown in March 2020, we worked closely with Industry and the relevant Government Departments to put training and assessment dispensations in place to allow the industry to continue to function safely. This work on dispensations continued throughout 2020 and 2021 as various Covid restrictions impacted on companies' ability to train their staff.

We are very grateful for the help and support of our Scheme Manager, SQA, throughout this period, and the commitment of the sector to support PDP. We are delighted to see that the numbers of drivers with a PDP card has returned to over 11,000, having dropped below this figure in 2021 due to the impact of the pandemic. 2022 has been a year of returning to normality. We had planned to conduct a holistic review of the PDP Scheme in 2020, as it had then been up and running for 8 years, but this had to be put on hold until this summer/autumn.

Obviously, you have just completed this review of the Scheme – what were the key findings?

The overall conclusion was that the Scheme is still fit for purpose and brings a good level of consistency of training and assessment across the industry. There were some areas for improvement, which we are now working through. However, an urgent concern raised was that the Scheme was not fully compatible with the working practices of the home heat sector.

So, what have you done to ensure the Scheme is right for the vital home heat sector?

We have revised the syllabus to ensure the training and assessment criteria are appropriate and relevant to this sector. This

included removing any inadvertent bias towards retail training, and adding top loading theory and skills to the classroom training and practical assessment elements.

In addition, we have reduced the drive time criteria and increased the number of unloading elements for the home heat sector to align better with their delivery schedules. We felt it was important, once we understood the concerns, to show we had listened and acted quickly, working with the PDP Management Group and UKIFDA, to make these changes.

PDP Training Providers, who work with the home heat sector, are now expected to amend their classroom training and materials, and their assessment processes to reflect the revised Syllabus. We hope that these changes address the concerns raised and will ensure PDP training and assessment is viewed as relevant to all home heat drivers.

Is there anything else are you working on you can share with us:

From the findings of the review, there are a number of areas that we are now working on. These include exploring whether the 5-year classroom training can be delivered online, as is possible for ADR training currently, ensuring there is consistency of training across the wide network of PDP Training Providers, and establishing more regular comms with our stakeholders, including the terminals (the key point of enforcement for the Scheme).

We are also asking training providers to ensure that their training content remains updated and relevant to the sector in which training is being delivered. This training content is reviewed periodically by SQA via their

assessors who are now being asked to feedback any concerns they have.

Another major area of focus for the DODF is working with colleagues from the Trade Associations to address safety concerns on forecourts, and via the PDP Management Group introducing specific training for retail drivers with respect to the ACoP L133.

Where do you see the PDP Scheme going in the future?

The sense in the industry is that, whilst we need to move towards net zero and alternative energy sources and fuels, petroleum-based fuels are not going to disappear overnight. The consensus is that the PDP Scheme still has an important role to play for many years to come. The DODF is looking at the implications of changes in the commercial and domestic vehicle markets and how this will impact the PDP and what changes we will need to make to the syllabus. As part of this forward-looking work, the DODF is supporting Cogent Skills in the development of National Occupational Standards for the transportation of hydrogen

The DODF has been in existence now for 10 years, which is a testament to the commitment of all its members to raising standards in the industry.

We are looking forward to celebrating 10 years of the PDP Scheme in 2024.

Peter Oakford, DODF Chair

Peter Oakford spent 30 years working in the energy industry, 19 of working internationally leading downstream operations. Peter elected to take early retirement from Texaco/Valero in 2014 to pursue other interests within the public and private sectors. It was at this time he joined the DODF as Independent Chair working with the established team and industry representatives.



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Fuelling commercial road transport: the future energy mix

Backdrop:

Recent years have seen a lot of attention on future power sources for cars post the 2030 ban on ICEs in these vehicles and the debate continues on the best option(s). Far less focus has been placed on the same issue in relation to HGVs, where the ban is due to come in to force ten years later. Consequently, the urgency around future power sources is less pressing. Vans fall under the same rules as car, while the position with buses/coaches has been the subject of a consultation, with a final decision yet to be made, with 2032 having been mooted as a possibility. The number of vehicles in each category currently breaks down as:

	(Millions)
Cars	33.10
HGVs	0.54
LGVs	4.61 (includes vans @ 1.54 mln)
Buses and coaches	0.15

Also included under the commercial transport category should be static machinery, off-road vehicles, agriculture, fork-lifts, pick-ups, etc.

Commercial road transport plays a vital role in the lifeblood of the economy, keeping it moving so to speak, and we will now look at the various options for the three vehicle categories above – in preparation for 2040. A key reference source for this is the Innovate UK report, published in late 2021, entitled 'Transport Vision for 2050'.

HGVs:

The two principal options considered in the above report are (1) battery electric and (2) hydrogen, about which it makes the following observations and predictions:

- As the drag and weight of a vehicle increases, the number of batteries that are needed also rises. This adds significantly to the cost but also reduces the payload, reducing income.
- Hydrogen has a very low level of 'well-to-wheel' fuel efficiency and there needs to be a significant scaling up of green hydrogen production to achieve cost efficiency.
- There needs to be significant investment in infrastructure, in the form of HGV-accessible hydrogen refuelling and electric vehicle charge points, which are almost non-existent, before

they will become viable for businesses.

- Battery electric could well be the best option for smaller (less than 26 tonne) HGVs making multiple drops and travelling fewer miles (maybe with the aid of short duration high power charges whilst unloading). It is difficult today to see this being the right technology for 44-tonne trucks that need to move goods long distances, although increasingly large battery electric are appearing.
- Hydrogen could provide quick refuelling and a moderately energy-dense powertrain to support HGVs that need to travel long distances. Timing roll-out of the requisite infrastructure seems achievable, particularly when starting with well-used trunk routes and hub operations. The flexibility of hydrogen and the industry pressure may result in this becoming the preferred, viable choice for heavier vehicles requiring greater torque.
- Two thirds of HGVs are expected to be of zero tailpipe emissions by 2040 (vs 15% by 2030), the change accelerating as new technology is proven and businesses see the 'end of the road' for diesel.
- The report projects that ultimately there will be a rough 50/50 split between battery electric and hydrogen, albeit with a lower level of certainty around this outcome than others in the exercise.

Briefly looking at other vehicle categories:

LGVs (and vans):

These are vehicles that are subject to a maximum gross weight of 3.5 tonnes, travelling shorter distances than HGVs and with journeys that often involve several drops. As such, and already noted, battery electric is considered to be the most suitable source of propulsion.

The number of battery electric vans has risen sharply over the past couple of years, from 5,256 in 2020 to 18,025 in 2021 and 31,090 in 2022 (to October). This process is expected to continue and accelerate, with Amazon an active and highly visible adopter.

Buses and coaches:

The UK is on target to have Europe's largest electric bus fleet by 2024, projected to rise from just over 1,000 to 2,800. The number of urban electric buses in the UK has been boosted by investment by TfL. At the beginning of 2021, TfL's fleet featured more than 400 buses fully

powered by electricity. This included the UK's first full routes serviced entirely by electric double decker buses; around 300 additional zero-emission buses joined the fleet in the course of the past two years, bringing the totals to 3,854 hybrid buses, 785 battery electric buses, and 22 hydrogen fuel cell buses out of a total bus fleet of 8,795 – representing around 53% of the fleet.

Under a £150 mln project, Coventry plans to be the country's first all-electric bus city by 2025, with the arrival of 300 new battery vehicles by then. Currently, these vehicles account for around one quarter of the total bus fleet there.

The Government claims that it is on track to deliver on its pledge (National Bus Strategy) to fund 4,000 zero-emission buses nationwide.

For services in urban areas it is clear that battery electric will be the preferred energy source, while, for long distance journeys, hydrogen will definitely have a role to play. Wrightbus, based in Northern Ireland, is very much in the vanguard for the production of hydrogen-powered buses, which includes the world's first double decker vehicle.

Apart from the energy sources described above, which will be essential to achieving zero emissions, there will also be an interim role for sustainable low carbon liquid fuels to help facilitate the energy transition. Principally, these will be renewable diesel, and to a rather lesser extent, LNG (CNG for shorter journeys), and, maybe, e-fuels. The extent of their adoption/deployment will be strongly influenced by availability and, in consequence, price.

Lots of challenges ahead and, hopefully, growing recognition of their scale and urgency. There seems to be an encouraging degree of momentum, particularly in the bus/coach sector.

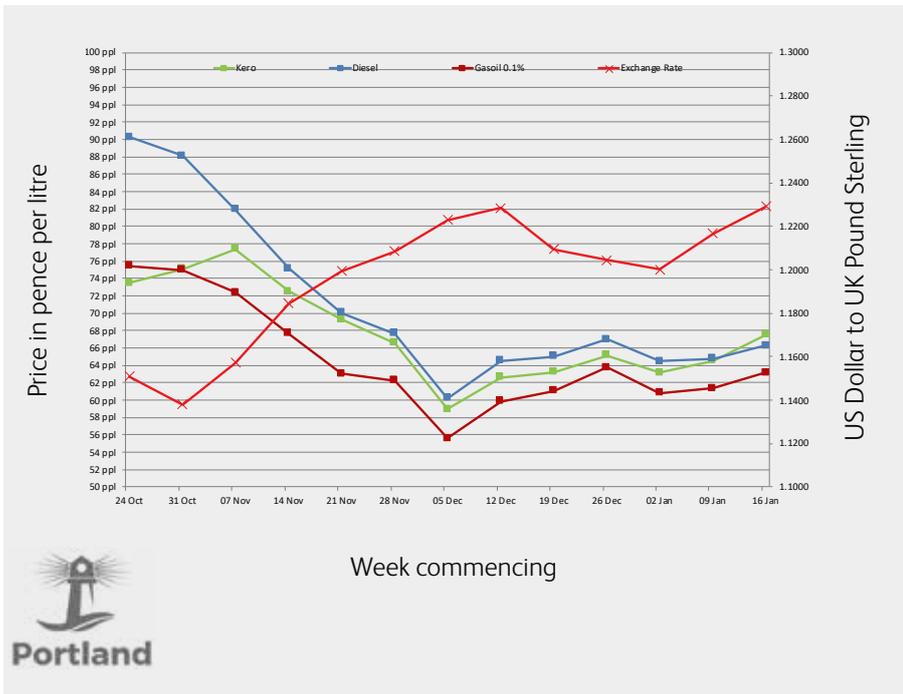
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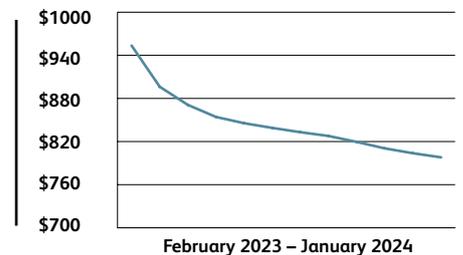
Wholesale Price Movements: 19th December 2022 – 18th January 2023

	Kerosene	Diesel	Gasoil 0.1%
Average price	64.32	65.21	61.60
Average daily change	1.03	0.99	1.14
Current duty	0.00	52.95	10.18
Total	64.32	118.16	71.78

All prices in pence per litre



Gasoil forward price
in US\$ per tonne



The Fuel Oil News Price Totem

	Trade average buying prices			Average selling prices		
	Kerosene	Gasoil	ULSD	Kerosene	Gasoil	ULSD
Scotland	65.35	73.50	120.30	74.50	78.53	125.01
North East	64.30	72.13	119.38	77.09	76.84	122.85
North West	65.87	74.73	121.77	74.65	79.10	124.86
Midlands	64.37	72.66	119.84	73.01	77.29	123.60
South East	64.47	72.62	119.82	82.28	80.69	123.08
South West	64.82	72.46	119.66	76.29	77.08	122.64
Northern Ireland	64.93	73.83	n/a	73.40	79.48	n/a
Republic of Ireland	78.69	79.26	121.24	86.02	83.95	125.08
Portland	62.68	70.18	116.53			

The price totem figures are indicative figures compiled from the Portland base rate using calculated regional variances.

Buying prices are ex-rack. Selling prices are for 1000 litres of kero, 2500 litres of gas oil and 5000 litres of ULSD (Derv in ROI). Prices in ROI are in €.

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