

Certas Energy UK Limited and all third parties working on behalf of Certas Energy carry out deliveries in accordance with the following minimum standards in order to:

- Minimise the risk of health, safety and environmental incidents occurring as a result of Certas Energy delivery operations.
- Inform the customer of any improvement to their facilities required to ensure safe deliveries.

Commercial delivery

All deliveries not to domestic properties are classified as commercial.

For commercial deliveries the customer may authorise a “competent person” who has sufficient knowledge, training and experience with reference to the tank capacity, set-up and delivery procedures at their premises.

An ‘ullage box’ is provided on the delivery ticket. The customer “competent person” may sign this ullage box prior to delivery to confirm the suitability of their tank and equipment and that there is sufficient ullage in their tank to accept the delivery quantity.

Domestic delivery

As a responsible oil distributor, Certas Energy are legally deemed to be the expert for delivery to domestic premises. The householder cannot take responsibility for any aspect of the oil delivery as the “competent person” that applies under commercial delivery arrangement.

Access and Egress

Customers have a legal duty to provide safe access and egress both for vehicles and people to enable our operatives to carry out their tasks safely.

Certas Energy will endeavour to obtain information with regard to the customer’s arrangements for safe delivery including: approach to site; vehicle restrictions; driver reporting on arrival; site rules; pedestrian safety; vehicle reversing arrangements; access to the tank/delivery point.

Deliveries through ‘Living Quarters’

Due to the potentially serious environmental impact if a hose bursts in living quarters, the health issues relating to contaminated items being transferred through living quarters and the safety hazards negotiating property with a hose reel etc.

Living quarters are defined as any area, room or passageway which has been closed off, plastered, decorated, carpeted, tiled, furnished etc. which forms an integral part of the regular living area of the property.

For above reasons, no deliveries are made via the living quarters of properties, including conservatories.

Fuel Deliveries at Height - Use of Ladders

Over the years, serious injuries have occurred where drivers delivering fuel have fallen from ladders propped up against the tank, often in slippery conditions.

Certas Energy must first consider the risk of falling and decide on the safest method of making the delivery before considering use of a ladder. (i.e. is it possible to check the tank ullage and make delivery from ground level)

Driver may use suitable permanently fixed ladder if this is installed at the delivery point. This must have safety hoops fitted if higher than 2m. If access to top of the tank is required a suitable working platform with guard rails must be fitted.

Driver is only to use their Certas Energy tanker portable ladder if other methods of delivery and safe access as above are not readily available.

Driver is not to climb any ladder in excess of 3m height from ground level.

Condition of Tank and Receiving Equipment

Drivers must check, and be able to check, the receiving tank and equipment is suitable for the delivery to be made.

Where the driver cannot check the receiving tank and equipment no delivery will be made under any circumstances if this is a domestic site.

At commercial site, if tank/equipment check is not possible, a “competent person” must be available to confirm the suitability of the tank and equipment; the “competent person” must sign the ‘ullage box’ prior to delivery.

OFTEC guidance indicates that above ground plastic tanks should be replaced at 20 years old. Where observation or knowledge of the site indicates that tanks are nearing the end of their lifetime drivers should be especially diligent in their tank inspections. Customers should be advised to consider replacing their tank.

Tank Capacity

Driver must ensure there is sufficient ullage in the tank prior to commencing delivery.

Ullage checks can be made using: tank gauge, physical dipping of tank, remote sensor or similar device.

Driver may consider delivery of initial test quantities to determine tank gauge operation, if in any doubt delivery may be aborted.

Where the ullage cannot be established prior to the delivery no delivery is made under any circumstances if this is a domestic site.

At a commercial site it is acceptable for the “competent person” to confirm their tank has sufficient ullage for the delivery quantity by signing the “ullage box” prior to delivery.

Tanks are not to be filled beyond their marked Safe Working Capacity (SWP) or 95% of the tank capacity if SWP is not marked.

Blind Fill / Offset Fill

A “Blind Fill” is defined as a delivery where the tank cannot be seen from the delivery point.

A “Blind fill” is only permitted where driver has a means for determining ullage, monitoring tank filling (i.e. tank gauge, physical dipping of tank, remote sensor or similar device) and an overspill alarm* is fitted.

An “Offset Fill” is defined as a pipe/valve arrangement which is connected to the tank to enable filling from a remote point and/or if the tank is at height to enable filling from ground level.

Customer must provide instructions and labelling for the driver at the delivery point.

Driver must check that any offset fill is permanently connected to the receiving tank. If this is not possible at a commercial site it is acceptable for the “competent person” to sign the “ullage box” to confirm offset fill is permanently connected.

Driver must check overspill alarm is on before commencing delivery.

*Where an overspill alarm is not fitted at a commercial site the “competent person” must confirm there is sufficient ullage for the delivery by signing the “ullage box” before delivery. However there must be suitable means as above for the driver to monitor tank filling during the delivery.

Underground Storage Tanks

The Environment Agency has identified that underground oil storage tanks cause a large percentage of groundwater pollution incidents. This may be caused by spillage due to insufficient ullage or tank failure due to condition and pressurisation of underground lines and tanks.

Underground tanks should be filled using gravity bulk hose wherever possible.

Where gravity fill is not possible, driver must check ullage, check tank is suitably vented and fill on slow speed using hose reel drop pipe. Where the tank is suitably vented and slow speed filling is used a fixed connection can be used. A site specific risk assessment must be completed by Certas Energy prior to delivery visit if the only option is via hose reel fixed connection.

Domestic underground tanks

Certas Energy must confirm that a domestic underground tank is in a safe condition before any delivery is made. This can be confirmed as follows:

Plastic underground tanks

It must be established the tank is suitable for purpose and has been correctly installed.

(See Delivery Standards - FAQs for further info)

Manufacturers recommend that the expected life of fittings on an underground tank is 30 years. Where tank is approaching this life expectancy, customers should be advised to seek advice from an OFTEC tank installer.

Metal underground tanks

A metal underground tank must have had a satisfactory pressure test within the last three years.

Barrel Filling / Intermediate Bulk Containers (IBCs)

Filling barrels at customer sites is not permitted.

It is permissible to fill IBCs providing they are: properly supported; at ground level; sufficiently vented; preferably contained in suitable bund; and the IBC outlet valve is closed and locked.

An IBC is not suitable for use as a heating oil tank and is not delivered to at domestic premises.

Mobile Plant and Equipment

Small mobile plant fuel tanks will not be filled. Customer should have suitable mobile bowser or tank for this purpose.

Larger plant with independent storage (other than day tanks) should be assessed to ensure adequate access, venting, ullage and/or gauging to enable safe delivery prior to commencing delivery.

Generators and other plant fitted with integral fuel tanks and which produce heat and/or possible ignition sources must be switched off before delivery is permitted.

Houseboats

Due to the risks of injury to driver gaining safe access and the environmental impact of spillages into water no deliveries will be made to domestic houseboats.

Assisted Deliveries

Driver is not permitted to allow customer to assist with delivery.

Driver is not permitted to assist where customer may be placed at risk (e.g. unsafe working at height)

Where suitable alternative is not available it is permissible for trained customer at specific site to assist with delivery following a site risk assessment. (e.g. tank is situated in restricted area). Such deliveries will be notified to driver via the delivery instructions.

Delivery Instructions

Any special delivery requirements/instructions are notified to the driver via the delivery ticket.

The driver is instructed to follow any specific delivery instructions issued.

Customer Site Improvement Reporting

Where delivery is made to a site that fails to fully meet these standards or has other safety or environmental issues, the driver completes a Customer Site Improvement Report.

This report is followed up with the customer to recommend that suitable modifications are made to improve the delivery site within a stipulated timescale. During this time every effort is made to deliver to the customer in a safe manner.

Where a site is deemed unsafe to make a delivery, the customer is notified and recommendations given on what action is required to allow delivery to be safely made. In this situation, Certas Energy do not contract a third party or otherwise to carry out a delivery on their behalf.

Registered Dealer in Controlled Oils (RDCO)

Controlled oils are those subject to rebate duty such as gas oil and kerosene. Certas Energy as an RDCO is obliged to only deliver controlled oils to customers for legitimate use.

Kerosene is only supplied for heating purposes.

Certas Energy have a duty to report any improper use of fuel to the regulatory authority and may refuse delivery if this is suspected.