# NISTM 5th Annual Missouri Storage Tank Conference

October 29, 2014



### Thank You to NISTM and You

#### **NISTM 5th Annual Missouri Storage Tank Conference**



#### See what other systems miss...



With ClearView from SIMMONS

simmons

#### Simmons Introduction

- Pioneering leaders in the field of Petroleum Inventory Management
- 23 year-old global company providing environmental and fuel inventory management solutions
- Trade area currently includes North America, South America, Australia, South Africa and Europe
- ➤ 24/7 service center and headquarters based in Richardson, Texas
- Currently provides daily environmental reconciliation and continuous fuel monitoring services for over 30,000 tanks

**SIMMONS** 800.848.8378

## The Last 20 years – Quick Review



### Phones

1990 2014





Talalalalalalal

### **Prices**

#### 1991

- > Stamps @ \$0.25
- > Eggs @ \$1.01
- > Milk @ \$2.80
- Gas @ \$1.14

#### 2014

- > Stamps @ \$0.49
- > Eggs @ \$2.00
- Milk @ \$3.55
- > Gas @ \$3.48



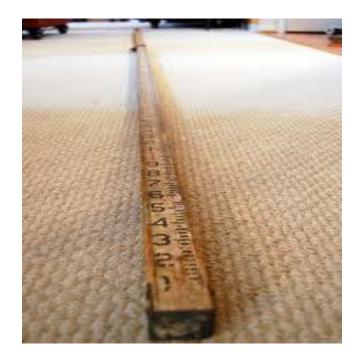
### Other Changes

- Grocers and Big Box
- Loyalty and Pay-At-The-Pump



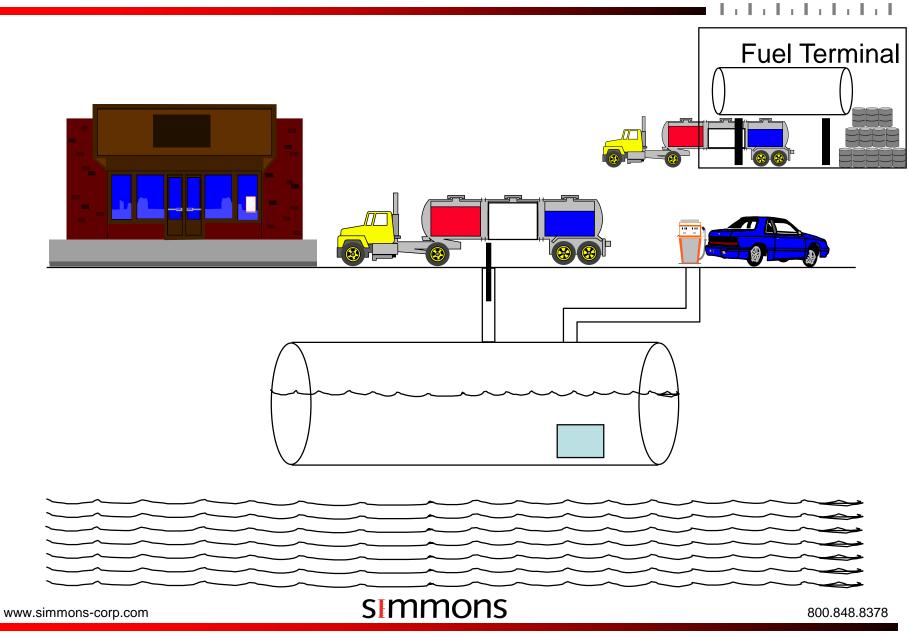
### Inventory Monitoring/Management

1991 2014





# The UST System



### See what other systems miss...



### With ClearView from SIMMONS

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### See What Other Systems Miss...





#### The Silent Thief

- There are 231 cubic inches in any 1 gallon of liquid
- There are 1,155 cubic inches in any 5 gallons of liquid
  - (231 cu. in. x 5 gallons = 1,155 cu. in.)
- ➤ Federal guidelines allow for meters/totalizers to be "off" by as much as + or 6 cubic inches per 5 gallons of product dispensed
- ➤ So, as a rule of thumb, the amount of slack allowed in a meter is ½%:
  - 6 cu. in. / 1,155 cu. in. = 0.0052
  - $0.0052 \times 100 = 0.52\%$  or  $\frac{1}{2}\%$

For a 150,000 gallon a month location with 12 fueling positions and one single hose that is off an average of 6 cubic inches, this represents an annual loss of approximately \$2,500.00

### Fuel Inventory Management

Fuel inventory losses can occur in many places

Category of Loss	% of BOL Gross Deliveries
Short deliveries	.5
Meter drift	.4
Theft	.1
Other (Vapor, Temperature)	.1
Total	1.1

Only with ClearView can fuel inventory loss be detected in hard to identify places

### For every 100,000,000 gallons of throughput, it is expected that Clear View will eliminate 500,000 gallons or approximately \$1,500,000\* of lost fuel

\*Assumes fuel at \$3 per gallon



### **CFM**

	Common Fuel Management Objectives													
Fuel Loss (Shrink) Detection	Dispatching Management	Maintenance Management	Tank and Line Compliance											
<ul><li>Delivery Shortage</li><li>Meter Drift</li><li>Theft</li></ul>	<ul><li>Delivery Confirming</li><li>JIT Dispatching</li></ul>	<ul><li>Meter/Filter Schedules</li><li>Equipment Monitoring</li></ul>	<ul> <li>ATG Tank     Compliance</li> <li>MIR     Requirements</li> <li>SIR Tank/Line     Compliance</li> </ul>											

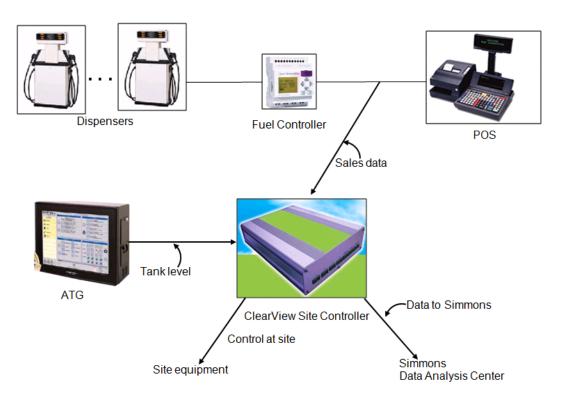
#### The 3 Rs of ClearView

- Resolution
- Reaction
- Responsibility



### Site Connectivity

#### ClearView Site Controller (CSC)



#### Continuously captures data

- From ATG
  - Date and Time
  - Fuel levels
  - Fuel temperature
  - Water levels
- From POS
  - Date and Time
  - Dispensing meter ID
  - Sale volume or totalizer value



### **Precision Fuel Monitoring**

- Precision Tank Chart
  - Accuracy to 1/1000<sup>th</sup> of an inch
- Precision Sales
  - Dynamic versus Transactional
- Precision Temperature Monitoring
  - Just the facts



October 29, 2014

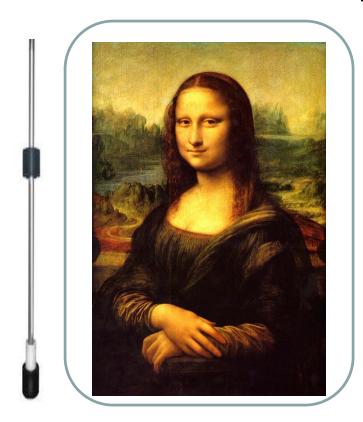
### **Precision Tank Chart**

50 Points and Interpolation

Versus

1/1000<sup>th</sup> of an Inch Accuracy



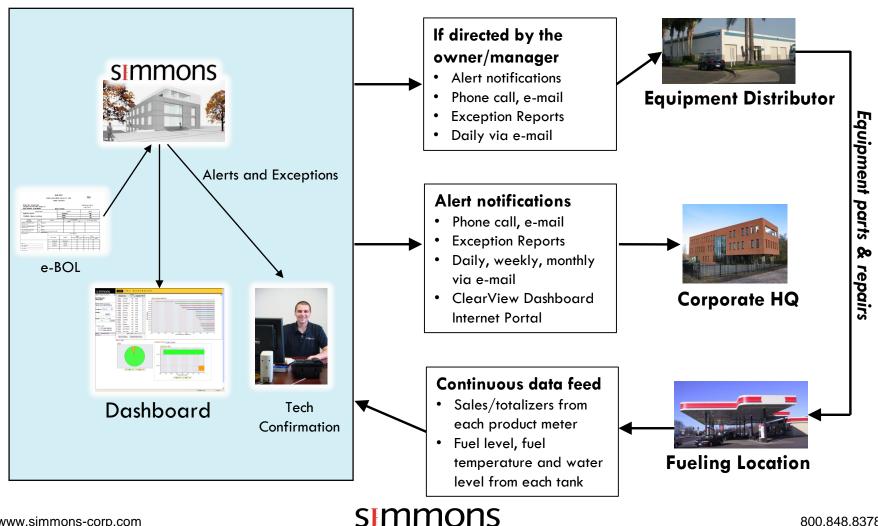


Typical Probe and 96 Inch Tank

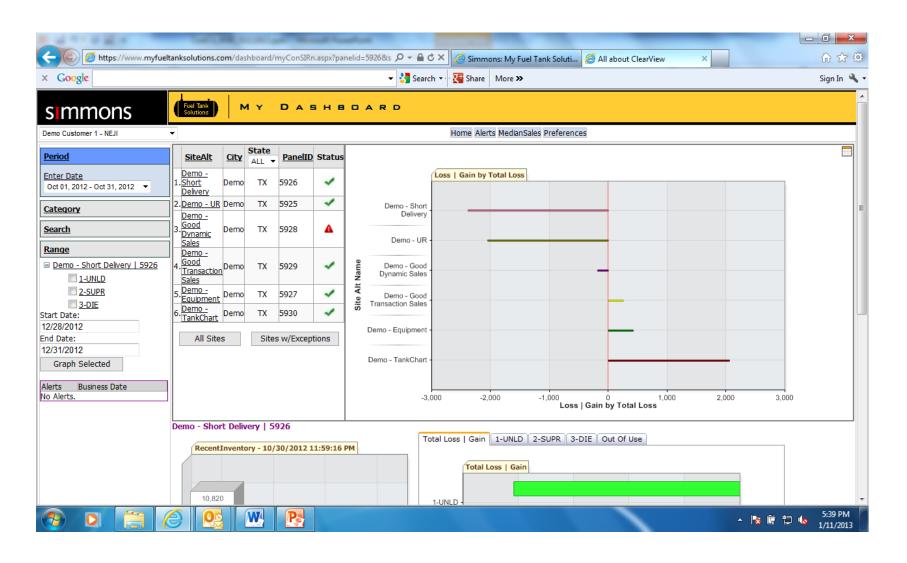
Typical Probe and 96 Inch Tank

### Preparation Meeting Opportunity

ClearView information flow, alerts and notifications

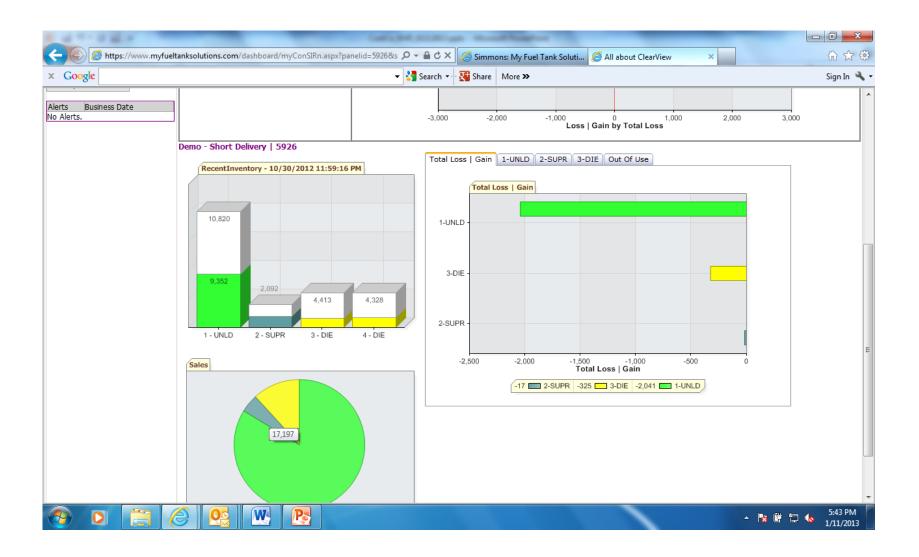


### SIMMONS CFM Dashboard



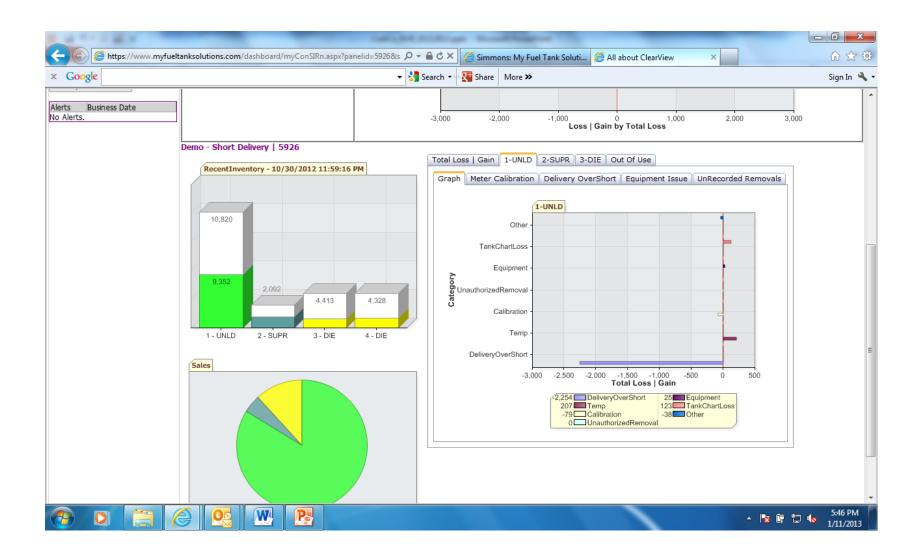


### SIMMONS CFM Dashboard – Loss/Tank



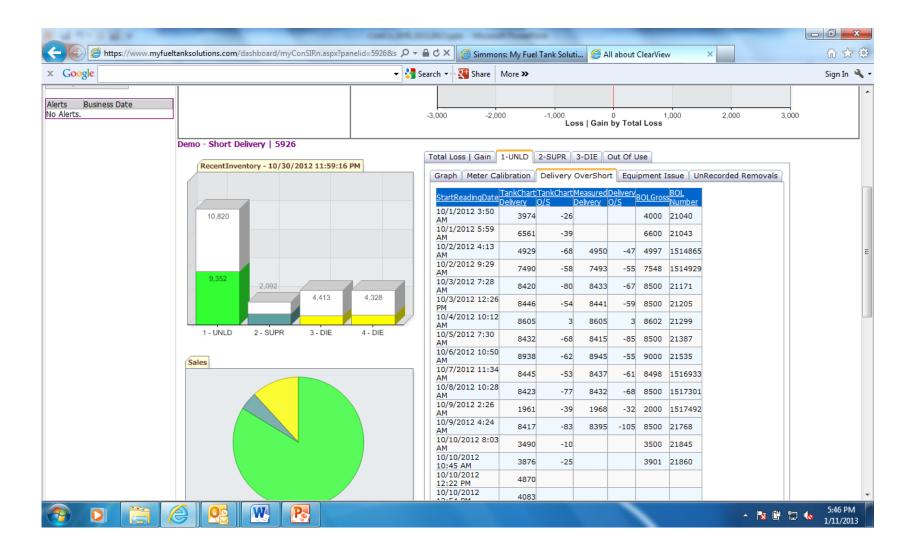


# SIMMONS CFM Dashboard – Category



Confidential – Not to be Distributed

### SIMMONS CFM Dashboard – BOLs



# Delivery Shortage Notification



June 15, 2014

Re: Bill of Lading#: 2213167 Sante Fe Springs - 00906 12250 Clark Street Sante Fe Springs, CA 90670

To Whom It May Concern,

This letter is to inform you that we have reviewed the Bill of Lading referenced above against our tank monitoring system and have discovered a discrepancy. Below is a summary of what was found:

Start Delivery Date	6/12/2014 12:17:57 PM
End Delivery Date	6/12/2014 12:59:16 PM
Description	ATG# 1 - Diesel
Beginning Temperature	75.5F
Beginning Volume	1564
Ending Temperature	77.9F
Ending Volume	8402
Gallons Dispensed During Delivery	0.00

Gross Measured Delivery Variance	
Bill of Lading Gross Gallons	7015
Delivered Gross Gallons	6838
Gross Measured Delivery Variance	-177 gallons
Net Measured Delivery Variance	
Bill of Lading Net Gallons	6970
Delivered Net Gallons	6781
Net Measured Delivery Variance	-189 gallons

We will be adjusting the delivered quantity on the corresponding invoice. Please update your records to reflect this change. Your assistance in ensuring proper billing would be greatly appreciated. Please feel free to contact me with any questions or concerns at 586-939-7000, extension 2743.

Sincerely,

Braden Burgess Senior Analyst



### Delivery Shortages

Panel:	35427 6295		Short Delivery Opportunity Dec. 2013
Start Date	<b>BOL Gross Del.</b>	Del. Diff. Other	50g Threshold
12/01 09:31	6000	-7	0
12/03 03:16	7601	-16	0
12/04 05:26	8900	15	0
12/05 04:32	3875	24	0
12/11 02:07	7400	5	0
12/12 04:31	7400	-190	140
12/12 18:31	7701	-22	0
12/13 03:49	7300	-114	64
12/13 07:07	5101	-14	0
12/15 05:01	7601	-7	0
12/16 17:27	7700	-15	0
12/17 09:02	6501	-70	20
12/19 04:29	3900	-29	0
12/19 09:06	6600	-150	100
12/21 10:33			0
12/22 01:19	6550	-15	0
12/24 16:18	8502	-19	0 0
12/27 04:07	4300	-22	0
12/28 16:17	6900	-31	0
12/31 06:05	6300	-26	0
		<b>Total Opportunity</b>	323
		Savings at \$3/Gallon	\$970

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### **Example Customer Before**

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**Delivery History Report** Customer: CustID: Site: Panel: B4 TS# 1\_UNL Tank Sys: 1 UNL Prod:

Start Date					Meas.	Meas.			BOL		м				Del.
1973   18:22			Begin	End			Meas.	BOL Del.		Bol Net	Meas. Del.	Del Diff.	Del. Diff.	BOL	
10/01 07:14	Start Date	End Date	Temp.	Temp.	Temp.	Del.	Net Del.	Temp.	Del.	Del.	Variance	Temp.	Other	Number	Source
10/02 06:23	09/30 18:22	09/30 18:54	81.83	82.43	82.64		8454	90.93	8704		-133	-43	-90	1601346	M
10/02 18:11	10/01 07:14	10/01 07:41	82.46	81.06	79.28	7343	7258	87.79	7501	7377	-158	-38	-119	1601573	M
10/03 18:54   10/03 19:23   81.59   82.45   83.51   6075   5989   92.32   6302   6181   -227   -33   -194   1602626   M	10/02 06:23	10/02 06:51	81.20	79.82	78.20	7180	7101	86.43	7503	7385	-323	-37	-286	1602006	M
10/04 12:12   10/04 12:47   82.35   81.99   81.59   83.23   8215   88.28   8502   6359   -179   -34   -145   160.2927   M	10/02 18:11	10/02 18:37	79.85	81.22	83.00	7111	7013	90.92	7401	7265	-290	-35	-255	1602256	M
10/05 09:19   10/05 09:42   82.00   80.52   79.29   76.36   5869   5811   86.04   6002   5909   -133   -35   -99   1603325   M		10/03 19:23	81.59	82.45	83.51	6075	5989	92.32	6302	6181	-227		-194	1602626	М
10/05   12:41   10/05   13:15   80.56   79.29   76.36   5869   5811   86.04   6002   5909   1:33   -35   -99   1603325   M															
10/07 09:52   10/07 10:23   79.92   78.00   76.67   8076   7995   84.70   8500   8375   -424   -41   -383   1603969   M															
10/07 19:11 1 10/07 19:37 77.76 78.45 79.40 6275 6202 87.71 6430 6324 -155 -32 -123 1604129 M 10/08 18:31 10/08 18:57 78.94 79.33 79.75 7027 6944 87.50 7151 7034 -124 -33 -91 1604306 M 10/09 15:32 10/10 12:36 80.11 79.91 79.62 6533 6456 88.61 6701 6587 -168 -38 -130 217753652 M 10/10 18:50 10/10 19:05 80.07 80.06 80.04 3615 3572 87.26 3700 3640 -85 -17 -68 1605316 M 10/10 18:50 10/11 12:10 80.21 80.06 79.79 6463 6387 88.71 6501 6390 -38 -37 -1 1605540 M 10/12 12:36 10/12 13:13 80.12 81.66 83.02 8323 8208 91.48 8501 8342 -178 -45 -132 1605888 M 10/13 17:16 10/13 17:51 81.42 79.72 78.47 8878 870 86.46 8954 8813 -76 -45 -30 1606213 M 10/14 16:51 10/14 17:19 79.94 78.25 76.37 7870 7792 85.09 7900 7782 -30 -43 13 1606583 M 10/15 14:11 10/15 14:36 78.76 77.13 74.61 6451 6394 84.54 6501 6406 -50 -41 -9 1606919 M 10/16 13:35 10/16 13:35 77.67 76.18 74.06 5967 8916 80.97 6001 5926 -34 -26 -8 1607288 M 10/19 13:33 10/18 13:38 75.79 74.17 73.00 8811 8742 78.75 8853 8754 -42 -32 -10 1607648 M 10/19 09:33 75.08 75.08 75.08 71.82 66.96 6418 6391 75.98 6500 6438 -62 -37 -45 1608327 M 10/21 10:24 10/21 10:51 73.84 72.79 71.08 8518 8457 77.52 8703 8612 -185 -30 -155 1608646 M 10/21 10:24 10/21 10:51 73.84 72.79 71.08 5318 8457 77.52 8703 8612 -185 -30 -155 1608646 M 10/21 10:24 10/22 17:29 72.96 72.48 71.76 5956 5914 79.56 6002 5932 -46 -30 -17 1609162 M 10/21 10:24 10/24 11:35 74.08 73.77 73.57 8389 8321 79.52 8504 8409 -115 -32 -33 1609859 M 10/24 14:30 72.89 73.89 72.89 7															
10/08 18:31															
10/09 15:12   10/09 15:39   79.45   79.90   80.41   7484   7393   87.72   7703   7576   -219   -35   -183   1604864   M		10/07 19:37												1604129	M
10/10 12:11															
10/10 18:50   10/10 19:05   80.07   80.06   80.04   3615   3572   87.26   3700   3640   -85   -17   -68   1605316   M     10/11 11:15   10/11 12:10   80.21   80.06   79.79   6463   6387   88.71   6501   6390   -38   -37   -1   1605540   M     10/12 12:36   10/12 13:13   80.12   81.66   83.02   8323   8208   91.48   8501   8342   -178   -45   -132   1605888   M     10/13 17:16   10/13 17:51   81.42   79.72   78.47   8878   8780   86.46   8954   8813   -76   -45   -30   1606213   M     10/14 16:51   10/14 17:19   79.94   79.25   76.37   7870   7792   85.09   7900   7782   -30   -43   13   1606883   M     10/15 14:11   10/15 14:36   78.76   77.13   74.61   6451   6394   84.54   6501   6406   -50   -41   -9   1606919   M     10/16 13:15   10/16 13:35   77.67   76.18   74.06   5967   5916   80.97   6001   5926   -34   -26   -8   1607288   M     10/17 13:01   10/17 13:34   76.84   74.71   73.00   8811   8742   78.75   8853   8754   -42   -32   -10   1607648   M     10/19 09:13   10/19 09:36   75.08   71.82   66.96   6418   6391   75.98   6500   6438   -82   -37   -45   1608026   M     10/21 10:24   10/21 10:51   73.84   72.79   71.08   5378   5342   78.00   5402   5932   -46   -30   -17   1609162   M     10/22 10:41   10/21 21:29   72.96   72.48   71.76   5956   5914   79.56   6002   5932   -46   -30   -17   1609162   M     10/24 14:10   10/24 14:38   72.99   73.51   74.40   70.80   70.99   70.99   70.90   70.9															
10/11 11:45															
10/12 12:36															
10/13 17:16															
10/14 16:51															
10/15 14:11         10/15 14:36         78.76         77.13         74.61         6451         6394         84.54         6501         6406         -50         -41         -9         1606919         M           10/16 13:15         10/16 13:35         77.67         76.18         74.06         5967         5916         80.97         6001         5926         -34         -26         -8         1607288         M           10/17 13:01         10/17 13:34         76.84         74.71         73.00         8811         8742         78.75         8853         8754         -42         -32         -10         1607648         M           10/18 13:33         10/18 13:35         75.79         74.21         72.44         6967         6915         78.92         7000         6921         -33         -29         -4         1608026         M           10/19 09:13         10/19 09:36         75.08         71.82         75.98         6500         6438         -82         -37         -45         1608227         M           10/20 12:49         10/20 13:36         73.67         72.80         72.08         8518         8457         77.52         8703         8612         -185         -30															
10/16 13:15         10/16 13:35         77.67         76.18         74.06         5967         5916         80.97         6001         5926         -34         -26         -8         1607288         M           10/17 13:01         10/17 13:34         76.84         74.71         73.00         8811         8742         78.75         8853         8754         -42         -32         -10         1607648         M           10/18 13:33         10/18 13:58         75.79         77.244         6967         6915         78.92         7000         6921         -33         -29         -4         1608026         M           10/19 09:13         10/19 09:36         75.08         71.82         66.96         6418         6391         75.98         6500         6438         -82         -37         -45         1608026         M           10/20 12:49         10/20 13:36         73.67         72.80         72.08         8518         8457         77.52         8703         8612         -185         -30         -155         1608327         M           10/21 10:24         10/21 10:51         73.84         72.79         71.08         5378         5342         78.00         5342         -22															
10/17 13:01         10/17 13:34         76.84         74.71         73.00         8811         8742         78.75         8853         8754         -42         -32         -10         1607648         M           10/18 13:33         10/18 13:58         75.79         74.21         72.44         6967         6915         78.92         7000         6921         -33         -29         -4         1608026         M           10/19 09:13         10/19 09:36         75.08         71.82         66.96         6418         6391         75.98         6500         6438         -82         -37         -45         1608327         M           10/20 12:49         10/20 13:36         73.67         72.80         72.08         8518         8457         77.52         8703         8612         -185         -30         -155         1608646         M           10/21 10:24         10/21 10:51         73.84         72.79         71.08         5378         5342         78.00         5400         5342         -22         -24         2         1608959         M           10/21 10:24         10/21 10:51         73.84         72.79         71.08         5378         5342         78.00         5400															
10/18 13:33       10/18 13:58       75.79       74.21       72.44       6967       6915       78.92       7000       6921       -33       -29       -4       1608026       M         10/19 09:13       10/19 09:36       75.08       71.82       66.96       6418       6391       75.98       6500       6438       -82       -37       -45       1608327       M         10/20 12:49       10/20 13:36       73.67       72.80       72.08       8518       8457       77.52       8703       8612       -185       -30       -155       1608646       M         10/21 10:24       10/21 10:51       73.84       72.79       71.08       5378       5342       78.00       5400       5342       -22       -24       2       1608959       M         10/21 20:41       10/21 21:29       72.96       72.48       71.76       5956       5914       79.56       6002       5932       -46       -30       -17       1609162       M         10/23 11:27       10/23 11:55       74.08       73.77       73.57       8389       8321       79.52       8504       8405       -115       -32       -83       1609855       M         10/24 07:19															
10/19 09:13       10/19 09:36       75.08       71.82       66.96       6418       6391       75.98       6500       6438       -82       -37       -45       1608327       M         10/20 12:49       10/20 13:36       73.67       72.80       72.08       8518       8457       77.52       8703       8612       -185       -30       -155       1608646       M         10/21 10:24       10/21 10:51       73.84       72.79       71.08       5378       5342       78.00       5400       5342       -22       -24       2       1608959       M         10/21 20:41       10/21 21:29       72.96       72.48       71.76       5956       5914       79.56       6002       5932       -46       -30       -17       1609162       M         10/23 11:27       10/23 11:55       74.08       73.77       73.57       8389       8321       79.52       8504       8405       -115       -32       -83       1609855       M         10/24 07:19       10/24 07:39       74.40       72.85       70.98       6378       6336       79.34       6502       6427       -124       -34       -90       1610144       M         10/26 15:															
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10/21 20:41     10/21 21:29     72.96     72.48     71.76     5956     5914     79.56     6002     5932     -46     -30     -17     1609162     M       10/23 11:27     10/23 11:55     74.08     73.77     73.57     8389     8321     79.52     8504     8405     -115     -32     -83     1609855     M       10/24 07:19     10/24 07:39     74.40     72.85     70.98     6378     6336     79.34     6502     6427     -124     -34     -90     1610144     M       10/24 14:10     10/24 14:38     72.93     73.51     74.40     7080     7019     80.07     7103     7018     -23     -25     2     1610287     M       10/26 15:02     10/26 15:03     72.89     72.89     72.88     72.88													-155	1608646	
10/23 11:27     10/23 11:55     74.08     73.77     73.57     8389     8321     79.52     8504     8405     -115     -32     -83     1609855     M       10/24 07:19     10/24 07:39     74.40     72.85     70.98     6378     6336     79.34     6502     6427     -124     -34     -90     1610144     M       10/24 14:10     10/24 14:38     72.93     73.51     74.40     7080     7019     80.07     7103     7018     -23     -25     2     1610287     M       10/26 15:02     10/26 15:03     72.89     72.89     72.88														1608959	
10/24 07:19     10/24 07:39     74.40     72.85     70.98     6378     6336     79.34     6502     6427     -124     -34     -90     1610144     M       10/24 14:10     10/24 14:38     72.93     73.51     74.40     7080     7019     80.07     7103     7018     -23     -25     2     1610287     M       10/26 15:02     10/26 15:03     72.89     72.89     72.88		10/21 21:29													M
10/24 14:10     10/24 14:38     72.93     73.51     74.40     7080     7019     80.07     7103     7018     -23     -25     2     1610287     M       10/26 15:02     10/26 15:03     72.89     72.89     72.88     72.88     72.89     72.89     72.88     72.89     72.89     72.89     72.89     72.89     72.89     72.89     72.88     72.89     72.89     72.89     72.89     72.89     72.89     72.89     72.89     72.89     72.89     72.89     72.88     72.99 <td></td> <td>10/23 11:55</td> <td>74.08</td> <td>73.77</td> <td>73.57</td> <td>8389</td> <td>8321</td> <td>79.52</td> <td>8504</td> <td>8405</td> <td>-115</td> <td>-32</td> <td>-83</td> <td>1609855</td> <td>M</td>		10/23 11:55	74.08	73.77	73.57	8389	8321	79.52	8504	8405	-115	-32	-83	1609855	M
10/26 15:02     10/26 15:03     72.89     72.89     72.88     9     72.89     72.99     72.99     72.89     72.99 </td <td></td>															
10/29 06:50     10/29 07:17     74.25     73.41     72.99     6971     6917     80.85     7000     6913     -29     -35     6     1611880     M       10/29 18:09     10/29 18:37     73.82     72.04     71.09     8414     8358     79.33     8502     8404     -88     -44     -44     27838     M       10/30 10:56     10/30 11:18     72.75     73.20     74.00     4979     4937     82.15     5000     4934     -21     -26     5     1612193     M       10/31 06:25     10/31 06:55     73.69     72.96     72.23     8463     8401     80.32     8503     8400     -40     -43     3     1612457     M							7019	80.07	7103	7018	-23	-25	2	1610287	М
10/29 18:09															
10/30 10:56															
10/31 06:25 10/31 06:55 73.69 72.96 72.23 8463 8401 80.32 8503 8400 -40 -43 3 1612457 M	10/29 18:09	10/29 18:37		72.04				79.33						27838	M
	10/30 10:56	10/30 11:18	72.75	73.20		4979	4937		5000	4934	-21		5		M
-4079 -1152 -2927 -	10/31 06:25	10/31 06:55	73.69	72.96	72.23	8463	8401	80.32	8503	8400				1612457	M
											-4079	-1152	-2927		

### Example Customer After

simmons

AFTER Transport Change CustID: **Delivery History Report** All UNL Deliveries Panel:

Site: TS# 1\_UNL Tank Sys: Prod: UNL

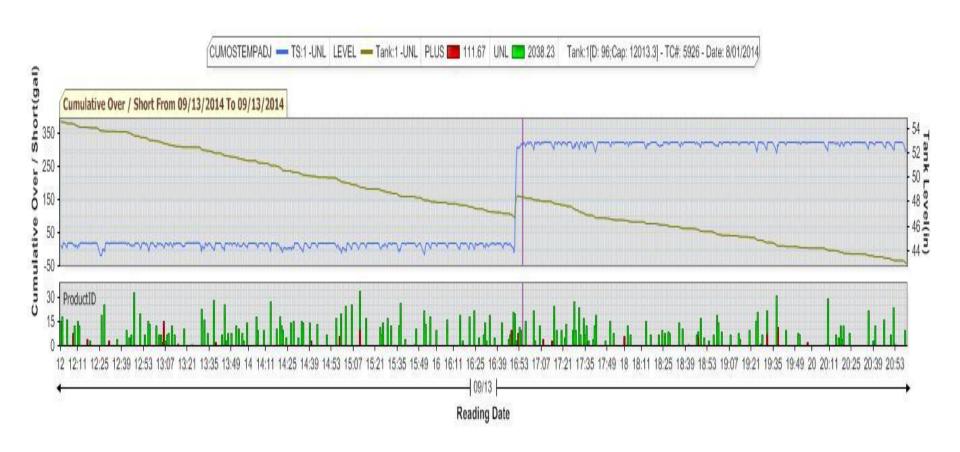
Start Date	End Date	Begin Temp.	End Temp.	Meas. Del. Temp.	Meas. Gross Del.	Meas. Net Del.	BOL Del. Temp.	BOL Gross Del.	Bol Net Del.	M Meas. Del. Variance	Del Diff. Temp.	Del. Diff. Other	BOL Number	Del. Amt. Source
02/24 08:16	02/24 08:33	62.59	60.06	58.24	5982	5989	62.91	6004	5993	-22	-18	-4	1651142	М
02/25 07:04	02/25 07:34	60.87	57.83	56.58	8475	8493	61.68	8502	8493	-27	-27	0	1651462	М
02/25 16:33	02/25 16:54	58.41	58.13	57.83	6454	6463	62.44	6502	6492	-48	-19	-29	1651672	М
02/26 14:51	02/26 15:16	59.21	56.84	55.13	6986	7007	58.87	7004	7009	-18	-16	-2	1651998	М
02/27 09:35	02/27 10:05	58.15	56.29	54.84	8467	8495	58.32	8502	8511	-35	-19		1652294	М
02/27 16:48	02/27 17:08	56.67	56.99	57.61	5990	5999	60.27	6001	6000	-11	-10	-1	1652402	М
02/28 18:26	02/28 18:47	58.07	60.11	62.38	6497	6487	64.40	6500	6482	-3	-8	5	1652769	М
03/01 17:52	03/01 18:20	60.49	60.60	60.68	8486	8482	63.37	8502	8484	-16	-14	-2	1653046	М
03/02 23:42	03/03 00:06	61.01	55.08	48.57	6957	7007	52.31	7002	7036	-45	-16	-29	1653350	М
03/03 14:09	03/03 14:27	55.58	55.09	54.02	5476	5497	56.25	5500	5513	-24	-8	-16	1653475	М
03/04 17:53	03/04 18:11	56.48	56.06	55.43	5490	5506	58.27	5503	5509	-13	-10	-3	1653898	М
03/05 17:34	03/05 17:55	57.30	56.07	54.83	6485	6507	56.34	6500	6515	-15	-6	-8	1654292	М
03/06 11:57	03/06 12:22	57.13	55.86	54.54	7481	7507	57.67	7503	7514	-22	-15	-7	1654584	М
03/07 10:12	03/07 10:38	57.14	56.34	55.53	7002	7021	59.09	7003	7007	-1	-16	14	1654959	М
03/07 21:56	03/07 22:14	56.97	56.73	56.41	5485	5497	60.00	5502	5502	-17	-12	-5	1655196	М
03/08 18:23	03/08 18:45	57.67	56.41	55.05	6475	6495	60.24	6503	6502	-28	-21	-6	1655549	М
03/09 17:46	03/09 18:14	57.38	58.52	59.62	8482	8484	62.62	8503	8489	-21	-16	-5	1655819	М
03/10 17:56	03/10 18:20	59.08	60.66	62.77	6997	6985	64.32	7001	6982	-4	-7		1656188	М
03/11 21:11	03/11 21:35	60.67	61.89	63.44	6487	6472	67.10	6503	6474	-16	-15		1656693	М
03/12 17:34	03/12 17:59	61.95	61.83	61.67	7485	7477	64.03	7502	7483	-17	-11	-6	1657045	М
03/13 18:04	03/13 18:24	61.84	62.41	63.23	6503	6489	65.86	6512	6488	-9	-11	2	1657457	М
03/14 17:35	03/14 17:56	62.26	63.12	64.14	7463	7443	66.58	7501	7470	-38	-11	-27	1657781	М
03/15 18:44	03/15 19:06	62.98	61.45	59.19	6473	6476	63.43	6492	6478	-19	-17		1658079	М
03/16 22:04	03/16 22:31	61.65		56.42	8467	8486	60.56	8504	8501	-37	-22	-15	1658303	М
03/18 08:38	03/18 09:02	59.96		58.04	5482	5489	61.44	5500	5495	-18	-12	-6	1658768	М
03/18 20:54	03/18 21:16	59.53		62.40	6473	6463	65.88	6490	6466	-17	-14		1658978	М
03/19 16:26	03/19 16:48	61.52	61.91	62.24	7484	7473	65.09	7504	7480	-20	-13		1659295	М
03/20 12:50	03/20 13:11	61.95	61.95	61.95	6990	6982	64.54	7001	6981	-11	-11	1	1659611	М
03/20 20:30	03/20 20:44	62.03	62.45	63.34	4981	4970	67.00	5000	4978	-19	-12	-8	1659715	М
03/21 20:19	03/21 20:52	62.47	63.50	64.37	8448	8425	67.86	8503	8461	-55	-19	-36	1660038	М
03/23 06:28	03/23 06:59	63.33	60.90	58.44	6967	6973	62.50	7004	6993	-37	-18	-20	1660358	М
03/24 09:48	03/24 10:12	61.35	59.01	57.24	6977	6989								
02/04/46 27	03/24 17:00	59.46	60.10	60.99										
03/24 16:37	03/24 17:00	33,70	00.10	9						-684	-446	-238		

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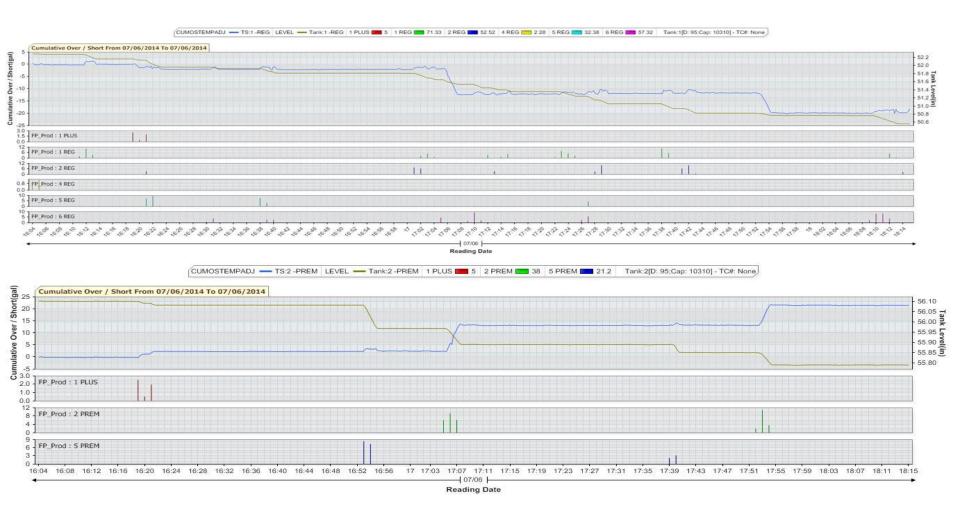
### Retain and Lost Load



#### **SUMMARY AND RESOLUTION -**

Customer stated it was a retain from another site. "Wondered where that went."

### Blending



#### **SUMMARY AND RESOLUTION -**

The customer sent a technician to the site and they found one dispenser set to blend incorrectly. The problem was corrected.

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### **Theft**



#### **SUMMARY AND RESOLUTION -**

Three individuals were arrested on October 1, 2014 at approximately 12:45 am while they were still at the pump. Simmons provided the customer a summary of the dates and gallons lost, and the police ultimately used this data.

### **Questions and Answers**

