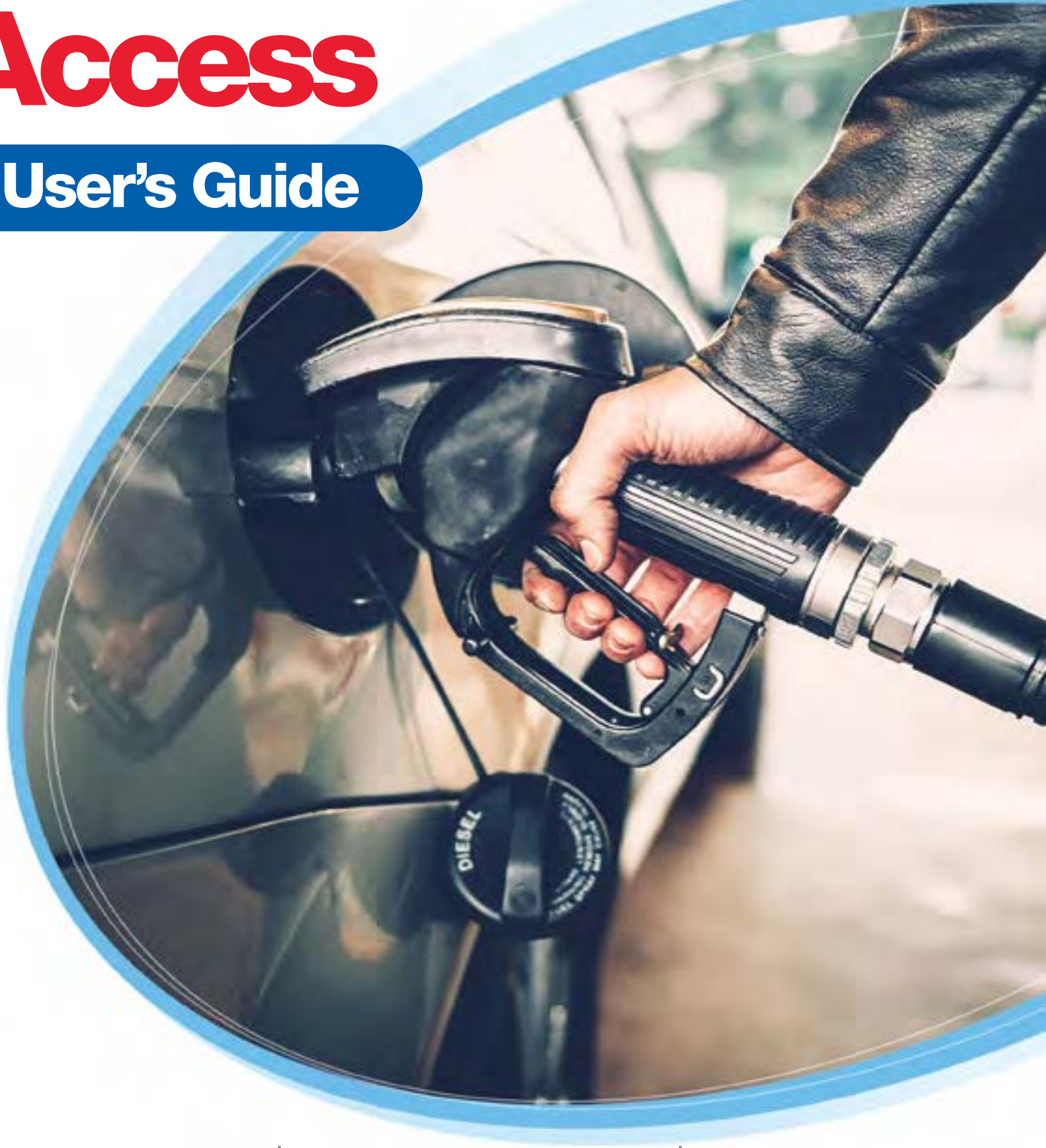


24-Hour Fuel Access

User's Guide



Mobil[™]

DOWLER • KARN

PROPANE • FUELS • LUBRICANTS



Safe Operating Agreement

Thank you for selecting Dowler-Karn Limited as your fuels provider. As per Section 5 of the TSSA Liquid Fuels Handling code, Dowler-Karn is required to annually communicate to our customers proper fuel handling and emergency response procedures for our 24-hour fuel access centres. It is essential that all procedures featured in this booklet be fully understood and strictly adhered to in order to minimize the risk of an accident.

Due to the potential dangers involved in the handling of petroleum and propane products, it is important that the enclosed safe handling

procedures are followed when fueling onsite. Enclosed you will find a copy of the “24-hour fuel access safe operating agreement.” Please note that the use of your FOB constitutes acceptance of the terms and conditions as outlined in the Safe Operating Agreement.

We encourage you to reach out to us with any questions you may have on the information presented in this guide. Please contact our head office Monday to Friday between 8am and 5pm at 519-631-3810. Or you can call your local branch location or use our general contact email at: info@dowlerkarn.com



DOWLER-KARN

PROPANE • FUELS • LUBRICANTS

Ownership Message

Thank you for your business. As a third-generation family-owned business, we are fortunate to have a very dedicated and knowledgeable staff, committed to understanding your unique needs and providing unequalled service. We work hard to be leaders in our industry, and we are proud that since 1943 we have been contributors to the communities in which we serve. Our success is based on a simple formula: personalized, friendly service, a commitment to safety and the environment, and investment in quality equipment and training.

With a network of branch offices and fuel access centres across Southwestern Ontario, in addition to our Lubricants Distribution Centre, we are proud to supply industry leading products from ESSO fuels and Mobil Lubricants. We hope you'll join the over 18,000 residential, agricultural, commercial and industrial customers who turn to Dowler-Karn for their propane, fuels, and lubricants needs.



Instructions for Fob use

- 1** Slide scanner cover up and touch FOB to the scanner.
- 2** Prompt screen will display your next action.
- 3** Select the pump number as indicated on the pump and push enter.
- 4** Select the fuel type and push enter.
- 5** Remove the nozzle and push fuel type you selected and begin fueling.
- 6** When complete, slowly remove the nozzle and replace it in the pump.
- 7** If receipt is required, return the FOB to the console and scan the FOB again.
- 8** Follow the screen prompts for a receipt and remove the printed paper from the scan window.

The use of a FOB constitutes an acceptance of all the terms and conditions of use. This includes training by the FOB holder and all users associated with that FOB in the safe operating and emergency procedures outlined in this document.



Payment Options and Remittance Policy

There are a number of convenient payment options for you to choose from, including automatic withdrawals, internet and telephone banking, and traditional cheques, credit cards, cash or debit options. We also have a convenient online customer portal on our website and a phone app, where you can review account information and make payments. For more information, visit our website at www.dowlerkarn.com.

In order to maintain the standards of service our 24-hour fuel access customers

have become accustomed to, we would like to reiterate our payment remittance policies: credit terms are net 30 days, requiring payment in full each month. All past due accounts will be charged interest at a rate of 2% per month and all overdue accounts risk suspension of service without warning, should monthly payments not be made on balances owing over 30 days.

24-hour fuel access accounts are also subject to a \$25.00 reactivation fee for any FOB that has been deactivated due to non-payment.

Safe Operating Procedures

1. Turn off ALL sources of ignition.
2. Only portable containers bearing a ULC label can be filled.
3. Only a portable tank under 500 litres capacity can be filled.
4. Do not leave the nozzle unattended during filling.
5. Do not put any foreign objects in the nozzle to lock it open (i.e. gas cap)
6. Follow all posted procedures during fueling.
7. No smoking, open flames or other sources of ignition within 3m of fuel pumps or tanks.
8. Be careful not to cause spillage of any amount.
9. Stay near your vehicle while fueling.
10. Do not fully top up fuel tanks as expansion may cause the tank to overflow.
11. Observe location and instructions for fire extinguishers and emergency shut off switches.
12. Note the location of the posted emergency numbers on the site.
13. Take notice of all spill containment boxes.



Emergency Procedures in the Event of a Spill

1. Shut off the flow of fuel.
2. Press the emergency shut off located on the 24-hour fuel access pedestal or the remote.
3. Emergency shut off located onsite (location will be posted).
4. Eliminate/ keep away ignition sources (cigarettes, open flame, running engines, etc.).
5. Do not start vehicle.
6. Use emergency numbers posted at the site to report the emergency and to get help.
7. Do not take personal risks to control the emergency.
8. Use absorbent materials provided to contain a spill.
9. Avoid contact with fuel and do not enter the area of the spill.





Emergency Procedures in the Event of a Fire

1. Shut off the flow of fuel.
2. Press the emergency shut off located on the 24-hour fuel access pedestal or the remote.
3. The emergency shut off will be located onsite (location will be posted).
4. Eliminate/ keep away ignition sources (cigarettes, open flame, running engines, etc.).
5. Do not start vehicle. Get everyone out of the vehicle and away from the area.
6. Use emergency numbers posted at the site to report the emergency and to get help.
7. Do not take personal risks to control the emergency.
8. Extinguish small fires using a fire extinguisher but only if it is safe to do so.

Dispensing Operations

No container shall be filled with product at our facilities unless:

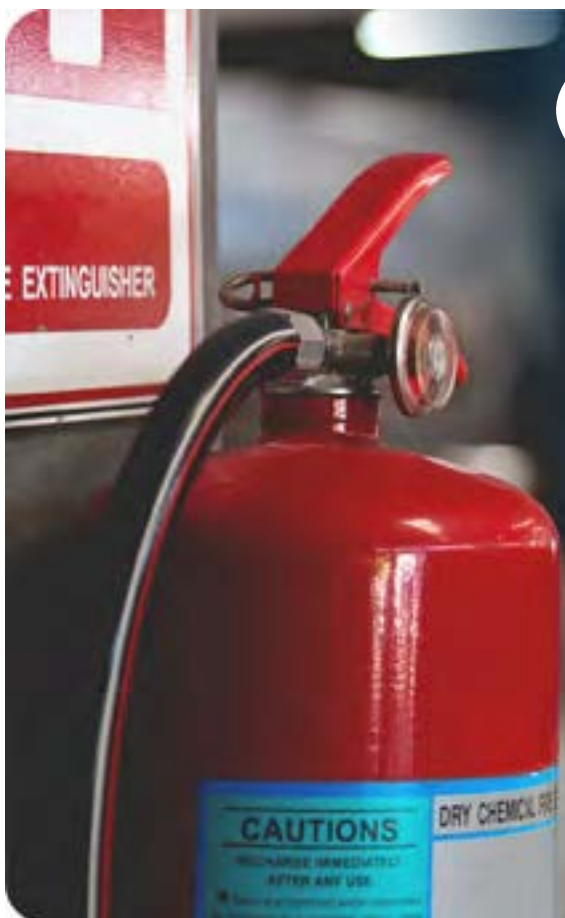
- The operator approved the container is in safe condition.
- It is a metal or plastic container bearing the label ULC or CSA.
- It is a portable fuel tank for marine use.
- It is a Jerri can bearing the embossed certification marking: CTC-5L, BTC-5L, ICC-5L, DOT-5L or TC-5L.
- It is not filled beyond its nominal capacity. This is to allow for safe travel and for expansion.
- It is a drum bearing the embossed certification marking: CTC, BTC, ICC, DOT, or TC followed by 5, 5A, 5B, 5C, or 5M.
- It is any container approved by Transport Canada or the product to be carried.
- It is removed from the vehicle and the vehicle's ignition is turned off.



Follow the procedures posted at the branches or access centres for the proper use of equipment and the safe dispensing of product. No person shall dispense any product unless they remain in attendance at their vehicle during refueling.

Safe Operating Procedures

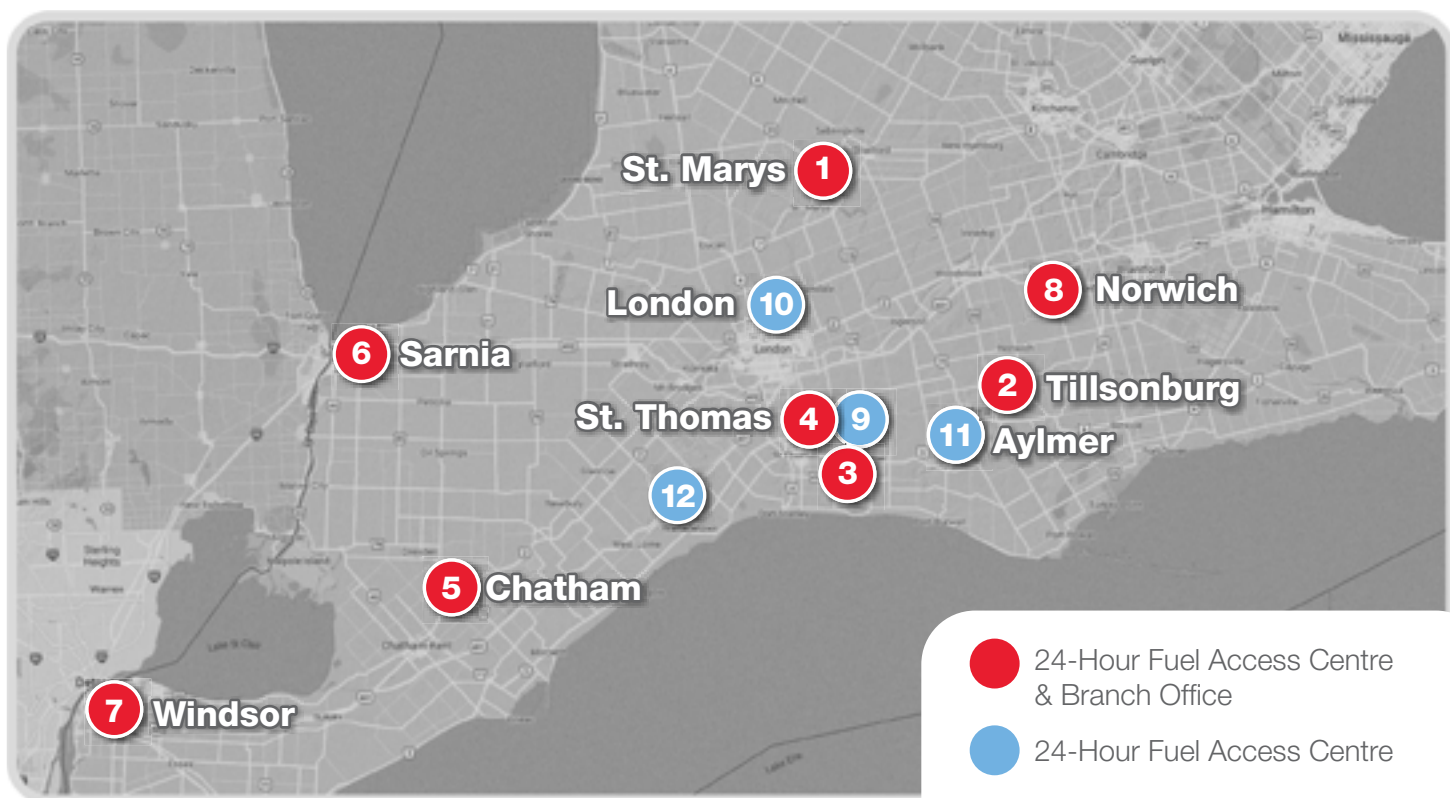
1. Turn off the engine and all sources of ignition.
2. Use the FOB to activate the propane dispenser prior to turning the dispenser handle to ON.
3. Do not open the refueling nozzle until the dispenser pump is operating.
4. Wear appropriate gloves while refueling.
5. Do not leave the nozzle unattended while refueling.
6. Follow all posted procedures during refueling.
7. No smoking, open flames, or other sources of ignition within 3 metres of the refueling area.
8. Observe location and instructions for fire extinguishers and emergency shut off switches.
9. Only fill vehicles to 85% full. It is an offence to fill any propane tank in excess of 85% capacity.



Procedures in the Case of a Fire

1. Get everyone out of the vehicle and away from the area.
2. Stop the flow of propane.
3. Shut off the propane dispenser and/or press the emergency shut off located on the 24-hour fuel pedestal.
4. Eliminate/ keep away ignition sources (cigarettes, e-cigarettes, open flames, other running equipment).
5. Do not start or move your vehicle.
6. Avoid contact with propane fuel.
7. Move to a well ventilated area away from the refueling area.
8. Use the emergency numbers posted at the site to report the emergency and to get help.
9. If necessary, call 911.
10. Do not take personal risk to control the emergency.
11. Extinguish small fires using a fire extinguisher available but only if it is safe to do so.

Dowler-Karn Locations



- 24-Hour Fuel Access Centre & Branch Office
- 24-Hour Fuel Access Centre

24-Hour Fuel Access Centres & Branch Offices

1. ST. MARYS

1714 Perth Line 163, St Marys, ON.

519-229-6300 • 1-800-463-3902

All products: Fuels, Propane, Lubricants, 24hr Fuel Access

2. TILLSONBURG

45B Spruce Street, Tillsonburg, ON.

519-842-4841 • 1-800-265-9325

Fuels, Lubricants, and 24hr Fuel Access

3. ST. THOMAS

43841 Talbot Line, St Thomas, ON.

519-631-3810 • 1-800-265-4342

All products: Fuels, Propane, Lubricants, 24hr Fuel Access

4. LUBRICANTS DISTRIBUTION CENTRE (LDC)

40 Progress Drive, St Thomas, ON.

519-637-2020 • 1-855-535-2022

Mobil Lubricants Warehouse

5. CHATHAM

24151 St Clair Road, Chatham, ON.

519-351-8000 • 1-800-263-0295

All products: Fuels, Propane, Lubricants, 24hr Fuel Access

6. SARNIA

361 Gladwish Drive, Sarnia, ON.

519-337-5085

All products: Fuels, Propane, Lubricants, 24hr Fuel Access (Card access only)

1494 Plank Road, Sarnia, ON.

519-336-8600 • 1-800-661-6893

Propane products

7. WINDSOR

5475 Dicocco Court, Oldcastle, ON.

519-737-9635 • 1-877-770-7263

Propane products, 24hr Fuel Access (Propane only)

8. NORWICH COMING SOON

125 Main Street, Norwich ON.

519-637-2020 • 1-855-535-2022

Fuels Bulk Plant, 24hr Fuel Access

24-Hour Fuel Access Centres

9. ST. THOMAS

389 South Edgeware Road, St. Thomas, ON.

24hr Fuel Access

Clear Diesel

10. LONDON AIRPORT

1980 Crumlin Road, London, ON.

24 hr Fuel Access

Propane, Gasoline, Clear/Dyed Diesel

11. AYLMER

26 Beech Street, Aylmer, ON.

24hr Fuel Access

Gasoline, Clear and Dyed Diesel

12. DUTTON

11063 Currie Road, Dutton, ON.

24hr Fuel Access

Earl MacDonald Transport location: Clear Diesel



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Why Dowler-Karn?

Dowler-Karn has been fueling communities since 1943. Even as a third-generation family-owned and operated business, we do not rest on our laurels. We are committed to building on our past successes and are investing for the future. We have partnered with industry leaders like ESSO Fuels and Mobil Lubricants to offer you advanced technology and leading edge products.

Our local presence and strong commitment to the communities in which we operate has contributed to our continued growth and success. But most of all, we are proud to serve our thousands of loyal customers day in and day out. Our dedicated team is excited to see what the future holds.

PLEASE FOLLOW US ONLINE:



CHECK OUT OUR CUSTOMER PORTAL AND APP

You can now enjoy secure online access to current account information and easily complete a variety of transactions from the Dowler-Karn home page.

To sign up, please visit us at:

➤ dowlerkarn.com/client-portal



Sarnia • St. Marys • Tillsonburg • Chatham • St. Thomas
London • Dutton • Aylmer • Norwich • Windsor

dowlerkarn.com