



Customer Newsletter

Quarterly Newsletter

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Did You Know:

Pearls melt in vinegar.

A duck’s quack does not echo, and no one knows why.

Venus is the only planet that rotates clockwise.

McKinney Petroleum Equipment

The Fraud Liability Shift is Coming – What You Need to Know



If thieves haven't already started stealing your customers' payment data at the dispenser, they're not far away. Fortunately, the responsibility for crimes due to fraud has always been somebody else's problem. But things are about to change, because of an October 1st, 2020 deadline, the liability for these costs will shift to you, the fueling station owner.

What's more, not only will you be responsible for any chargebacks related to outdoor payment fraud, but you are also likely to lose business to stations where customers feel their data is safe and secure - fueling sites that have made the switch to EMV.

Filling stations are the lowest hanging fruit for bad guys when it comes to skimming. “1 in 5 millennials say they’ve been scammed at the pump in the past year.” says Megan Leonhardt, CNBC.

- If you're ready for an enhancement to the look and performance of your forecourt, our latest line of EMV-enabled Wayne Ovation™ fuel dispensers and Helix™ fuel dispensers are great options.
- EMV transactions require a TCP/IP (ethernet) connection. We offer both wired and wireless connectivity solutions that won't destroy your forecourt or budget.
- Our advanced technology lets you manage, diagnose and deploy upgrades remotely, reducing downtime and keeping costs predictable and affordable.
- We offer a retrofit solution for nearly every fuel dispenser sold in the last 15 years, so existing pumps can be upgraded with ease, including Gilbarco Encore 500S and 700S.

Wayne has partnered with Tandem Finance to offer 2.19% financing programs for EMV upgrades.



EMV Encore kits for Encore S Series now available!

- 12" touch screen (currently WITHOUT inOvationTV™ media platform support)
- Wayne™ Dispenser Secure Access – smart switches
- Dispenser integration kit
- Wayne TAP™ Contactless Reader
- Media Speaker
- Wayne Connect™ TCP/IP-RS485 Connectivity

DID YOU KNOW?

US Secret Service recovers 1000's of card skimmers from fuel dispensers each year on average, each one steals 80+ credit cards before it's found. You'll soon be on the hook for any charges made at your pumps with all those counterfeit cards.

(NBCNews.com)

Be ready for the future

As your forward-thinking partner, DFS is at the forefront of all the latest hardware and software developments. When it comes to EMV, Wayne outdoor platforms are specifically engineered to accommodate new technologies, including media, mobile payment capabilities, and loyal programs - saving you time and money, and hassle. With DFS in your corner, you'll be prepared for future technologies as they emerge. And more importantly, you won't have to make expensive new equipment purchases when your business grows or regulations change.

Why is it important to do a 30-day walk-through?

- It is required by EPA, ADEM, FDEP & MDEQ
- Avoid Notice of Violation
- Discover small problems before they become big ones
- Good risk management
- Class A/B Operator training stays fresh as a result of doing repeatable actions
- Possibility of spills, leaks, missed alarms and fines is reduced



What We Have Found

- Damaged spill buckets, drains or liquid in spill buckets
- Incorrectly labeled or damaged manhole covers
- Broken gauge sticks in overfill valves
- Excessive water in the tank
- Tank gauge in alarm or without power and paper or with burned out bulbs
- Incomplete or missing release detection records
- Damaged or missing vent caps
- Stage I vapor recovery poppet damaged or cover not properly marked

Industry Highlights:

EPA Issues Compliance Advisory

As a follow up to its May 30th rule authorizing the year-round sale of E15, the US Environmental Protection Agency (EPA) issued a June 24, 2019 compliance advisory to remind owners and operators of their compatibility requirements.

As detailed in the advisory, marketers wishing to sell fuel containing more than 10% ethanol or 20% biodiesel must demonstrate compatibility of the following underground storage tank (UST) system components:

- the tank
- piping carrying product from the tank
- piping containment sumps entered by the piping
- pumping equipment, including the submersible pump or suction pump
- release detection equipment, including automatic tank gauge (ATG) probes, sump sensors and line leak detectors
- spill prevention equipment, such as spill buckets

(PEI Tulsa Letter)

Safety & Maintenance

“A Month in the Life”

Every day, PEI members work hard to protect people, preserve the environment and keep the nation moving. The importance of that work is best illustrated by the occasional instances when things don't go quite right. Here's a not-so-beautiful glimpse at six real life incidents, accidents and tragedies from the last 30 days. The kind of “month in the life” that no PEI member wants to see.

April 2. An overfilled underground storage tank (UST) spilled into the Popo Agie River in Lander, Wyoming, according to the Wyoming Department of Environmental Quality (DEQ). The leak was discovered when the residents called the Lander Fire Department to report a gasoline smell. After noticing a sheen on the surface of the nearby river, the DEQ found that a country store gas station had overfilled one of its USTs. The DEQ shut down the gas station until the overfill prevention devices were repaired.

April 2 – 16. Seven workers died in jobsite trench collapses in four states (Ohio, Tennessee, Colorado and Idaho). One of the deceased was a father of 5, with another little one on the way. Though the accidents occurred at commercial, residential and utility job sites (i.e., not at a fuel dispensing facility), the PEI Safety Committee, nevertheless, decided to revisit how to best communicate trench safety essentials in our industry.

April 15. A UST exploded around 9:00 a.m. at an Ashland, Kentucky gas station, shooting flames, concrete, metal and other debris into the sky. Although news reports did not identify a cause, one PEI Safety Committee member who viewed footage of the explosion surmised that the explosion occurred in the tanks vapor space, perhaps as a result of static, a corroded STP wiring failure, or fault in the ATG probe wiring.

April 23. A truck driver initiated fueling at a Delaware convenience store, then left his vehicle unattended, assuming fueling would stop automatically when the tank was full. Unfortunately, the nozzles hold open latch did not disengage properly, and 100 gallons of diesel fuel spilled into the parking lot.

April 24. State officials shut down a Chesterfield, Virginia retail facility after discovering excessive water in two of the facilities USTs. Questions had arisen when a local Volvo dealership mechanic found watered-down gasoline in a customer's car that would not restart. Another customer reported that one third of the gas she purchased with water.

Collectively, these incidents, accidents and tragedies answer an important question:

Why do you do what you do? You do it to:

- Keep rivers clean in Wyoming
- Protect trench workers in Ohio, Tennessee, Colorado and Idaho
- Prevent dangerous explosions in Kentucky
- Ensure healthy fish and aquatic life in Iowa
- Keep hanging hardware functioning properly in Delaware
- Provide Virginia drivers with high quality fuel



Famous Sports Quotes:

Doug Sanders, professional golfer: “I'm working as hard as I can to get my life and my cash to run out at the same time. If I can just die after lunch Tuesday, everything will be perfect.”

Mickey Lolich, Detroit Tigers pitcher: “All the fat guys watch me and say to their wives, ‘See, there's a fat guy doing okay. Bring me another beer.’”

Tommy LaSorda, LA Dodgers manager: “I found out that it's not good to talk about my troubles. 80% of the people who hear them don't care and the other 20% are glad I'm having them.”

Publication of Interest

What Do You Mean, “Security at a Fueling Station”

Despite public perception, fueling is complex. Think of fueling as a superset of retail. Extreme innovations at convenience stores are taking basic services - standard credit cards, self-branded credit cards, loyalty programs, cashier services, outdoor fueling payments, traditional convenience store food items, car washes, etc. - and integrating them into varied, rich customer experiences. Examples include: self-service, full service, quick serve and made to order restaurants; clothing at general merchandising; extended automotive services (oil changes and repairs, bill payment, bakeries, self-checkout, hang out areas, automated checkouts, self-branded merchandising of food and retail items); accommodations for electric charging; customer targeted advertising; mobile technology integration; and interactive displays.

Today's convenience store benefits vary greatly thanks to cloud-based analytic technologies, media delivery systems, card host processing networks, loyalty and mobile payment platforms, back-office systems, remote monitoring and diagnostic services, point-of-sale (POS) systems, wet-stock and delivery management systems and others. All of this technology is more than enough to burden the best information technology teams. From today's technology giants to the 63 percent of the U.S. C-store market that is owned by mom and pops, the retail fuels market is in the early stages of major industry inflection point.

Couple this with the following facts:

- Security breaches at Target, Home Depot and others led to the stores acknowledging that tens of millions of cards might have been compromised in 2014
- You've probably used one of these services. In 2017, breaches were acknowledged by InterContinental Hotel Group, Arby's, Verifone, Dunn & Bradstreet, Saks 5th Ave, UNC Health Care, Chipotle, Sabre, Hospitality Solutions, Google Gmail, Brooks Brothers, DocuSign, Kmart, the University of Oklahoma, Blue Cross Blue Shield/Anthem, Verizon, Equifax, US Securities and Exchange Commission (SEC), Deloitte, Sonic, Whole Foods Market, Yahoo, Hyatt Hotels, Uber and others, according to IdentityForce Inc., an identity protection company
- 81 percent of businesses failed to detect breaches themselves in 2014, according to the 2015 Trustwave Global Security Report, 2015 Security Pressures Report and 2014 State of Risk Report
- Governments Around the world tightly regulate the distribution of highly flammable liquid fuels sold at gas stations to ensure public safety

To combat the recent uptick in hacks, companies have instituted numerous preventative efforts, including layered security. The retail fuels space has adopted or is adopting the following security layers:

- Updating Payment Card Industry Data Security Standards (PCI DSS) measures to increase the robustness of protection
- EMV Company based certifications in hardware, software and system levels
- Point-to-point encryption using one of several methodologies
- In-store managed networks
- Data privacy/PII protection architectures
- Card branded recommended (security) certified technology equipment installer requirements
- PCI-certified qualified security assessors to conduct third-party penetration testing

The significant rise in the complexity of fueling stations during the past few years and the enormous rise in hacking a highly regulated environment have pushed cyber security to a foremost concern among sophisticated owners, retailers and suppliers.

Equally important is choosing solutions that allow for scalability and robustness, depending on the needs of individual sites and retail owners, whether a single site or a network of thousands of stores.

Dover Fueling solutions integrates security in all of its products including dispensers, POS systems, cloud based data analytics, media delivery services, forecourt controllers (i.e., “internet of things” gateways), automated tank gauges, sensors, outdoor payment systems, PIN pads, wired and wireless networks, wetstock management and fleet management. “Security at a gas station” translates to a complex web. Educate yourself, and choose your partners wisely.

(Rajeev Rumar - PEI Journal)

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