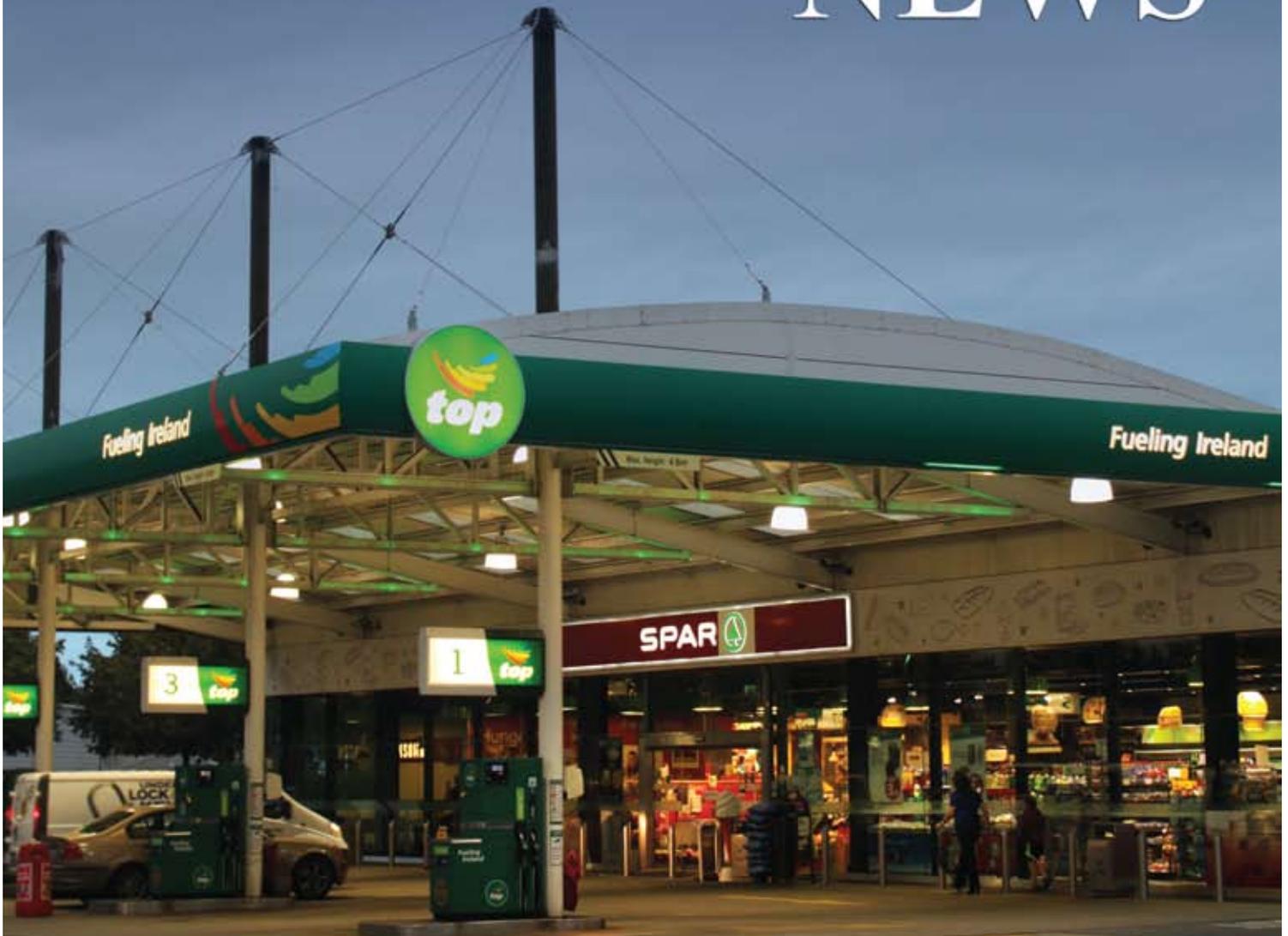


IPRA

OCTOBER 2016

# FORECOURT NEWS



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RETAILERS IN A RECOVERING YET  
CHALLENGING MARKET



IPRA  
Irish Petrol Retailers Association

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The Irish Petrol Retailers Association (IPRA) was established in 2006 with the intention of providing specific advice and guidance to petrol retailers. While there were other organisations in the field representing separately, grocery retailers and fuel importers, there was no trade association specifically working on behalf of and representing the interests of the modern petrol retailer. The IPRA's aim on start-up was to provide retail members with timely advice on wholesale market price changes allowing them to maximise their purchase of fuel, advice on contracts, employee legislation and safety regulations.



Michael Griffin, John O'Mahony, David Blevings & Annesley Barker

Ten years on the association has gone from strength to strength and is now recognised as the foremost petrol retail trade association in Ireland. We are sought after for comment by local media, Government and various Agencies when oil prices move significantly, up or down. We interact with Revenue, have presented to the Oireachtas Committee and submitted evidence to the National Consumers Association (NCA) on fuel pricing.

As well as all that we have developed and applied for a patent on a Quality Assurance Scheme for fuel.

The Membership has grown over the past ten years and we regularly advise members on new and proposed changes in the legislation and lobby on behalf of the legitimate trade.

A key success in recent years has been the establishment of a fuels group with Revenue that meets regularly to review the problem of abused fuel, reporting requirements of ROM1 and issues faced by retailers on the ground. This has worked extremely well and Members that attend these meetings tell us that it is very positive to interact with Revenue in a constructive forum.

For years the trade has been at the sharp end when it came to increases in Government excise duty – it was normal for consumers to blame the retailer. Through constructive media engagement we believe we have defended the retailer well and consumers, and the media, now understand the supply chain better and how small a return the retailer actually receives from fuel.

So what does the next five years hold for IPRA? Well, we continue to lobby on issues that affect our Members, including unfair competition from unauthorised car washes, pop up retail sites and planning violations. We believe a vibrant trade body is necessary to promote the interests of legitimate traders and will continue to provide a 'voice' for the legitimate trade.

FOR MORE INFORMATION PLEASE VISIT OUR  
WEBSITE [WWW.IPRA.IE](http://WWW.IPRA.IE)  
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# Reduce your losses with temperature compensated pumps.



It's that time of the year when temperatures are starting to drop and fuel is starting to contract in the underground tanks. Every forecourt should be assessing if their site could benefit from temperature compensated pumps.

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# NSAI ADVISES FUEL RETAILERS TO CHECK PUMPS REGULARLY

FRIDAY, SEPTEMBER 2<sup>ND</sup> 2016

The National Standards Authority of Ireland's Legal Metrology division is advising all fuel retailers to check their pumps regularly, to ensure they are working within legal tolerances.

During the lifetime of a fuel pump, it has a tendency to drift through general wear and tear. Fuel pumps may under-dispense, meaning the consumer is not getting what they pay for and the retailer is breaking the law. However, fuel pumps left unchecked may also over-dispense, costing retailers thousands of euro in lost revenue each year.

*"Many might not realise this, but some retailers who fail calibration tests do so because their fuel pumps are actually over dispensing fuel,"* said Paul Turner, Head of Legal Metrology at NSAI.

*"Recently, one of our inspectors came across a retailer who had lost over €15,000 in 12 months alone, because the fuel pump was not calibrated accurately. It is in the retailers' interest to ensure their dispensers are working correctly so that their customers can have confidence in their service, and so they don't lose revenue through faulty pumps. The best way to avoid this is to ensure your fuel dispensers are checked and verified annually,"* he added.

The NSAI's Legal Metrology division is responsible for checking all measuring instruments used in trade in the Republic of Ireland. These measuring instruments include fuel pumps for petrol and diesel, taximeters and weighting instruments in supermarkets, pharmacies and airports.

At fuel stations, Legal Metrology inspectors are responsible for

checking that the amount dispensed is within legal tolerances (that is between -0.5% and +1%) and that all adjustable components are sealed. This ensures both traders and consumers can have confidence that the quantities charged for are accurate.

One of the main reasons pumps fail is because the petrol or diesel pumps had recently been repaired, altered or adjusted, but not subsequently verified. In other cases, the seals were found to be broken or damaged.

NSAI's Legal Metrology inspectors have the power to take a pump out of operation, if it is under dispensing or over dispensing fuel, if the inspector suspects fraud, or if the instrument is not verified.

NSAI also has the power to prosecute businesses who fail to comply with the law, Metrology Act, 1996. Non-compliant retailers could face a fine of up to €22,000, or up to four years in prison, or both.

*"NSAI's inspectors not only protect consumers, they also look out for traders as well,"* said Mr. Turner.

*"We give assurance that the quantity of fuel you are dispensing to the customer is accurate; while the IPRA checks that the fuel quality is correct. Together NSAI and IPRA can provide your customers with the confidence they need to trust in your service,"* he added.

Compliance rates among petrol stations inspected in the Republic of Ireland improved in 2015, from a 93 percent compliance rate in 2014 to 94 per cent in 2015.

NSAI carried out inspections in 770 service stations across the country during 2015. Of the 5,468 liquid fuel dispensers tested to ensure they were calibrated correctly, 342 failed (6%) and the businesses were issued with warnings. All businesses complied with the warning notices and rectified the issue within the specified time frame of 28 days.

NSAI's Legal Metrology team is actively carrying out inspections at retail forecourts at all times throughout the year. Inspectors are seeing an increase in the number of retailers using Standard



Temperature Accounting (STA) and of those liquid fuel dispensers inspected last year, approximately 10% were fitted with STA.

**NSAI'S LEGAL METROLOGY INSPECTORS HAVE THE POWER TO TAKE A PUMP OUT OF OPERATION, IF IT IS UNDER DISPENSING OR OVER DISPENSING FUEL, IF THE INSPECTOR SUSPECTS FRAUD, OR IF THE INSTRUMENT IS NOT VERIFIED.**

On an Irish retail forecourt, there is no legal metrological requirement that would prevent STA from being enabled on one dispenser and not on another, providing that the correct markings are shown on the dispenser. Consumers purchasing liquid fuel at a retail forecourt can recognise an STA fuel dispenser by the legend on the faceplate, "Litres at 15°C", or something similar.

Liquid fuel dispensers that are verified with the STA function enabled should remain STA enabled throughout the whole year to avoid consistently favouring the seller or the buyer. Alternatively, if the STA function is disabled then it should remain disabled for the same reason. Switching the STA function "on and off" throughout the year to gain a commercial advantage from seasonal changes in fuel temperature is an offence under the Irish Metrology Act, 1996.

FOR MORE INFORMATION ON THE NSAI LEGAL METROLOGY SERVICES, VISIT [NSAI.IE](http://NSAI.IE) OR FOLLOW ON TWITTER @NSAI\_STANDARDS

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## PENINSULA – DON'T ASK YOURSELF, ASK US!

When you run a small business, the most valuable commodity of all is the hardest one to find: time. Time to concentrate on doing the things you do best. The things that made you set up in the first place. The things that make your business grow. Because nobody sets up a business to spend their time learning about employment law or making sure they are up-to date with their health & safety. Nobody except Peninsula, that is.

With over 30 years' experience, Peninsula has built the largest team of HR, Employment Law and Health Safety experts, who provide professional services to small businesses in Ireland, 24 hours a day, 365 days a year. Peninsula started small themselves, just a few people in a room. So, although they've grown over the years, their values remain the same. We know what small businesses need because we are still a small business at heart.

Small businesses are vulnerable because they often don't have the time, resources or expertise to make sure that they are complying with the demands of employment and health and safety law. These are increasingly complex areas, and even unintentional breaches can lead to a legal action that is enough to finish

off a small company. The number one thing that Peninsula offers is peace of mind. Our experts make sure that a small business is covered, at a fraction of what it would cost to retain expertise in house. We free up time for small business owners to concentrate on doing what they do best, and we provide ongoing support for when the unexpected inevitably happens. Peninsula enable small business to benefit from the same expertise that bigger organisations can access, helping them to grow and succeed.

Peninsula understand that every business is different, we have utilised our team of experts to create the industry's broadest range of solutions, all carefully tailored to help businesses of all shapes and sizes. These services streamline, simplify and strengthen our

member's businesses, maximising their chance to succeed.

Our first specialism was employment law. For a small business to navigate that maze is next to impossible without the right help. But

the cost of having an HR professional on staff is too high for most small businesses, and traditional lawyers often don't understand small business needs. That's where Peninsula comes in. With us on your side it's like having your own HR team at a fraction of the cost.

Today our services go beyond employment and HR to cover health and safety management, insurance, employee wellbeing, and much more besides. Whatever we do, the service is always provided by a handpicked team of experts, so you can be sure you're getting the best. All of which means more peace of mind for you, and more time for you to concentrate on what you do best: growing your business.

If you are interested in our Employment Law service or want to know what Peninsula can do for your business, then please phone 1890 252 923 and we will be more than happy to discuss your requirements.

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 BUSINESSES IN  
 IRELAND**

## INTERVIEW WITH BRIAN ROUSE, KEY ACCOUNT MANAGER PAYZONE

### WHO ARE PAYZONE?

Today, Payzone has established its position as Ireland's largest provider of multi-channel consumer payments and owns one of the largest physical retail payments networks in the country with 11,500 points of sale across over 7,000 retail agents. The business processes over 73 million transactions annually across a variety of electronic transactions services, including mobile phone top ups; debit/credit card transactions; M50 motorway toll payments; Leap travel cards; local property tax payments; parking payments, pre-paid utility and parcel collection services.

### HOW CAN PAYZONE'S SOLUTIONS HELP DRIVE SIGNIFICANTLY HIGHER FOOTFALL AND INCREASE CONSUMER LOYALTY FOR FORECOURT RETAILERS?

Independent research undertaken by Red C demonstrated that Payzone services attract a higher volume of customers into retail stores who subsequently bring additional revenue with further in-store spend. One key finding highlights that 80 per cent of Payzone customers choose their local store specifically because it provides Payzone services. Eighty two per cent of Payzone customers said they often buy things they might otherwise not buy when they go into a shop to use Payzone. Consumer feedback highlights how convenience, choice, ease of use, ability to use cash and control spend are key factors in why customers like and are drawn to using Payzone services.

Our recent achievement in being awarded the 'Supplier of the Year', as voted by retailers, at the annual XL Retail Forum, (part of the BWG group), is a real vote of confidence in the work and added value that Payzone delivers for retailers.

### WHAT IS PAYZONE'S MOST POPULAR SERVICE THAT DRIVES CONSUMERS TO A FORECOURT?

Among Payzone's most popular services that drive consumers to a forecourt is the motorway toll payments product, that allows motorists to easily prepay and postpay their M50 toll. A large proportion of motorists still don't have a tag and continue to pay in cash, making forecourts an attractive destination for over 2 million motorists across the country. Toll transactions are particularly high in the summer months at tourist destinations and during Football Championship season.

The growth of online shopping and the ability for shoppers to send, collect and return online goods via their local forecourt that

provide the Payzone / Parcel Connect service is also proving a huge success, with consistent month-on-month growth in the volume of packages being delivered through this service channel. Payzone is extremely focused on continuing to deliver innovative payment services that drive greater efficiency and increased revenues for our retail partners. This year will see the launch of some exciting new initiatives with a focus on services that will be very complementary to supporting the business of forecourts.

### TELL ME SOMETHING I DIDN'T KNOW ABOUT PAYZONE?

Payzone is an Irish company and everything we do is in-house, from developing the software to installing and maintaining the network. We process 2.6 transactions every second, of every minute, of every day and this is growing at a rapid pace. We believe in supporting local retailers and the community at large with convenient services that add value to the retail offering. Independent research has proven that our service portfolio helps significantly to drive spend in retail.

We recognise the changing environment of forecourt retailing and the ever evolving payments processing industry. At Payzone, we are at the leading edge of technology in consumer payments assisting retailers to increase the speed of transaction at the point of sale. We're driving contactless payments across the market and at present 40% of card transactions we process are contactless. Payzone is your trusted partner to transition your business and future proof your payment processing.

Controlling the cost of sales should always be a key focus for retailers. Payzone works closely with retailers to identify areas within their business where savings can be made on everyday costs such as payment card processing, cash management and other critical business services, driving greater efficiency for their store.

At Payzone, we are very much committed to supporting retailers to ensure we deliver the services they will require in order to grow their business.

# ADDING VALUE to your forecourt



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## REAL TIME WETSTOCK MONITORING – THE IMPORTANCE OF CHECKING FUEL DISPENSER ACCURACY

Wetstock monitoring may appear to be a complicated process but by understanding what can happen fuel during its time at your service station, can take away the mystery and help find the 'missing link' and where fuel loss maybe occurring.

There are plenty of opportunities where fuel, often considered the 'invisible product', could be lost from the time of delivery to the point of sale. At PUMPWATCH we believe, in order to identify the sources of possible fuel loss, first it is important to eliminate where fuel is not being lost. Remember, this is fuel already purchased by you!

Temperature fluctuations, vapour loss and inaccurate fuel dispensers are the most common sources of fuel loss. Typically, it would be recommended that the service station would first begin at the dispenser, as this is the simplest way to identify fuel loss. Carry out regular fuel dispenser accuracy tests by carrying out a very simple procedure whereby a known volume of fuel (according to the dispenser) is dispensed into an approved test measure. It's that simple!



Something that is not often considered is, if on average the forecourt is under-dispensing, within the legal tolerances allowed, losses may be camouflaged and may go undetected for long periods of time.

In addition, fuel temperature could be causing considerable losses as fuel expands/contracts at approximately 1.2ml per 1°C that's approximately 24 litres for every degree change in every 20,000 litres delivered.

During the fuel dispenser accuracy test, it is also a good opportunity to take the temperature of the fuel and record the result for future comparisons if the dispensers are not the issue. It would be suggested that a comparison be made between the dispense temperature and the tank gauge temperature as it has been seen to show up to a 5°C difference which could be distorting wetstock monitoring calculations.

During fuel delivery it is believed that 0.2-0.3% of the delivery is returned to the delivery truck in the form of vapour. Depending on the volumes sold on the forecourt, this could be the cause of some of the noted wetstock loss on the forecourt.

Often serious wetstock loss may not be caused by just one issue but a combination of small losses throughout the system. By including a fuel dispenser accuracy test in conjunction with other wetstock monitoring including the monitoring of the temperature of the fuel each time, it becomes much easier to determine possible sources of fuel loss. And finally, an underground leak is probably the most serious and most expensive to resolve of all possible sources of fuel loss. It should be the last place to investigate. We would strongly recommend that all other sources are investigated first – the first being, a dispenser accuracy test! It could save you thousands!





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The Oil Market Journal was founded in 1999 with the aim of providing oil distributors in the UK and Ireland with intraday oil price assessments on the Rotterdam spot market, covering refined oil products including Kero, Gas Oil, ULSD and Petrol. Price assessments in local currency per litre terms help oil distributors and service stations make informed buying decisions. The OMJ also provides clients with relevant oil market news and analysis so that clients not only have a clear understanding of what is driving the price, but also where it is going.

Since 1999 the OMJ has expanded greatly and provides oil price services to a wide range of oil buyers in Europe. Real-time prices, news and analysis are delivered to clients via a range of technologies including: website, ticker, wallboard, mobile website and email / text messaging.

### WHERE NOW FOR OIL PRICES?

The two main drivers of global oil prices are the physical fundamentals of supply & demand and foreign exchange prices. In the first quarter of 2014 global oil supply flipped to a surplus, bringing to end a long trend of under supply. The principal reason for this was the rapid expansion of US crude production which increased to over 9 million barrels per day from under 4 million barrels per day in 2008 due to a surge in US shale production. The expansion in production accelerated just as the ten year stand-off with Iran over its nuclear program was coming to an end. This sent oil prices tumbling lower. The downtrend was further exacerbated by the decision from the US Federal Reserve to end its QE program and change interest rate policy to that of gradual rises, sending the US Dollar sharply higher and oil prices even lower.

The US Government forecast that global oversupply will continue until Q3 2017. In addition, the US Federal Reserve is also on a path of interest rate hikes over the next few years, and as a result

the outlook for oil prices looks favourable for oil distributors and consumers. Although oil prices have probably bottomed out at the \$26/b seen in Q1 2016, prices are expected to drift slowly higher. However the upside is capped by likely re-emergence of US shale production which has great potential to increase production. For years oil prices traded in a narrow but high price range between \$100 and \$110/b; over the next few years we expect prices to trade in a wider but lower range of \$35-65/b.

### BREXIT MEANS BREXIT!

Brexit is the other major factor affecting the Irish oil market. The shock vote to leave the European Union after a “reasonably happy marriage” of over 40 years will have a major effect on both Northern Ireland and the Republic of Ireland. Although Sterling has already fallen sharply the medium term outlook for the next couple of years is poor. Investors have plenty of other major currencies to buy instead of Sterling. The Swiss Franc, Danish Krona, Swedish Krona and Norwegian Krona all offer exposure to stable governments and sound finances. We continue to see further downside for Sterling over the next few years. This will reduce demand for road fuels at border service stations in the Republic of Ireland but boost the buying power of Irish firms buying goods and services from the UK such as petrol pumps and road tankers.

In summary the outlook looks uncertain, but that is hardly a new phenomenon. After 30 years of the troubles and 10 years of the property crash, a few years of Brexit uncertainty will hardly scare the Irish businessman!

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### About EuroBlue

EuroBlue AdBlue® is a 100% Irish owned business offering a complete AdBlue® solution for operators of SCR diesel vehicles. As a fully licensed manufacturer and distributor of AdBlue®, we are proud to offer the best quality and priced AdBlue® to the Irish market.

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## AdBlue®- The fast growing market in the diesel industry



The automotive industry is a constantly changing sector. Improvements in technology, new laws and regulations and many other factors insure this fast moving industry is always evolving. The introduction of environmental laws regulating exhaust emissions in diesel engines has led to the development of SCR (selective catalyst reduction) technology. The SCR system allows diesel engine vehicles to meet emission standards without compromising on engine power. The SCR technology was initially introduced mostly in large diesel vehicles like trucks, buses, and agricultural machinery but has recently been adopted by most car manufacturers. The SCR system uses AdBlue® as an integral part of its system.

### What is AdBlue®?

AdBlue® is a high purity (32.5%) aqueous urea solution for use in SCR Diesel Vehicles. Sometimes referred to as Diesel Exhaust Fluid, AdBlue® is a registered trademark of the German Association of the Automotive Industry (VDA). The AdBlue® mark is a guarantee the product is produced to ISO-22241 standard and is fully certified for use in all SCR engine vehicles.

The AdBlue® is stored in a separate tank on the vehicle and from there it is dosed automatically into the exhaust gas, creating a chemical reaction, which converts the harmful NOx (nitrogen oxide) to harmless Nitrogen and water.

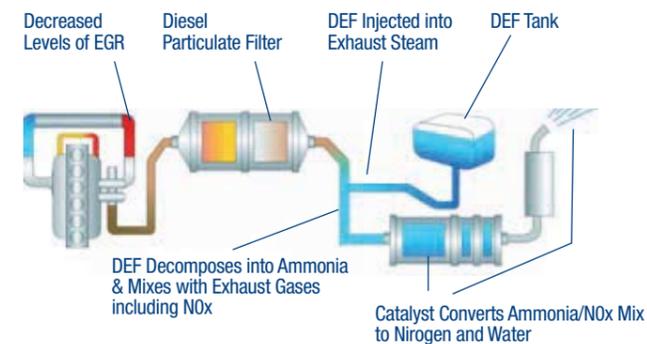
### Using AdBlue®

AdBlue® is stored in a separate tank to the diesel. The filling cap is usually found in one of three places depending on car model. They are located next to the diesel filling cap, in the trunk or under the bonnet. It is very important that the diesel and AdBlue® are never mixed as this will cause serious damage to the engine or catalyst converter which will be very expensive to replace. Using a sub-quality DEF will have the same effect over a period of time and so only high quality AdBlue® is recommended. Vehicles that use AdBlue® have a warning light on the dashboard which signals when they are running low on AdBlue®. These warnings differ between car manufacturers but typically happens with approx. 1000KM left to go. When the AdBlue® runs out, the vehicle will lose power and will not restart until tank is topped up.

AdBlue® has been available for many years in service stations with a high traffic of HGVs and Buses but as it becomes more widespread with the growing demand and use in personal vehicles, demand across the mainstream service network will increase substantially. Currently, demand for AdBlue® is serviced mainly by small retail packs of 1.5l, 5l and 10l. These are generally sold over the counter but as demand increases many new forecourt pumps are being installed to dispense AdBlue® directly into cars.

### The future of AdBlue®

It is clear that AdBlue® is a rapidly growing market and is here to stay with 80% of all new European diesel passenger cars from 2016 onwards coming equipped with SCR Technology. The AdBlue® market is already well established within the agricultural, haulage and transport industry and it is expected to grow exponentially in the passenger car sector over the coming years. It is expected that total usage of AdBlue® will more than triple by the year 2025, with European Consumption increasing to over 6 billion liters annually.



## Key Points

- 80% of new European diesel cars using AdBlue
- AdBlue usage set to triple by 2025
- Regulations ensuring the use of SCR technology
- AdBlue set to expand into more industries by the end of 2016



# “QUALITY ASSURANCE IS GOOD FOR A RETAILERS BUSINESS” SAYS IPRA

The IPRA launched a Quality Assurance (QA) scheme in the summer of 2013. This was in response to requests from retail members’ in Dundalk who wanted to reassure their customers that the fuel being sold is of a consistently high quality and met Irish fuel specifications.

Fast forward to 2016 and there are now over 210 stations throughout the island promoting quality assured fuel.

The purpose of the IPRA Accreditation scheme is to provide a recognised quality standard for motor fuels and safeguard the interests of consumers - fuel quality is a vitally important consideration for everyone; poor quality fuel is one of the main causes of faults and breakdowns.

The system established includes random testing – a retailer will not have prior knowledge of when a test is being conducted. Testing is out sourced to an independent testing company (TE Laboratories, Carlow) who, following a successful visit and negative test for adulterated fuel, issue a certificate acknowledging the retailers adherence to the Irish Government specification on motor fuel quality. The testing is carried out on both petrol and diesel and a random testing protocol ensures that the system is operated fairly.

Motorists looking for a quality assured station can identify their nearest IPRA Member site by visiting [www.ipra.ie/map](http://www.ipra.ie/map) and by noting the flags and logos displayed at QA approved stations.

*“A number of our Members report increased business due to the introduction of a quality assurance scheme; it gives customers confidence in their fuel purchase which has to be good news for the retail trade”.* David Blevings – IPRA

## Quality Assurance



### WHY USE AN IPRA ACCREDITED FUEL SUPPLIER?

The fuel will meet current Irish Government specification for motor fuel quality.

The service station operator will have a verifiable audit trail guaranteeing the authenticity of the fuel product. It provides a guarantee that the fuel you buy meets recognised standards and fulfils the required specification for your vehicle.

### HOW ARE COMPLAINTS DEALT WITH?

Liability for fuel quality resides with the retailer however we hope this scheme will help provide confidence

about fuel quality to both the motorist and the service station owner.

In the unlikely event that an issue about fuel quality arises the first step should be for the consumer to contact the retailer where they purchased the fuel directly and give them a chance to resolve the problem. If they cannot sort out the problem a customer may ask to talk to a supervisor or manager.

However if the customer is still not happy with the decision or explanation provided by a fuel supplier participating in this scheme, we encourage the customer to contact the IPRA who will review the complaint. IPRA will deal fairly and effectively with any complaint and do everything we can to reach a satisfactory outcome. Most importantly we aim to learn from complaints, to prevent recurrence and to improve the service the IPRA and its members provide to our customers.

A trade mark application is pending for the IPRA QA Scheme and retailers interested in the scheme can contact IPRA for further information.

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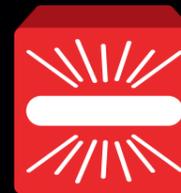
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COMBO

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Call Dessie J Aughey to carry out a site survey 00447801285613 • e-mail: [dessie.aughey@air-serv.co.uk](mailto:dessie.aughey@air-serv.co.uk)

## AIR-SERV IRELAND

WHAT ARE THE KEY SERVICES THAT PROMPT A CUSTOMER TO DRIVE ONTO A PARTICULAR FORECOURT?

DO THEY WANT TO USE THE JET-WASH? THE VACUUM? THE ONSITE VALETING EQUIPMENT?

IT IS A QUESTION MANY RETAILERS CONSTANTLY ASK.

Caron Beesley, marketing consultant and owner of April marketing, believes the most important goal is to make an impression on the 'audience'. So ask yourself - is your forecourt equipment making the right impression?

When choosing new services or up-grading existing forecourt equipment, Dessie J Aughey from Air-Serv Ireland relies on the three P's: Placement, Presentation, and Protection.

**Placement:** Is the equipment fitted in a location that is enticing for a customer to park, and can they use the equipment in a stress-free area?



**Presentation:** Does your equipment reflect and add to the overall professional look of the site? Is the equipment clean and tidy, with clear and easy-to-follow operating instructions? Does the equipment stand out from others in the area?

**Protection:** 55% of damaged caused to standalone forecourt equipment is vehicle impact damage. Therefore, taking the time to select the right location and fitting the right protection will protect your return on investment for 10 to 15 years.

Air-Serv Ireland is the market leader in supplying forecourt equipment on a site-specific revenue share plan. They can upgrade your existing jaded, tired equipment and, if required, fit that much-needed concrete base for protection - at no cost to you.

FOR MORE INFORMATION, PLEASE CALL DESSIE J AUGHEY 00447801285613, OR EMAIL [DESSIE.AUGHEY@AIR-SERV.CO.UK](mailto:DESSIE.AUGHEY@AIR-SERV.CO.UK).



Dessie and Tony at the IPRA Forecourt Exhibition in City West.

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## REVALUATION FOR BUSINESS RATES

The principle behind rateable valuation is that the ratepayer's commercial property in a rating Authority's area should provide a measure of its ability to contribute towards the cost of local services in that area.

The Poor Relief Act, 1601, upon which the Law of rating is founded, and which, though at first only a temporary measure, was finally made permanent in 1640, and was the outcome of a succession of Statutes dating from the time of Richard II, dealing with the maintenance of the poor.

In 1852 the Valuation (Ireland) Act changed the basis of assessing the Valuation and inter alia provided that tenements were to be separately valued upon an estimate of the Net Annual Value with reference to the prices of agricultural produce.

There have been a number of Valuation Acts since 1852. The most notable was the Valuation Act of 1986 which made provision for valuing certain types of machinery or industrial plant, and the legislation also formulated the use of a fraction of the Net Annual Value to make rateable valuations relative in a modern context.

Further refinements to the system followed with the Valuation Act 1988, which provided primarily for global valuation of public utility undertakings and the setting up of the Valuation Tribunal, which is an independent body to hear appeals against decisions of the Commissioner of Valuation. This Tribunal took over the function previously carried out by the Circuit Court.

The current Statute under which business rates are now assessed is the Valuation Act 2001, which is the first comprehensive review of rating legislation and Valuation Law in 150 years and came into force on the 2nd May 2002. This Act has modernised the Valuation Code and has repealed all previous Valuation Acts.

The Valuation Act 2001 provides a streamlining of the system of valuation and appeals, and also provides for the revaluation of all properties in Ireland. As a consequence, the revaluation programme was commercial in 2005 in three county councils

**IT IS ESSENTIAL THAT RATEPAYERS ENSURE THAT THEIR RATEABLE VALUATIONS ARE FAIR AND EQUITABLE AND SEEK SPECIALIST ADVICE TO ENSURE THAT THEIR INTERESTS ARE FULLY PROTECTED.**

areas, viz: South Dublin; Fingal, and Dun Laoghaire Rathdown.

The Revaluation programme is intended to bring more equity, fairness, and transparency into the rating system, by creating a uniform relationship between modern rental values and assessed business rates.

The Commissioner of Valuation has published revaluation orders in respect of: Carlow County Council, Kilkenny County Council, South Dublin County Council, Kildare County Council, Leitrim County Council, Longford County Council, Offaly County Council, Roscommon County Council, Sligo County Council, Westmeath County Council and the Valuation Certificates will be issued in December 2017.

Each rate payer who receives a Revaluation Information Form from the

Valuation Office is legally obliged to complete that Form within 28 days of the date on the letter received and return it to the Valuation Office. It is

When the Revaluation in your local authority area is complete, the Valuation Office will send you a **proposed** Valuation Certificate, which will show the details and the Valuation proposed for your property. You, or your appointed valuer, will have an opportunity to make representations (within a strict time limit), if you are dissatisfied with the proposed Valuation Certificate. Following consideration of your or your rating consultants' representations, the Valuation Office will send you a **final** Valuation Certificate. This will be the basis for Commercial Rates that will be levied on your property by the local authority from January 2018.

It is therefore essential that ratepayers ensure that their Rateable Valuations are fair and equitable and seek specialist advice to ensure that their interests are fully protected. If you fail to make representations in good time you will be unable to have your valuation reviewed for another ten years.



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## WHO'S WASHING YOUR CAR - DO YOU CARE?



The Irish Car Wash Association (ICWA) is the newly formed industry body representing the interests of petrol retailers operating car washes in Ireland which has originated from our retail association – the Irish Petrol Retailers Association (IPRA). Members of the car wash association include representatives from the following brands; Applegreen, Maxol, TOP, TOPAZ and Valero and many independent retailers.

For the last five years our members have expressed concern over the substantial growth in the non-forecourt operated car washes that have 'sprung up' on vacant lots and disused forecourts across the country. While the industry has no problem in welcoming competition, these washes often operate without licence; have no valid planning, operate on a domestic supply and have no suitable plan for disposal of effluent.

Legitimate filling stations are registered for VAT, are required to provide certificates for disposal of silt and pay water rates as well. With these overheads, they cannot start to compete with the unauthorised wash.

A study by McArdle Doyle (Feb 2014) estimated that there are an estimated 3,000 unauthorised car washes in the Republic of Ireland with a projected loss of over €300M annually to the 'compliant' car wash sector. On a conservative basis, the loss on water rates alone is estimated at c. €10M.

### SO WHAT'S NEXT?

Well as an Association we have been busy lobbying TD's and Councillors asking for a change in the legislation. We are proposing to launch a car wash website later this year [www.irishcarwash.ie](http://www.irishcarwash.ie). This will allow us to promote Members sites that are compliant with local legislation and recommend them to consumers.

In tandem we will undertake a media promotion highlighting the problems associated with the unregulated car wash and promote compliant members sites. We will continue to push Councils to investigate and prosecute/legitimise unauthorised sites.

Ultimately, the goal is to get ALL car wash sites licensed. Without licensing the problem of unauthorised washes will continue

In the interest of fair competition in this sector we would advocate that there should be a 'level playing field' and this will only come about through the licensing of every wash in the country.

IF YOU HAVE A WASH NEAR YOU THAT YOU THINK MAY BE UNAUTHORISED, THEN SEND US DETAILS THROUGH A LINK ON OUR RETAIL WEBSITE [WWW.IPRA.IE/UNREGULATED-CAR-WASHES/](http://WWW.IPRA.IE/UNREGULATED-CAR-WASHES/)



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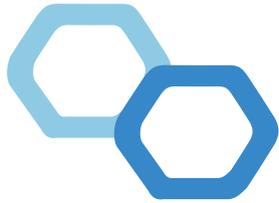
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Irish Petrol Retailers Association

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