



FuelQuest's Real-Time Alarm Management Service Delivers Proactive Visibility into Fuel Storage Tanks

System Mitigates Environmental Risk and Reduces Automatic Tank Gauge Maintenance Costs by Managing Compliance, Streamlining Maintenance and Automatically Triaging Tank Gauge Alarms

The Challenge

For suppliers, distributors and buyers of motor fuels, management of underground storage tank alarms is often an afterthought. In many cases, the industry's reactive philosophy regarding compliance alarms and the company-wide risks they create, become serious considerations only after it is too late.

With thousands of tanks dotting the country from coast-to-coast, the Environmental Protection Agency requires owners and operators to consistently validate the integrity of the vessels in these key areas:

- Release detection and reporting;
- Spills;
- Corrosion protection;
- Air quality; and
- The presence of hazardous substances.

Traditionally, this process has been a labor-intensive, manual effort involving several organizational layers to react and respond to various tank gauge alarms. These alarms disrupt business continuity and generally trigger an inefficient chain of events from health and safety employees, maintenance personnel, field operators and third-party contractors—to assess and diagnose the problem. What's more, the stringent regulations governing tank operation require multiple levels of duplicative paperwork to be filed, sapping precious hours of productivity; not to mention the hard costs associated with deploying experts to interpret the alarm.

While a portion of the routine tank alarms and fault indications can be diagnosed and repaired on-site, without an automated solution in place to proactively address alarm indications and compliance issues; alarm trends can not be analyzed and unknown violations could go unnoticed. This not only racks up hefty fines upwards of \$32,500 per day, but also causes environmental damage which may cost millions to remediate.

The key to avoiding such scenarios is adopting a vigilant approach to alarm management to assess compliance and tank integrity issues before they become environmental and financial liabilities.

Strategy & Implementation

FuelQuest's Alarm Management Services (AMS) consist of a team of certified technicians continuously monitoring the safety and proper function of underground storage tanks using a centralized and systematic methodology. This team leverages FuelQuest's industry leading technology to eliminate many manual processes and create an environment in which problems are accurately identified in a timely manner. This strategic approach mitigates risk and reduces overall maintenance costs.

The technology component includes:

- Storage Tank Compliance
 - Alarm triage and management
 - Compliance reporting (ATG & SIR)



Intelligent triage, diagnosis and resolution are crucial factors to evaluate when considering an alarm management solution. FuelQuest's configurable Alarm Response Protocol (ARP), automatically routes alarm notifications to relevant parties based on the alarm profile. Alarm notification comes in the form of e-mail, online or PDA ensuring alerts are delivered to the appropriate person anytime, anywhere. Although FuelQuest has incorporated years of best practices into the ARPs they are easy to customize to meet unique client business requirements.

These protocols enable users to actively manage multiple sites by responding to alarms in a standardized, efficient manner. Notifications and dispatches include problem diagnosis and suggested solutions to expedite alarm verification and resolution.

The compliance reporting software creates a streamlined process to automatically review, approve, download, print and store regulatory and other compliance-related reports. The software's configurable threshold window allows users to establish environmental compliance parameters by a specified date to proactively identify and respond to issues. Embedded in the user-friendly system are the capabilities to define compliance periods and rules and to validate and document tank integrity.

"Tank owners are under pressure to keep their UST's in compliance and to keep maintenance costs down. FuelQuest's AMS and Environmental Compliance Solutions help tank owners proactively mitigate environmental risks and reduce ATG related maintenance."

- Mike Frisk, FuelQuest AMS and Environmental Compliance

Benefits – Out of Sight, Top-of-Mind

Although underground storage tanks are not visible, the ongoing risks associated with their use are apparent. To that end, FuelQuest's AMS module enables tank owners and operators, from major oil companies to sole proprietorships, to avoid compliance risks and potential penalties by adhering to an automated protocol.

FuelQuest's exception-based philosophy allows the team to anticipate and manage alerts while actively monitoring 'stable locations.' The system's ability to deliver advance warnings enables users to holistically manage entire tank systems rather than reacting to isolated events. Tank owners and operators who are truly interested in a proactive approach to compliance management will quickly realize the cost-benefits of FuelQuest's exception-based triage processes.

If an alert does result in a service call, the AMS diagnostic processes provide potential solutions before the event exceeds predetermined compliance standards. Additionally, exceptions are accurately addressed from the start; ensuring contractors have the right equipment to resolve the alarm the first time.

The automated, Web-based process flow eliminates errors by subtracting lengthy paper trails and standardizing alarm management procedures. For those tank owners and operators who are proactive in responding and analyzing tank alarm conditions; With AMS in place, best practices, centralized management and customized executive reporting can combine to reduce the number of unnecessary dispatches by up to 30 percent. AMS allows customers to replace open-ended operational cost exposures with quantifiable monthly expenses.

For instance; on a per 100 site basis, AMS has demonstrated an ability to eliminate up to 200 technician dispatches per month. At an average dispatched response expense of \$200, that's a monthly benefit of \$40,000, or an annual benefit of \$480,000.

In addition, the reduction in needless service calls, potential penalties, manual processes and man-hours translates into significant human resources and administrative savings. The system frees up key personnel to become more strategic and focus on their core job functions.

By combining our industry leading technology with a team of seasoned professionals, FuelQuest's Alarm Management Service (AMS) provides proactive management insight into storage tank compliance and maintenance to reduce

FuelQuest Addresses:

- ATG Alarm Management
- Underground Storage Tank Compliance Release Detection Reporting & Record Keeping



financial, environmental and operational risk for suppliers, distributors and buyers around the Globe.