

Fuel Quality Investigation or Customer Complaint

Investigate within one business day if possible

Inspector: _____ Date: _____ Facility: _____

Complete

Code Ref.

Comments

Review Customer Complaint

	- Contact complainant – record details		
	- Was vehicle checked by a repair facility?		
	- Was the cause of problem determined?		
	- Has customer reported problem to station?		
	- What response did customer receive?		
	- Contact complainant – record details		

Onsite Inspection

	- Request information of any water pump outs or other complaints reported to station		
	- Obtain copy of fuel delivery manifests prior to and after customer purchase		
	- Print tank monitor inventory report and alarm report for indications of water in tank or previous water pump outs		
	- Is fill pipe area well drained? (snow banks, down spouts, concrete issues, etc)		
	- Check spill bucket for liquid and proper drain valve operation		
	- Check tank for water or phase separation using water and phase separation detection pastes		
	- Gasoline-ethanol blends maximum 1/4 inch	ATCP 94.320(1)	
	- Aviation gas and aviation turbine fuel maximum 1 inch	ATCP 94.320(2)	
	- Gasoline, diesel and fuel oils maximum 2 inches	ATCP 94.320(3)	
	- Check all tank risers for tight seals		
	- Check ATG probe cap and wire seal grommet for tight seal		

	- Check submersible pump containment for water		
	- Check dispenser filters for type (water detection) (sediment) recently changed?		

Follow Fuel Sampling Procedures

	- Collect sample from dispenser nozzle		
	- An additional sample from tank bottom may be collected as part of the investigation to verify fuel quality at tank bottom.		
	- Sample clear and bright?		
	--Contaminated gasoline samples not clear and bright sent to lab for retention only		
	- Gasoline not clear and bright at 70 degrees Fahrenheit require immediate shut down	ATCP 94.210(1)	
	- Diesel/fuel oils not clear and bright recommend stopping sales until lab tests verify product quality		
	- Field screen diesel fuels with LEL meter		
	- All complaint samples must be lab tested for fuel quality		

STOP SALE – RED TAG - Upon receipt of failure from lab or not clear and bright

	- Obtain tank monitor inventory & leak detection	Chapter 168/ATCP 93/ATCP 94	
	- Red-Tag dispenser nozzles affected	Chapter 168/ATCP 93/ATCP 94	
	- Blenders: Red-Tag involved products	Chapter 168/ATCP 93/ATCP 94	
	- Blenders: Additional sampling completed	Chapter 168/ATCP 93/ATCP 94	
	- Red-Tag fill cap of tank contaminated	Chapter 168/ATCP 93/ATCP 94	
	- Observe pump out/pipe lines blown back to tank	P&P	
	- Ensure proper disposal of product	P&P	
	- Investigate cause of contamination	Chapter 168/ATCP 93/ATCP 94	

- Obtain inventory control	ATCP 93/ATCP 94	
--Obtain manifests/delivery tickets	Chapter 168/ATCP 93/ATCP 94	

Resume Fuel Operations

- Obtain tank monitor inventory & leak detection	ATCP 93	
- Check tank for water	Chapter 168/ATCP 93/ATCP 94	
- Check dispenser for new filters		
- Sample resupplied tank & dispenser(s)	Chapter 168/ATCP 93/ATCP 94	
- Lab test results meet specs	Chapter 168/ATCP 93/ATCP 94	
--Required for: Oil in Gas/Gas in Oil/Octane failures		
- Remove Red-Tags	Chapter 168/ATCP 93/ATCP 94	
If fuel complaint cannot be substantiated, possible questions to ask:		
--Does customer have sample of suspected contaminated product?		
--Contact repair facility for additional info and product sample from vehicle if available		

Recording Procedures

- Complete Complaint Report after investigation and lab tests have been completed.		
- Send completed complaint report to DATCP WM Complaints datcpwmcomplaints@wisconsin.gov		
- Ensure Complainant letter sent and complainant made whole		