

DOWNSTREAM



UKIFDA Focus Ireland:
Downstream analyses the residential heating sector and impact of liquid biofuels in Ireland – **P12**



UKIFDA EXPO 2021:
Further details about the leading liquid fuels distribution event and its move to 2021 – **P14**



Low Carbon Workstreams Update:
Guy Pulham provides a progress update on Clean Growth and decarbonisation – **P16**



Kettlewell Fuels

Downstream meets virtually with new **UKIFDA President Janet Kettlewell of Kettlewell Fuels**, to discuss her involvement in the industry – **P32**

Welcome

EDITOR'S LETTER

Welcome to the Autumn 2020 edition of Downstream!

A warm welcome to the Autumn issue of *Downstream*. I hope you managed to enjoy some time out at some point during the summer, even if it was at home. Trevor and I managed to squeeze in a welcome break in Cornwall – what a beautiful part of the world.

As I'm sure you will know, our current CEO, Guy Pulham's contract ends in February 2021 and unfortunately, he has decided not to renew. Naturally, we're sorry that Guy is moving on. I would like to take this opportunity on behalf of the UKIFDA team and our readers, to wish him all the very best going forward.

It's been a pleasure to work with Guy who has shaped the FPS into UKIFDA and will be leaving behind a stronger, better organisation. What a great legacy! He's ensured UKIFDA has a robust voice across the whole of the fuel sector, creating collaborations with other trade associations as well as instigating on-going activity with the UK and Irish governments to find the most suitable liquid biofuels solution.

Recruiting a new CEO has been our priority and I've been busy working alongside Phil Murray from WCF, UKIFDA Vice President Rory Clarke from Rix, Nick Gratton of Heltor, David Fairchild from WP Group and Bob Taylor from World Fuel Services (Land) Ltd. to ensure we find the right person for the job.

With all the social distancing measures in place, the recruitment process has been interesting with interviews taking place via Zoom. Generally, I'd say I'm much more of a face-to-face person but it certainly hasn't deterred us from undertaking a thorough selection process.

I'm pleased to report we've had an excellent choice of extremely professional candidates all of whom have demonstrated a range of valuable competencies and qualities.

It's great to know that UKIFDA is attracting such a high calibre of experienced applicants. We're looking forward to announcing the new appointment soon.

In the meantime, we've been doing everything we can to make sure the UK's off grid homeowners are ready for the winter months ahead. It's good to see that the UKIFDA Get Winter Ready campaign has received some great coverage nationwide and is being supported by members too. You can get involved by using the **#GetWinterReady** hashtag and tagging **@UKIFDA** in your social media posts.

With more stringent COVID-19 measures being implemented, it seems our sector may once again be put under pressure during the winter months. I wish you all a safe and successful winter in these difficult times. Here at Kettlewell Fuels we are using the UKIFDA COVID-19 support and guidance, which we find extremely useful helping us to comply with the evolving government guidelines.

For this issue, we've put together a great selection of articles including insight on the residential heating sector and impact of liquid biofuels in Ireland (**P12**), an update on UKIFDA EXPO 2021 (**P14**) and Low Carbon Workstreams (**P16**).

May I wish you all well over the winter months and I hope to be able to catch-up with you soon.

With my very best wishes,
Janet

Janet Kettlewell

UKIFDA
President



Key Dates



UKIFDA EXPO 2021

NEW DATE May 19 & 20 2021

UKIFDA has taken the decision to keep UKIFDA EXPO in Liverpool one more year and hold UKIFDA EXPO 2021 at Exhibition Centre Liverpool.

Contact Alison Dickson on:

T: +44(0)113 224 2213

E: adickson@communicateco.com



UKIFDA

Knowledge Hub 2020

Through October and November, UKIFDA is hosting a number of one-hour knowledge sharing sessions (**See page 22 for more information**) welcoming internal and external speakers to talk about current industry issues.

CEO'S Dispatch

WITH Guy Pulham

"A clever message is worthless unless there is a receptive audience."



Welcome to the Autumn 2020 edition of Downstream.

One of the best pieces of advice I've ever received (and I have received many critiques throughout my career) was "you have two ears and one mouth so that you can listen twice as much as you speak."

Others will conclude if I actually used the advice or not but a key learning for me over the last three years has been that a clever message is worthless unless there is a receptive audience. I am very grateful to Stephanie Freeman, our Press Officer and Dawn Shakespeare, Membership and Events Manager, for their efforts in raising the professionalism of our external messaging to the industry, to governments and to Members but I am concerned that many of our messages continue to fall on stony ground. That doesn't mean to say that our efforts are diminishing but the focus moves from wordsmithing the communications to thinking about how to get them in front of receptive people.

Our messaging to governments is clear:

1. Introduce energy efficiency support measures for all homes (on or off grid) irrelevant of current technology and protect the fuel poor
2. Maintain a technology neutral approach rather than try and pick winners as decarbonisation requires a multi-technology solution.
3. Understand that liquid biofuels are the best solution for many, many homes in the UK and Ireland and should be encouraged.

4. Pass legislation to effect fuel specification changes in agreed timelines that allows consumers to plan and for suppliers to innovate and invest to ramp up supplies of liquid biofuels.
5. Use tax rates to incentivise take up of liquid biofuels in domestic, agricultural and commercial premises rather than using carbon tax to ramp up prices to try and force change.

But the key message that we consistently make is **TALK TO US.**

The preconception is that there is no use in talking to us because all we want to do is tell you why alternative technology a or b is rubbish and why there are no problems with the current industry as it stands – 'the oil industry alone has created this mess and they cannot help find the solutions'. What absolute rubbish.

We know that volumes will fall across all sectors even with a rapid increase in biofuel production – we are not trying to protect our industry at all costs. There are homes that will work efficiently on non-liquid fuel technology and the more energy efficiency measures that are undertaken in homes, the more homes will have efficient, alternate technology choices. We actively support the idea of the right solution for the right home at the right time (for consumers pockets and for climate change). We really mean it when we say that we support decarbonisation as do all of our Trade Association colleagues across our supply chain with whom UKIFDA is proud to work.



We actively support the idea of the right solution for the right home at the right time (for consumer's pockets and for climate change)



Those other Trade Associations in the supply chain are important allies in the lobbying arena and I value the relationships that have now been established and although some of the BEIS contacts have moved on (which means all the lobbying work with that one individual disappears) there are some consistent points of contact who will listen to what we have to say. In addition, our voice on the relevant industry groups and meetings is now heard and respected.

However, there is no such thing as having too many lobbying contacts! A new CEO will bring new ideas and strategies building on the now solid foundations of the organisation (and be assured I will work hard to ensure an effective handover). But they also bring new contacts and relationships. They may even be able to open doors that have remained closed no matter how hard we knock (there is one body who doesn't even have the decency to respond politely, or not, to our letters or emails). The voice will change but the big positive will be UKIFDA finding new and different receptive ears, to hear what Members can do (and want to do) to help the decarbonisation transition.

Stay safe.



Irish Residential Heating Sector & Impact of Liquid Biofuels

Working with the Republic of Ireland office of AECOM, a worldwide consultancy and infrastructure practice, UKIFDA has undertaken research with trade associations OFTEC and Fuels For Ireland into the potential for biofuels and their contribution to reducing the carbon emissions in the home heating sector.

The research investigated the impact increased use of liquid biofuels could have on emissions reductions and how these reductions would be affected by other decarbonisation methods such as homeowners upgrading to condensing boilers. Its aim was to identify efficiencies and potential cost savings measures to support the nation's decarbonisation targets.

There were many factors to consider during the evaluation of how to decarbonise the residential heat sector, including affordability, available and emerging technologies, the net effect on carbon emissions, and incentives to encourage homeowners to reduce carbon emissions.

To provide background to this research, the residential sector of Ireland was responsible for 10.2% of Ireland's total greenhouse gas emissions in 2018 and 80% of the energy used was to generate heat – so an increase in efficiency of how heat is produced should lower overall emissions of this sector.

According to the 2016 Census, there are approximately 686,000 dwellings – 40% of Ireland's housing stock – that are currently using heating oil. These dwellings have been shown to have the highest emissions out of alternative heat sources considered in the report – however, switching to a blend of bioliquids (30% biofuel, 70% kerosene) has been found to have similar emission levels to a house using an air source heat pump.

The Irish government plans to decarbonise the residential stock of buildings, detailing in its Climate Action Plan to complete 500,000 building retrofits to achieve a B2 Building

Energy Rating Standard by 2030, and to install 600,000 heat pumps, 400,000 of which are to be in existing buildings. However, there are many uncertainties even if this target is achieved, including the fact it is not evident that using electricity as a source for heat pumps will lead to lower carbon emissions.

While the ban on installing oil heating systems in new homes means the proportion of oil heated houses will decrease in future, the number of homes using oil heating won't necessarily decline due to the lack of current incentives for homeowners to move away from using oil. However, if households are forced to switch away from kerosene then using a 30/70 biofuel/kerosene blend is the least costly alternative (using FAME's current pricing) and would lead to a cut in carbon emissions on par with air source heat pumps.



Liquid biofuels can and should play a role in assisting Ireland to reach its decarbonisation targets.



The research undertaken by Aecom also highlighted that pure bioliquids were found to have the lowest associated emissions compared to wood pellets and air source heat pumps, and have the added bonus of costing marginally less to install and maintain when measured over a 10-year period.

Aecom suggested that clear signalling is needed from government to encourage consumers to uptake a bio/kerosene blend liquid biofuel now as an alternative to kerosene – and it should even phase out kerosene for biofuel blends to signal to fuel suppliers to develop supply chains, invest in further research, encourage competition, and drive costs down.

This would enable suppliers to offer higher bioliquid blends at lower cost and help speed up the switch to pure liquid biofuels, ultimately contributing to Ireland's reduction in carbon equivalent emissions – and removing all fossil fuels by 2030.

With regard to assessing the effectiveness of upgrading boilers, analysis estimated there are approximately 386,000 conventional boilers still in use in Ireland with energy ratings of between 70% and 80%.

Upgrading the most inefficient boilers would reduce carbon emissions immediately as well as reduce energy bills.

As a result of the research, AECOM has 3 recommendations:

- Lobby the government for a ban of pure kerosene in home heating from 2025 and replace with a biofuel blend of 30% initially – this blend was found to be optimal for transitioning to lower carbon heating at minimal cost as it is compatible with existing kerosene boilers.
- Provide a total ban for kerosene use by 2030 to ensure all replacement boilers are compatible with future liquid biofuels.
- Replace the remaining conventional oil boilers with condensing boilers to immediately improve fuel efficiency, although only upgrade boilers with efficiency values of 80% or less as this is when it becomes cost effective. Upgrading boilers with 70% efficiency with a model that is 90% efficient, may reduce oil related emissions by up to 23% annually. Provide a scaled grant for oil boiler replacement in existing homes, for boilers that are 75% efficient or less – this would ensure the most polluting boilers are replaced and the measure could potentially save between €1b to €1.4b in carbon and fuel costs over ten years.

In summary, the government's planned retrofit programme could reduce residential emissions by between 6% and 40%, whereas switching to bioliquid use could reduce emissions in the range of 8% and 26% (blended and pure liquid biofuels). Given the certainty of savings for the residential sector when comparing bioliquid switch to retrofitting, liquid biofuels can and should play a role in assisting Ireland to reach its decarbonisation targets – after all, switching to a 30% biofuel/kerosene blend has been shown to reduce carbon emissions by 8% compared to the lowest retrofit option leading to a 6% reduction.

The research carried out by AECOM found biofuel blends offer equivalent or better emissions reductions when compared to air source heat pumps.

The higher the percentage blend of bioliquid to kerosene, the greater the carbon reductions – and by encouraging government to invest in liquid biofuels, the longer-term goal of switching oil users to pure liquid biofuels becomes attainable.

To conclude, Ireland is currently failing to meet its emission targets and this report has identified how the residential housing sector can contribute to the attainment of its targets.

Switching to liquid biofuels has been shown to be an affordable and viable alternative to oil, substantially decarbonising home heating with minimal capital investment.

The sector needs clear direction from government and incentives for homeowners to make the move away from kerosene to bioliquids. Phasing out inefficient oil boilers would also improve carbon emissions greatly. UKIFDA is pleased with the outcome of this research and the findings will allow us to lobby elected representatives and the Department of Communications, Climate Action and Environment, to seek the inclusion of bioliquids in the future government heat strategy.



Social Media Lowdown

THE INDUSTRY'S HIGHLIGHTS FROM THE LAST QUARTER.



Lynx Fuels

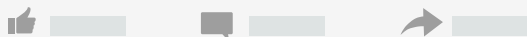
@LynxFuels

Lynx Fuels are proud members of UKIFDA and this year we are taking part in the 'Get Winter Ready' campaign. 🤝

We would like to encourage all rural households to prepare in advance and be ready for the winter.

lynxfuels.co.uk/fuelonline
0845 565 0244.

#LynxFuels #GetWinterReady

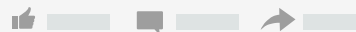


Kwasi Kwarteng MP ✓

@KwasiKwarteng

I'm supporting the launch of this year's Get Winter Ready campaign. It is important that households relying on oil and liquified petroleum gas for their heating are well prepared.

@LiquidGasUK @UKIFDA



Oil NRG

@OilNRG

Working from home this winter? We've got it covered with our simple 24/7 online ordering and savings plans to help ease the burden.

oilnrg.co.uk



Craggs Energy

@CraggsEnergy

"Autumn blew its leaves at me..." 🍂🍂
What caption are we thinking of for this amazing photo Lee took this morning?

Can you name the song/artist? Here's a clue:

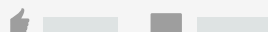
☁️ #CraggsEnergy #CaptionThis



Stoddards Ltd



We're here for when you need us. Get in touch for all your fuel needs. #localbusiness
#heatingoil #familybusiness
#staffordshiremoorlands #staffordshire



Phone
keys
wallet
oil





Have an interesting story to share?

Tweet us **@UKIFDA** or email us at **sf@ukifda.org**



Northern Energy

@_NorthernEnergy

A socially distanced coffee morning at the **#NorthernEnergy** head office this morning in support of the **#MacMillanCoffeeMorning**. Lovely cakes 🍰🍰🍰



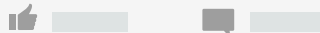
Johnston Oils



Spot Our New Tanker. The winning design from our 'Can you Design our Tanker?' has just been delivered to our Aberdeen depot and will be out on the road doing deliveries soon.

Abbie's design was entered into our competition this year and was voted the eventual winner by our Facebook followers. Thanks again to Abbie for entering and to our Aberdeen driver George for the great picture.

We'd like to thank all the entrants in this years competition. We're always grateful for everyone taking part and sharing their fantastic designs.



HIGHLAND FUELS LTD

@HighlandFuels

We are giving away 50 Highland Fuels Snoods on our Facebook page, follow the link and enter - **#Giveaway #Snoods #Scotland**



Williams Tanker Services Ltd



Williams Tanker Services are delighted to announce a brand new partnership with Italian waste tanker manufacturer Cappellotto, one of the world's largest and most reputable manufacturers of waste tankers and associated equipment.



Kevin McPartlan

in CEO, Fuels for Ireland

As IPIA evolves to become Fuels for Ireland, we set out our vision for the role liquid fuel suppliers and forecourt operators can play as we transition to carbon neutrality and beyond. **#poweringtodayandtomorrow #cleanfuelsforall #dcae**



Oilfast Ltd



We would like to wish our Operations Director, Duncan Ross, an incredibly Happy Retirement!

Duncan will be missed beyond measure at Oilfast. He has been with Oilfast from day one, and has worked with some of us for over 30 years. He is not only a treasured member of our team, but also a life-long friend.



Dover Fueling Solutions

invests in UVC technology to help prevent COVID-19 spread

Dover Fueling Solutions ('DFS'), a part of Dover Corporation that delivers advanced fuel dispensing equipment, electronic systems and payment, fleet systems, automatic tank gauging, and wetstock management, is pleased to announce that it has recently taken delivery of a THOR UVC® disinfecting robot in a bid to help prevent and control the spread of coronavirus infection at its facility in Dundee. The UVC device was delivered on 3rd September and is currently undergoing comprehensive trials to establish the best possible practice to be adopted for site disinfection and sanitisation.

The safety, health and wellbeing of its employees is of paramount importance to DFS. When COVID-19 first forced the UK into lockdown, the Scottish government classified DFS Dundee as an essential business and therefore required the facility to reopen and provide support to other essential services and key workers. Since then, DFS has been working hard to implement the strictest health and safety procedures to protect its people. Enhanced safety protocols have been in place since production staff returned to work on 31 March, 2020. Among these ongoing measures are enhanced sanitisation practices, one-way employee foot traffic, regular "fogging" procedures to disinfect the entire site, and strict social distancing rules above and beyond what is recommended by the government. The introduction of UVC robotics takes the company a step further in its efforts to enhance the protection of its employees.

UVC robotics takes cleaning and sanitisation at DFS Dundee to the next level. Focusing on autonomous operation, the machine will allow the company to ensure that disinfection processes within the premises are thorough and consistent, and existing manual resources are well allocated. The device is also readily portable, meaning that it can be utilised in all areas of the facility.



We are fully committed to protecting our staff's health, safety and wellbeing and have invested significantly in keeping the factory COVID-safe over the recent months.



MARK HUSBAND
EMEA EHS MANAGER, DFS

"THOR UVC® is the very latest high-powered disinfection robot, that can work fully autonomously around public spaces," said Annette Crowe, Sales and Marketing Director at Finsen Tech, the manufacturer of the device. "It uses shortwave ultraviolet-C light technology, which is proven to kill a large variety of common surface and airborne pathogens, including coronavirus. UVC disinfection is clinically proven, reaches floor to ceiling and is significantly more efficient than manual cleaning. The latest generation robot, acquired by DFS, generates more power than preceding UVC technologies, which is helpful in killing the new strains of viruses."

Mark Husband, EMEA EHS Manager at DFS noted, "We are fully committed to protecting our staff's health, safety and wellbeing and have invested significantly in keeping the factory COVID-safe over the recent months. To get the highest level of protection from the spread of the virus, we are always looking for ways to work smarter and obtain the most cutting-edge solutions available to automate our sanitisation process. Our extensive research indicated that the technology behind the THOR UVC® robot is at the forefront of the coronavirus fight and widely used in medical settings and test centres. At the moment, we are trialling the device and fine-tuning our internal processes. We are on-track to roll out the facility-wide UVC disinfection in the next couple of weeks."





Meet the Member

With Kettlewell Fuels

UKIFDA Membership & Events Manager Dawn Shakespeare meets virtually with new UKIFDA President Janet Kettlewell of Kettlewell Fuels, to discuss her involvement in this industry.

Following the inauguration of Janet Kettlewell as UKIFDA President on the 24th June 2020, it felt right that Janet and Kettlewell Fuels should be the subject for this edition's Meet the Member article.

Having worked with Janet for many years through her involvement with UKIFDA, I was keen to know how she became involved in the Industry. "Kettlewell Fuels was set up near Ripon in North Yorkshire in 1987 by my father-in-law, Malcolm Kettlewell. I joined the business in 1996 to oversee its operation and my husband joined a month later. My previous role was office-based and involved listening, managing expectations and ensuring timelines and deadlines were met, all of which served me well when I joined Kettlewell Fuels."

Janet went on to say, "When I started at Kettlewell Fuels I had a 10-month-old son and a business to manage; life was demanding, as it is for all working parents. I was a working

mum, learning about the company, forging relationships with new business partners and being part of an industry that was new to me. Our daughter followed a couple of years later and I became an expert in juggling! It is tough being a working parent and I think it's important to talk openly about these challenges and to celebrate the achievements".

Today Janet tries to keep a sensible work/life balance and enjoys taking time out and spending it with their now grown-up children. "They are my greatest achievement, and I am proud of the young adults that they have become," Janet told me.

One of Janet's aims when she initially joined Kettlewell Fuels was to learn from others and get involved with the wider fuel oil industry and get involved she certainly did. Janet has been an active member of UKIFDA in various voluntary roles, including UKIFDA Vice President and regional representative for Yorkshire and the North East.

I asked Janet why membership of UKIFDA was so important to Kettlewell fuels. "Firstly, I recognised that UKIFDA members are a mutually supportive community with most willing to share their knowledge and experience to the benefit of others," said Janet. "I've seen it grow and develop. UKIFDA provides not just leadership within the industry but a forum where colleagues can discuss and overcome challenges together. We're going to face many challenges over the next five years, not least the impact of the coronavirus pandemic. Another hot potato is Brexit, which is continuing to deliver uncertainty for our industry."

"The other big change we are addressing right now is decarbonisation. The development of greener alternative liquid fuels is critical. Some consumers will readily adopt new fuels while others will follow as and when they need to update their home-heating. It can be difficult to change systems and behaviours that have been in place for generations, so the incentive to switch depends on the users understanding the change as 'worthwhile' for off-grid UK households."

I was interested to know which of the UKIFDA members' services Janet finds most useful. "First and foremost, receiving the updates on new and draft legislation affecting the industry provides the greatest support. This means we can run our business in a safe way and plan for any forthcoming changes."

"Over the years, the sector has become more challenging and more competitive, with fewer family-run independents as the market has evolved, so as an independent, it's also really helpful to be a part of a bigger voice, especially when it comes to influencing the actions, policies or decisions of officials within the industry."

UKIFDA members are a mutually supportive community with most willing to share their knowledge and experience to the benefit of others.

"The UKIFDA team has done a great job on the organisation's website. It's a one-stop shop. Members can access guidance documents and consultation responses and get to grips with future strategy for the liquid fuels industry. If members haven't visited the website recently, I'd really urge them to do so – news and updates are being added regularly."

Kettlewell Fuels also use UKIFDA for their DGSA and driver training.

Janet Kettlewell
Kettlewell Fuels



Dawn Shakespeare
Membership &
Events Manager,
UKIFDA



Today, Kettlewell Fuels is still a family-run business and remains an independent fuel oil supplier. In April, Trevor and Janet completed a management buyout (MBO) to take ownership of Kettlewell Fuels outright from the Kettlewell family, which owns other family businesses.

Their delivery fleet, having started with just one tanker, now comprises a range of vehicles from six-wheelers to baby four-wheelers. And as well as the loyal domestic customer base, Kettlewell Fuels now serves a wider clientele, which includes the agricultural and commercial sectors.

Janet is proud of the company's reputation in the local area, which has led to expansion and credits Kettlewell Fuels' success to the loyal and hard-working team saying, "We are grateful to all staff members, most of whom have been with us for a long time, for choosing Kettlewell Fuels as their place of work. Our most established driver has been with us for 19 years and we've had 20 years' service from one of our office administrators. The team has been further enhanced by the recruitment of a finance director."

Before saying goodbye to Janet, I had to ask what her aims for the presidency are. "I aim to continue the sterling work of past presidents on raising standards within the industry. Making further significant progress on how the industry meets the decarbonisation targets set by the governments of the UK and Ireland is a primary concern."

"As the market continues to evolve and we enter a new era of liquid fuels, we must whole-heartedly embrace the challenges that lie ahead for us and our sector. I am confident that with the engagement and enthusiasm of UKIFDA and its members, we will thrive as we move towards new and exciting opportunities within our industry."

Thank you, Janet. It looks like we are in capable hands. ■