

Survey of Industrial Processes - Retail Gas Stations

Confidential when completed.

Collected under authority of *Statistics Act*, Revised Statutes of Canada, 1985, Chapter S19.

Si vous préférez ce questionnaire en français, veuillez nous appeler au numéro sans frais : 1-888-659-8157.

This survey is conducted under the authority of the *Statistics Act*, Revised Statutes of Canada, 1985, Chapter S19. Completion of this questionnaire is a legal requirement under the *Statistics Act*.

Confidentiality

Your answers are confidential

Statistics Canada is prohibited by law from releasing any information from this survey which would identify a person, business, or organization, without their prior consent. The confidentiality provisions of the *Statistics Act* are not affected by either the *Access to Information Act* or any other legislation. Therefore, for example, the Canada Revenue Agency cannot access identifiable survey data from Statistics Canada.

These survey data will only be used for statistical purposes and will be published in an aggregate form only.

The purpose of this survey

This survey collects information on the industrial processes and operational activities involved in Canadian retail gas stations. The information collected from this survey will help develop national estimates linking economic and environmental data. Participants have the option to receive customized results highlighting their own business processes and activities in comparison to a set of national average indicators representing all Canadian retail gas stations.

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Information on confidentiality, data-sharing agreements and record linkages can be found on the last page of this questionnaire.

How to complete this questionnaire

Use a black or blue pen to:

Mark a circle OR Print in a box

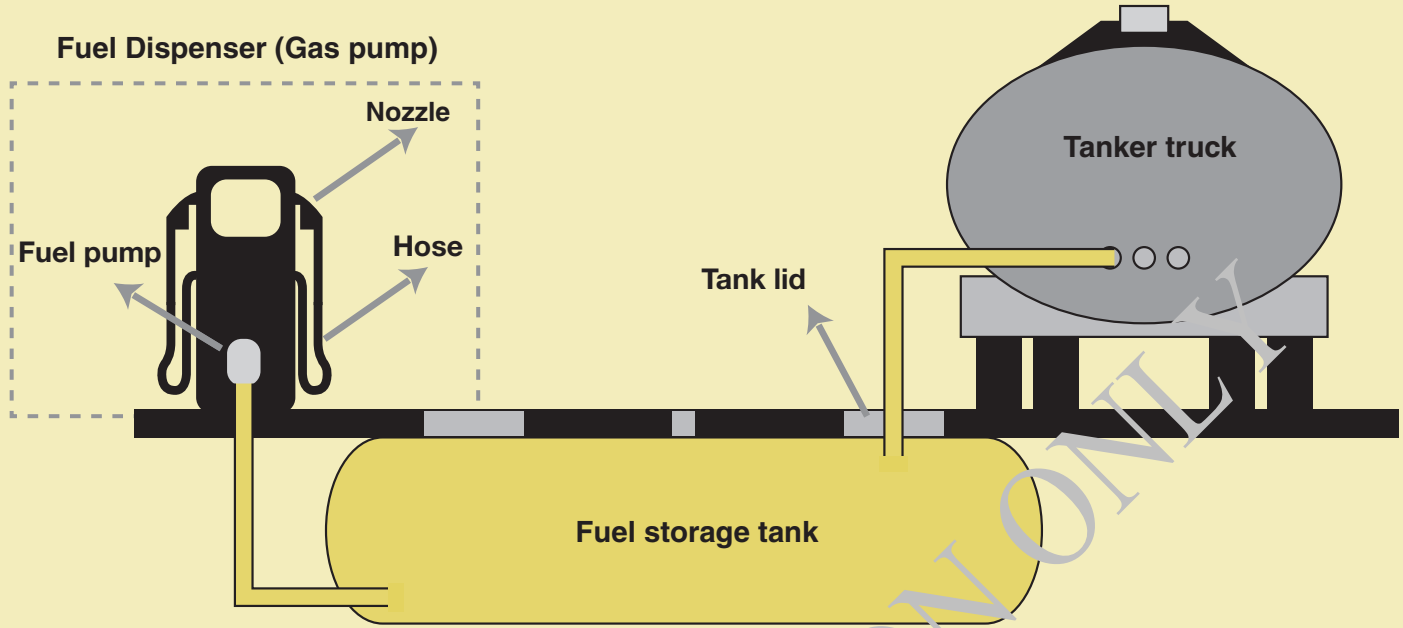


Please return questionnaire within 30 days

Please mail the completed questionnaire in the enclosed envelope or fax it to Statistics Canada at **1-800-755-5514**.
 Lost the return envelope or need help? Call us at **1-877-858-3132**, e-mail us at sjp-rgs@statcan.gc.ca, or mail to:
 Statistics Canada, Operations and Integration Division, 170 Tunney's Pasture Driveway, Ottawa, ON, K1A 0T6.

If necessary, please make address label corrections in the boxes below.

C0001	Legal name		C0004	Address (number and street)	
C0002	Business name		C0005	City	
C0021	Title of respondent		C0006	Province/territory	
C0008	First name of respondent		C0007	Postal code	
C0028	Last name of respondent		C0017	Phone number	



Example of industrial processes in a typical retail gas station

Section 1 – General Information

Several possible relationships exist between a retailer (the one who manages, operates, and/or owns a retail gas station) and a marketer (the refiner, the distributor, the wholesaler, and/or the broker who delivers fuel to a retail site). The contractual relationship between the marketer and the retailer is particularly important with respect to who sets the pump price at a retail outlet. Generally speaking, control of the pump price resides with the party who owns the gasoline inventory at the site. If the marketer owns the inventory of fuel in the storage tank, as is the case with brand operated and commission agent sites, the marketer sets the price at the pumps. If the retailer owns the inventory of fuel in the storage tank, as is the case with lessees and independent dealers, then the retailer controls the pump price. Some of the questions in this section were developed to capture this retailer/marketer relationship.

Section 2 – Fuel Types

- **Ethanol blend gasoline:** A petroleum substitute that is produced from agricultural feedstock. For example: E-10 gasoline is a mixture of 10% ethanol and 90% gasoline, while an E-85 gasoline is a mixture of 85% ethanol and 15% gasoline.
- **Ethanol-free gasoline:** A gasoline that has no added agricultural-based products.
- **Bio-diesel:** A substitute for diesel fuel made of plant oils that can be used in a conventional diesel engine; for example a B-5 fuel is a mixture of 5% bio-diesel and 95% regular diesel while a B-20 fuel is a mixture of 20% bio-diesel and 80% regular diesel.

Section 3 – Gasoline and Diesel Transport

- **Tanker truck:** A large truck designed to carry liquid products such as gasoline, diesel, or other fuels.

The Reporting guide continues on the next page >

Section 4 – Fuel Storage Tanks

- **On-line gauge:** An analogue or an electronic device that can be used to measure the level of fuel in a storage tank without the need to insert a dipstick.
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Section 5 – Fuel Dispensers

- **Dispenser:** An apparatus to pump gasoline, diesel or other vehicle fuels. A dispenser may have more than one nozzle serving multiple clients. A dispenser may have several “pump numbers” to identify clients for payments.
 - **Hand-held automatic shut-off nozzle:** A nozzle designed to help prevent spills during refuelling by customers. Such nozzles have a pressure sensitive mechanism that forces the release of the dispensing lever once the vehicle tank is full.
 - **Hands-free nozzle with a locking lever:** A nozzle that allows the attendant, mainly in a full-service gas station, to dispense fuel without holding the nozzle during vehicle refuelling. These nozzles are equipped with a manual mechanism that locks the dispensing lever in position once pulled during refuelling of vehicles. These nozzles keep hands free while fuel is being pumped into vehicles and shuts off the flow of fuel once the vehicle tank is full.
 - **Nozzle with a splash guard:** A nozzle with a round rubber guard placed on it to guard against a back splash of fuel during a fill up.
 - **Nozzle with vapour recovery:** A nozzle equipped with a vacuum system that sucks escaping fuel vapours during vehicle refuelling.
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Section 6 – Maintenance and Operations

- **Filter:** A trapping device placed in dispensers to remove debris and to detect for the presence of water in fuel.
 - **Absorbent:** A granular product placed over accidental spills in retail gas stations to contain and absorb the spilled fuel.
 - **Emergency shut-off:** A valve that shuts off all pumps in a retail gas station during a major spill or leak.
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Section 7 – Option to Receive Customized Survey Results

Facility or brand specific data are protected under the provisions of the *Statistics Act*. Data from this survey will only be used for statistical purposes, to develop national and regional economic and environmental indicators, and will be published at an aggregate level only. Each retail gas station, however, has the option to receive a customized result of this survey highlighting their own business activity in comparison with the total average estimates of all Canadian retail gas stations in terms of economic and environmental variables.

Section 8 – Option to Participate in the On-Site Fuel Evaporative Loss Exercise

Statistics Canada, under the confidentiality provisions of the *Statistics Act*, is planning to conduct, free of charge, on-site fuel evaporative loss measurements on a number of retail gas stations who choose to and are selected to participate. This will help develop robust estimates on the evaporative loss of fuels from the daily activities in retail gas stations such as vehicle refuelling, tanker truck fuel delivery operations, and dipstick level measurements.

Unit Conversion

- 1 US gallon = 0.833 UK (imperial) gallon = 3.785 litres
- 1 metre = 100 centimetres = 1000 millimetres

Section 1 - General Information

Please answer the following questions relating to this retail gas station.

1. How many years has this site been operating as a retail gas station under the current retailer?

C1001 years

2. How old is this retail gas station, including current and previous retailers?

C1002A years C1002B Do not know

Please provide information to the following questions based on your most recently ended fiscal year.

3. The 12-month period you are reporting for is:

From: C1003 (Year) (Month) (Day) To: C1004 (Year) (Month) (Day)

4. On average, how many hours per day did this retail gas station serve vehicle fuel? (Please round up to the nearest hour).

C1005A hours per weekday C1005B hours per Saturday C1005C hours per Sunday

5. Indicate the busiest times of day for vehicle refuelling at this retail gas station.

C1006 a.m. AND/OR C1007 p.m.

6. Select all the services offered at this retail gas station. (Select more than one if applicable).

- C1008 1 Vehicle refuelling 6 Vehicle sales
 2 Car wash 7 Vehicle/Equipment rentals
 3 Convenience store/Restaurant/Fast food outlet 8 Other (please specify):
 4 Motel (accommodation) C1009
 5 Automotive services/Mechanics/Body shop C1010

7. Select the fuel service type offered at this retail gas station.

C1011 1 Only Self-service 2 Only Full-service 3 Self and Full-service (Split-serve)

8. Select the option that best describes the "brand" of this retail gas station.

- C1012 1 A retail gas station under a brand name banner (please specify the name of the brand): C1013
 2 A retail gas station under own particular banner but serves a brand name fuel (please specify the name of the brand of fuel served): C1014
 3 A retail gas station under own particular banner and serves fuel regardless of any brand (if known, please specify the name of the brand usually purchased): C1015
 4 Other (please specify): C1016

Section 1 - Continued

9. Does the current retailer have control over setting the price at the pump? *(Please select only one response).*

- C1017 1 No control, the price is set by the marketer
- 2 Partial control, requiring approval from the marketer
- 3 Full control, sets own price without approval from the marketer
- 4 Other *(please specify):* C1018

10. Does the current retailer have an ownership title to the land where this retail gas station is located?

- C1019 1 Yes
- 3 No

11. Does the current retailer own the fuel inventory at this retail gas station?

- C1020 1 Yes
- 3 No

12. How many vehicle fuel dispensers are present at this retail gas station, including both gasoline and diesel?
(Please see definition on page 3).

C1021 vehicle fuel dispensers

13. How many of the fuel dispensers at this retail gas station are equipped with high flow rate pumps for larger trucks?

C1022 dispensers with high flow rate pumps

14. How many of the fuel dispensers at this retail gas station are equipped with credit card/debit card, or a pay-and-go system?

C1023 dispensers with quick pay systems

15. How many fuel storage tanks are present at this retail gas station?

C1024 fuel storage tanks

16. What is the name of the tanker truck company that delivers gasoline to your retail gas station?

(If more than one company, please specify all of the names).

C1025

17. What is the name of the tanker truck company that delivers diesel to your retail gas station?

(If more than one company, please specify all of the names).

C1026

Section 2 - Fuel Types

Please provide information to the following questions based on the same 12-month reporting period provided in question 3.

18. Indicate the approximate volume of each type of fuel sold at this retail gas station.

Fuel type	Approximate volume sold per year
Regular Gasoline*	C2001 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> litres per year
Mid-grade Gasoline*	C2002 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> litres per year
High-grade Gasoline* (premium and/or supreme)	C2003 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> litres per year
Diesel	C2004 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> litres per year
Bio-diesel	C2005 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> litres per year
Red dye diesel	C2006 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> litres per year

19. Please indicate the % ethanol in your ethanol-blended gasoline, if sold at this retail gas station.

C2007 % C2008 1 Do not sell ethanol-blended gasoline 9 Do not know

20. Please indicate the type of bio-diesel blend, if sold at this retail gas station. (Select more than one if applicable).

C2009 1 B-5 2 B-15 3 B-20 4 B-other (please specify): C2010
 C2011 1 Do not sell bio-diesel 9 Do not know

21. Indicate any other type of fuel sold at this retail gas station, and the approximate amount of each type sold per year.

Fuel Type	Approximate amount sold	Unit
C2012 <input type="text"/>	C2013 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> per year	C2014 1 <input type="radio"/> Litres 2 <input type="radio"/> Gallons 3 <input type="radio"/> Pounds 4 <input type="radio"/> Kilograms 5 <input type="radio"/> Canisters
C2015 <input type="text"/>	C2016 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> per year	C2017 1 <input type="radio"/> Litres 2 <input type="radio"/> Gallons 3 <input type="radio"/> Pounds 4 <input type="radio"/> Kilograms 5 <input type="radio"/> Canisters
C2018 <input type="text"/>	C2019 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> per year	C2020 1 <input type="radio"/> Litres 2 <input type="radio"/> Gallons 3 <input type="radio"/> Pounds 4 <input type="radio"/> Kilograms 5 <input type="radio"/> Canisters
C2021 <input type="text"/>	C2022 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> per year	C2023 1 <input type="radio"/> Litres 2 <input type="radio"/> Gallons 3 <input type="radio"/> Pounds 4 <input type="radio"/> Kilograms 5 <input type="radio"/> Canisters

* Ethanol-free and/or ethanol-blend.

Section 3 - Gasoline and Diesel Transport

Please provide information to the following questions based on the same 12-month reporting period provided in question 3.

22. Please select the month during which you sold the greatest amount of fuel.

- C3001 01 Jan. 02 Feb. 03 Mar. 04 Apr. 05 May 06 June
 07 July 08 Aug. 09 Sep. 10 Oct. 11 Nov. 12 Dec.

23. During this busy month, how often was fuel delivered to this retail gas station?

- C3002 truck deliveries in this busy month for gasoline (all types)
 C3003 truck deliveries in this busy month for diesel (all types)

24. During this same busy month, what was the average volume of fuel delivered per truck delivery?

Fuel type	Average volume of fuel per delivery
Regular Gasoline	C3004 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> litres per delivery
Mid-grade Gasoline	C3005 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> litres per delivery
High-grade Gasoline	C3006 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> litres per delivery
Diesel (all types)	C3007 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> litres per delivery

25. Please select the month during which you sold the least amount of fuel.

- C3008 01 Jan. 02 Feb. 03 Mar. 04 Apr. 05 May 06 June
 07 July 08 Aug. 09 Sep. 10 Oct. 11 Nov. 12 Dec.

26. During this slow month, how often was fuel delivered to this retail gas station?

- C3009 truck deliveries in this slow month for gasoline (all types)
 C3010 truck deliveries in this slow month for diesel (all types)

27. During this same slow month, what was the average volume of fuel delivered per truck delivery?

Fuel type	Average volume of fuel per delivery
Regular Gasoline	C3011 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> litres per delivery
Mid-grade Gasoline	C3012 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> litres per delivery
High-grade Gasoline	C3013 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> litres per delivery
Diesel (all types)	C3014 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> litres per delivery

28. Select the time of day that fuel is usually delivered to this retail gas station.

- C3015 1 mostly during mornings 2 mostly during afternoons 3 mostly during evenings or nights

Section 4 - Storage Tanks (Fuels)

29. For each fuel storage tank at this retail gas station, please complete the following information.
If you have more than five fuel storage tanks, provide answers for the five most used.

	Tank one	Tank two
a. Select the fuel type in this tank, one fuel type per tank.	C4101 1 <input type="radio"/> Regular Gasoline 2 <input type="radio"/> Mid-grade Gasoline 3 <input type="radio"/> High-grade Gasoline 4 <input type="radio"/> Diesel 5 <input type="radio"/> Other (please specify): C4102 <input type="text"/>	C4201 1 <input type="radio"/> Regular Gasoline 2 <input type="radio"/> Mid-grade Gasoline 3 <input type="radio"/> High-grade Gasoline 4 <input type="radio"/> Diesel 5 <input type="radio"/> Other (please specify): C4202 <input type="text"/>
b. Select the blend type of the fuel in this tank.	C4103 1 <input type="radio"/> Ethanol-free 2 <input type="radio"/> Ethanol-blend 3 <input type="radio"/> Diesel 4 <input type="radio"/> Bio-diesel 9 <input type="radio"/> Do not know	C4203 1 <input type="radio"/> Ethanol-free 2 <input type="radio"/> Ethanol-blend 3 <input type="radio"/> Diesel 4 <input type="radio"/> Bio-diesel 9 <input type="radio"/> Do not know
c. Select the location of this tank.	C4104 1 <input type="radio"/> Above ground 2 <input type="radio"/> Underground	C4204 1 <input type="radio"/> Above ground 2 <input type="radio"/> Underground
d. What is the age of this tank?	C4105A <input type="text"/> <input type="text"/> years C4105B <input type="radio"/> Do not know	C4205A <input type="text"/> <input type="text"/> years C4205B <input type="radio"/> Do not know
e. What is the storage capacity of this tank?	C4106 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> Litres	C4206 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> Litres
f. Select the tank material.	C4107 1 <input type="radio"/> Steel 2 <input type="radio"/> Concrete 3 <input type="radio"/> Fibreglass 4 <input type="radio"/> Other (please specify): C4108 <input type="text"/>	C4207 1 <input type="radio"/> Steel 2 <input type="radio"/> Concrete 3 <input type="radio"/> Fibreglass 4 <input type="radio"/> Other (please specify): C4208 <input type="text"/>
g. Select the type of tank wall.	C4109 1 <input type="radio"/> Single wall 2 <input type="radio"/> Double wall 3 <input type="radio"/> Tank contains a membrane liner	C4209 1 <input type="radio"/> Single wall 2 <input type="radio"/> Double wall 3 <input type="radio"/> Tank contains a membrane liner
h. Select the method used to check for water in this tank.	C4110 1 <input type="radio"/> Wooden dipstick 2 <input type="radio"/> Other method (please specify): C4111 <input type="text"/> 9 <input type="radio"/> Do not know	C4210 1 <input type="radio"/> Wooden dipstick 2 <input type="radio"/> Other method (please specify): C4211 <input type="text"/> 9 <input type="radio"/> Do not know
i. Select the method used when measuring the level of fuel in this tank.	C4112 1 <input type="radio"/> Wooden dipstick 2 <input type="radio"/> Other method (please specify): C4113 <input type="text"/> 9 <input type="radio"/> Do not know	C4212 1 <input type="radio"/> Wooden dipstick 2 <input type="radio"/> Other method (please specify): C4213 <input type="text"/> 9 <input type="radio"/> Do not know
j. If using a dipstick to record the level of fuel in this tank, please provide the most common level that you record.	C4114 <input type="text"/> <input type="text"/> <input type="text"/> centimetres OR C4115 <input type="text"/> <input type="text"/> <input type="text"/> inches	C4214 <input type="text"/> <input type="text"/> <input type="text"/> centimetres OR C4215 <input type="text"/> <input type="text"/> <input type="text"/> inches
k. How many times per day is a lid on this tank opened for water check or level reading?	C4116 <input type="text"/> <input type="text"/> times per day	C4216 <input type="text"/> <input type="text"/> times per day

Section 4 - Continued

Tank three	Tank four	Tank five
C4301 1 <input type="radio"/> Regular Gasoline 2 <input type="radio"/> Mid-grade Gasoline 3 <input type="radio"/> High-grade Gasoline 4 <input type="radio"/> Diesel 5 <input type="radio"/> Other (please specify): C4302 <input type="text"/>	C4401 1 <input type="radio"/> Regular Gasoline 2 <input type="radio"/> Mid-grade Gasoline 3 <input type="radio"/> High-grade Gasoline 4 <input type="radio"/> Diesel 5 <input type="radio"/> Other (please specify): C4402 <input type="text"/>	C4501 1 <input type="radio"/> Regular Gasoline 2 <input type="radio"/> Mid-grade Gasoline 3 <input type="radio"/> High-grade Gasoline 4 <input type="radio"/> Diesel 5 <input type="radio"/> Other (please specify): C4502 <input type="text"/>
C4303 1 <input type="radio"/> Ethanol-free 2 <input type="radio"/> Ethanol-blend 3 <input type="radio"/> Diesel 4 <input type="radio"/> Bio-diesel 9 <input type="radio"/> Do not know	C4403 1 <input type="radio"/> Ethanol-free 2 <input type="radio"/> Ethanol-blend 3 <input type="radio"/> Diesel 4 <input type="radio"/> Bio-diesel 9 <input type="radio"/> Do not know	C4503 1 <input type="radio"/> Ethanol-free 2 <input type="radio"/> Ethanol-blend 3 <input type="radio"/> Diesel 4 <input type="radio"/> Bio-diesel 9 <input type="radio"/> Do not know
C4304 1 <input type="radio"/> Above ground 2 <input type="radio"/> Underground	C4404 1 <input type="radio"/> Above ground 2 <input type="radio"/> Underground	C4504 1 <input type="radio"/> Above ground 2 <input type="radio"/> Underground
C4305A <input type="text"/> <input type="text"/> years C4305B <input type="radio"/> Do not know	C4405A <input type="text"/> <input type="text"/> years C4405B <input type="radio"/> Do not know	C4505A <input type="text"/> <input type="text"/> years C4505B <input type="radio"/> Do not know
C4306 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> Litres	C4406 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> Litres	C4506 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> Litres
C4307 1 <input type="radio"/> Steel 2 <input type="radio"/> Concrete 3 <input type="radio"/> Fibreglass 4 <input type="radio"/> Other (please specify): C4308 <input type="text"/>	C4407 1 <input type="radio"/> Steel 2 <input type="radio"/> Concrete 3 <input type="radio"/> Fibreglass 4 <input type="radio"/> Other (please specify): C4408 <input type="text"/>	C4507 1 <input type="radio"/> Steel 2 <input type="radio"/> Concrete 3 <input type="radio"/> Fibreglass 4 <input type="radio"/> Other (please specify): C4508 <input type="text"/>
C4309 1 <input type="radio"/> Single wall 2 <input type="radio"/> Double wall 3 <input type="radio"/> Tank contains a membrane liner	C4409 1 <input type="radio"/> Single wall 2 <input type="radio"/> Double wall 3 <input type="radio"/> Tank contains a membrane liner	C4509 1 <input type="radio"/> Single wall 2 <input type="radio"/> Double wall 3 <input type="radio"/> Tank contains a membrane liner
C4310 1 <input type="radio"/> Wooden dipstick 2 <input type="radio"/> Other method (please specify): C4311 <input type="text"/> 9 <input type="radio"/> Do not know	C4410 1 <input type="radio"/> Wooden dipstick 2 <input type="radio"/> Other method (please specify): C4411 <input type="text"/> 9 <input type="radio"/> Do not know	C4510 1 <input type="radio"/> Wooden dipstick 2 <input type="radio"/> Other method (please specify): C4511 <input type="text"/> 9 <input type="radio"/> Do not know
C4312 1 <input type="radio"/> Wooden dipstick 2 <input type="radio"/> Other method (please specify): C4313 <input type="text"/> 9 <input type="radio"/> Do not know	C4412 1 <input type="radio"/> Wooden dipstick 2 <input type="radio"/> Other method (please specify): C4413 <input type="text"/> 9 <input type="radio"/> Do not know	C4512 1 <input type="radio"/> Wooden dipstick 2 <input type="radio"/> Other method (please specify): C4513 <input type="text"/> 9 <input type="radio"/> Do not know
C4314 <input type="text"/> <input type="text"/> <input type="text"/> centimetres OR C4315 <input type="text"/> <input type="text"/> <input type="text"/> inches	C4414 <input type="text"/> <input type="text"/> <input type="text"/> centimetres OR C4415 <input type="text"/> <input type="text"/> <input type="text"/> inches	C4514 <input type="text"/> <input type="text"/> <input type="text"/> centimetres OR C4515 <input type="text"/> <input type="text"/> <input type="text"/> inches
C4316 <input type="text"/> <input type="text"/> times per day	C4416 <input type="text"/> <input type="text"/> times per day	C4516 <input type="text"/> <input type="text"/> times per day

Section 5 - Fuel Dispensers

30. For each fuel dispenser at this retail gas station, please complete the following information. If multiple dispensers have all of the same characteristics, just check "same as previous", and continue on to the next dispenser. If you have more than six dispensers, provide answers for the six most used.

	Dispenser one	Dispenser two
		C5201 <input type="radio"/> same as previous
a. What is the name of the manufacturer of this dispenser?	C5102 <input type="text"/>	C5202 <input type="text"/>
b. How many nozzles are attached to this dispenser?	C5103 1 <input type="radio"/> 1 2 <input type="radio"/> 2 3 <input type="radio"/> 3 4 <input type="radio"/> 4 5 <input type="radio"/> 5 6 <input type="radio"/> 6	C5203 1 <input type="radio"/> 1 2 <input type="radio"/> 2 3 <input type="radio"/> 3 4 <input type="radio"/> 4 5 <input type="radio"/> 5 6 <input type="radio"/> 6
c. How many products are served by this dispenser?	C5104 1 <input type="radio"/> 1 2 <input type="radio"/> 2 3 <input type="radio"/> 3 4 <input type="radio"/> 4 5 <input type="radio"/> 5 6 <input type="radio"/> 6	C5204 1 <input type="radio"/> 1 2 <input type="radio"/> 2 3 <input type="radio"/> 3 4 <input type="radio"/> 4 5 <input type="radio"/> 5 6 <input type="radio"/> 6
d. Select all gasoline products served by this dispenser (select more than one if applicable).	C5105 1 <input type="radio"/> Regular 2 <input type="radio"/> Mid-grade 3 <input type="radio"/> Premium 4 <input type="radio"/> Supreme (>91 octane)	C5205 1 <input type="radio"/> Regular 2 <input type="radio"/> Mid-grade 3 <input type="radio"/> Premium 4 <input type="radio"/> Supreme (>91 octane)
e. Select all diesel products served by this dispenser (select more than one if applicable).	C5106 1 <input type="radio"/> Diesel 2 <input type="radio"/> Bio-diesel	C5206 1 <input type="radio"/> Diesel 2 <input type="radio"/> Bio-diesel
f. Specify if other products are served by this dispenser:	C5107 <input type="text"/>	C5207 <input type="text"/>
g. Indicate the age of this dispenser. (If less than 1 year old, write '1').	C5108 <input type="text"/> <input type="text"/> years	C5208 <input type="text"/> <input type="text"/> years
h. Is the fuel pump serving this dispenser located inside or outside of the dispenser?	C5109 1 <input type="radio"/> Inside 2 <input type="radio"/> Outside	C5209 1 <input type="radio"/> Inside 2 <input type="radio"/> Outside
i. Select the type of meter display on this dispenser.	C5110 1 <input type="radio"/> Mechanical 2 <input type="radio"/> Digital	C5210 1 <input type="radio"/> Mechanical 2 <input type="radio"/> Digital
j. The pump for this dispenser starts with:	C5111 1 <input type="radio"/> a manual lever 2 <input type="radio"/> a push button	C5211 1 <input type="radio"/> a manual lever 2 <input type="radio"/> a push button
k. Are the nozzles suspended from the top or the side of this dispenser?	C5112 1 <input type="radio"/> Top 2 <input type="radio"/> Side	C5212 1 <input type="radio"/> Top 2 <input type="radio"/> Side
l. The shut-off mechanism on the nozzles of this dispenser has: (Please see definitions on page 3).	C5113 1 <input type="radio"/> Automatic shut-off 2 <input type="radio"/> A locking lever 3 <input type="radio"/> No shut-off	C5213 1 <input type="radio"/> Automatic shut-off 2 <input type="radio"/> A locking lever 3 <input type="radio"/> No shut-off
m. Nozzles on this dispenser have splash guards:	C5114 1 <input type="radio"/> Yes 3 <input type="radio"/> No	C5214 1 <input type="radio"/> Yes 3 <input type="radio"/> No
n. Nozzles on this dispenser have vapour recovery systems:	C5115 1 <input type="radio"/> Yes 3 <input type="radio"/> No	C5215 1 <input type="radio"/> Yes 3 <input type="radio"/> No

Section 5 - Continued

Dispenser three	Dispenser four	Dispenser five	Dispenser six
C5301 <input type="radio"/> same as previous	C5401 <input type="radio"/> same as previous	C5501 <input type="radio"/> same as previous	C5601 <input type="radio"/> same as previous
C5302 <input type="text"/>	C5402 <input type="text"/>	C5502 <input type="text"/>	C5602 <input type="text"/>
C5303 1 <input type="radio"/> 1 2 <input type="radio"/> 2 3 <input type="radio"/> 3 4 <input type="radio"/> 4 5 <input type="radio"/> 5 6 <input type="radio"/> 6	C5403 1 <input type="radio"/> 1 2 <input type="radio"/> 2 3 <input type="radio"/> 3 4 <input type="radio"/> 4 5 <input type="radio"/> 5 6 <input type="radio"/> 6	C5503 1 <input type="radio"/> 1 2 <input type="radio"/> 2 3 <input type="radio"/> 3 4 <input type="radio"/> 4 5 <input type="radio"/> 5 6 <input type="radio"/> 6	C5603 1 <input type="radio"/> 1 2 <input type="radio"/> 2 3 <input type="radio"/> 3 4 <input type="radio"/> 4 5 <input type="radio"/> 5 6 <input type="radio"/> 6
C5304 1 <input type="radio"/> 1 2 <input type="radio"/> 2 3 <input type="radio"/> 3 4 <input type="radio"/> 4 5 <input type="radio"/> 5 6 <input type="radio"/> 6	C5404 1 <input type="radio"/> 1 2 <input type="radio"/> 2 3 <input type="radio"/> 3 4 <input type="radio"/> 4 5 <input type="radio"/> 5 6 <input type="radio"/> 6	C5504 1 <input type="radio"/> 1 2 <input type="radio"/> 2 3 <input type="radio"/> 3 4 <input type="radio"/> 4 5 <input type="radio"/> 5 6 <input type="radio"/> 6	C5604 1 <input type="radio"/> 1 2 <input type="radio"/> 2 3 <input type="radio"/> 3 4 <input type="radio"/> 4 5 <input type="radio"/> 5 6 <input type="radio"/> 6
C5305 1 <input type="radio"/> Regular 2 <input type="radio"/> Mid-grade 3 <input type="radio"/> Premium 4 <input type="radio"/> Supreme (>91 octane)	C5405 1 <input type="radio"/> Regular 2 <input type="radio"/> Mid-grade 3 <input type="radio"/> Premium 4 <input type="radio"/> Supreme (>91 octane)	C5505 1 <input type="radio"/> Regular 2 <input type="radio"/> Mid-grade 3 <input type="radio"/> Premium 4 <input type="radio"/> Supreme (>91 octane)	C5605 1 <input type="radio"/> Regular 2 <input type="radio"/> Mid-grade 3 <input type="radio"/> Premium 4 <input type="radio"/> Supreme (>91 octane)
C5306 1 <input type="radio"/> Diesel 2 <input type="radio"/> Bio-diesel	C5406 1 <input type="radio"/> Diesel 2 <input type="radio"/> Bio-diesel	C5506 1 <input type="radio"/> Diesel 2 <input type="radio"/> Bio-diesel	C5606 1 <input type="radio"/> Diesel 2 <input type="radio"/> Bio-diesel
C5307 <input type="text"/>	C5407 <input type="text"/>	C5507 <input type="text"/>	C5607 <input type="text"/>
C5308 <input type="text"/> <input type="text"/> years	C5408 <input type="text"/> <input type="text"/> years	C5508 <input type="text"/> <input type="text"/> years	C5608 <input type="text"/> <input type="text"/> years
C5309 1 <input type="radio"/> Inside 2 <input type="radio"/> Outside	C5409 1 <input type="radio"/> Inside 2 <input type="radio"/> Outside	C5509 1 <input type="radio"/> Inside 2 <input type="radio"/> Outside	C5609 1 <input type="radio"/> Inside 2 <input type="radio"/> Outside
C5310 1 <input type="radio"/> Mechanical 2 <input type="radio"/> Digital	C5410 1 <input type="radio"/> Mechanical 2 <input type="radio"/> Digital	C5510 1 <input type="radio"/> Mechanical 2 <input type="radio"/> Digital	C5610 1 <input type="radio"/> Mechanical 2 <input type="radio"/> Digital
C5311 1 <input type="radio"/> a manual lever 2 <input type="radio"/> a push button	C5411 1 <input type="radio"/> a manual lever 2 <input type="radio"/> a push button	C5511 1 <input type="radio"/> a manual lever 2 <input type="radio"/> a push button	C5611 1 <input type="radio"/> a manual lever 2 <input type="radio"/> a push button
C5312 1 <input type="radio"/> Top 2 <input type="radio"/> Side	C5412 1 <input type="radio"/> Top 2 <input type="radio"/> Side	C5512 1 <input type="radio"/> Top 2 <input type="radio"/> Side	C5612 1 <input type="radio"/> Top 2 <input type="radio"/> Side
C5313 1 <input type="radio"/> Automatic shut-off 2 <input type="radio"/> A locking lever 3 <input type="radio"/> No shut-off	C5413 1 <input type="radio"/> Automatic shut-off 2 <input type="radio"/> A locking lever 3 <input type="radio"/> No shut-off	C5513 1 <input type="radio"/> Automatic shut-off 2 <input type="radio"/> A locking lever 3 <input type="radio"/> No shut-off	C5613 1 <input type="radio"/> Automatic shut-off 2 <input type="radio"/> A locking lever 3 <input type="radio"/> No shut-off
C5314 1 <input type="radio"/> Yes 3 <input type="radio"/> No	C5414 1 <input type="radio"/> Yes 3 <input type="radio"/> No	C5514 1 <input type="radio"/> Yes 3 <input type="radio"/> No	C5614 1 <input type="radio"/> Yes 3 <input type="radio"/> No
C5315 1 <input type="radio"/> Yes 3 <input type="radio"/> No	C5415 1 <input type="radio"/> Yes 3 <input type="radio"/> No	C5515 1 <input type="radio"/> Yes 3 <input type="radio"/> No	C5615 1 <input type="radio"/> Yes 3 <input type="radio"/> No

Section 6 - Maintenance and Operations

Please provide information to the following questions based on the same 12-month reporting period provided in question 3.

During the reporting period, please indicate:

31. The number of hoses you replaced on your dispensers:

C6001 hoses per year

32. The number of nozzles you replaced on your dispensers:

C6002 nozzles per year

33. The number of filters you replaced in your dispensers:

C6003 filters per year

34. The number of times absorbent was used to cover spills or leaks:

C6004 C6005 1 times per day OR 2 times per week OR 3 times per month

35. Total amount of absorbent used:

C6006 C6007 1 kilograms per year OR 2 pounds per year

36. The number of times the emergency fuel shut-off was engaged:

C6008 times per year

37. How many days was this retail gas station open for operation?

C6009 days open per year

38. Indicate the dollar amount of all fuels sold at this retail gas station.

C6010 \$ per year

39. What was the total cost of energy bills (heat and electricity) paid for the operation of this retail gas station?

C6011 \$ per year

40. Please indicate the total number of hours worked per week by all people (employees and operator/owner) at this retail gas station.

C6012 hours per week

41. Please indicate the total number of people (employees and operator/owner) who worked at this retail gas station.

C6013 part-time employees C6014 full-time employees

Section 7 - Option to Receive Customized Survey Results

In gratitude for the time spent completing this questionnaire, your retail gas station has the option to receive customized results of this survey. These results will highlight your business and operational activity in comparison with total average estimates of all Canadian retail gas stations in terms of economic and environmental variables.

Please select one of the following options:

- C7001 3 I do not wish to receive the survey results.
- 1 I would like to receive the survey results and please mail them to:
- C7002 1 the same address and person as on the cover page.
- 2 the following address:

Name

C7003

Business Name

C7004

Address Line 1

C7005

Address Line 2

C7006

City/Town

C7007

Province/Territory

C7008

Postal code

C7009

Signature

C7010

Date (yyyy-mm-dd)

C7011

Section 8 - Option to Participate in the On-Site Fuel Evaporative Loss Exercise

Dear respondent,

To further enhance the outcome of this national survey, on-site measurements are needed. Measurements could be taken by a hand-held device that estimates the amount of fuels evaporated from the day-to-day activities of a retail gas station. Measuring the amount of fuels evaporated is costly and beyond the capacity of many respondents.

To that end, Statistics Canada under the confidentiality provisions of the *Statistics Act* is offering to conduct on-site measurements on a sample of retail gas stations, for those who agree to participate. Due to the costs involved, only a small sample of retail gas stations will be selected. Statistics Canada is prohibited by law from releasing any information from this survey and this measurement exercise which would identify a person, business, or organization. The confidentiality provisions of the *Statistics Act* are not affected by either the *Access to Information Act* or any other legislation.

Results from this on-site fuel evaporative loss exercise will only be used to validate estimates published by industry sources and to compare survey-based estimates with actual measurement data. These on-site measurements are NOT designed or intended for occupational health and safety measures or for exposure and threshold limit assessments.

This on-site measurement exercise is on a volunteer basis and will take place only if you indicate your willingness to participate. The owner/operator of a retail gas station who agrees to participate in this exercise will, along with an employee/engineer of Statistics Canada, conduct on-site emission measurements at their gas station. These are performed using a direct reading instrument to estimate the amount of fuels evaporated from the daily activities such as vehicle refuelling, tanker truck fuel delivery operations, and dipstick level measurements. All sampling and measurements will be supported, guided, and paid by Statistics Canada. Measurement results from your own site will be provided to you. All measurements and results will be confidential and protected under the *Statistics Act*.

Gas stations who participate in the exercise will be able to identify the main sources of fuel evaporation and losses, providing an opportunity to further improve their day-to-day operations.

The time needed to conduct these measurements is approximately 30 minutes.

If you agree to participate in this no-cost on-site measurement exercise please check the box below, fill out the required information, sign, and date. **Otherwise please skip to the next page.** Once agreed, and if selected, you will receive a call from Statistics Canada to set up a date and time that is convenient for you.

C8001 I agree to participate in this on-site measurement exercise.

Name of Respondent

C8002

Telephone number to be contacted at, if selected

C8003

Signature

C8004

Date (yyyy-mm-dd)

C8005

Comments

Approximately how long did it take to collect the data and complete this survey?

C9910

Hour(s)

C9909

Minute(s)

We invite your comments or suggestions on the following or any other topic related to the Survey of Industrial Processes - Retail Gas Stations. We appreciate your assistance.

- Questionnaire content
- New questions of interest to your industry
- Clarity of questions
- Order and flow of questions
- Timing of receipt of questionnaire and the period given for response
- Alternative sources of information to further reduce response burden

C9920

C9913

C9914

C9915

C9916

FOR INFORMATION ONLY

General information

Confidentiality

Your answers are confidential.

Statistics Canada is prohibited by law from releasing any information from this survey which would identify a person, business, or organization, without their prior consent. The confidentiality provisions of the *Statistics Act* are not affected by either the *Access to Information Act* or any other legislation. Therefore, for example, the Canada Revenue Agency cannot access identifiable survey data from Statistics Canada.

These survey data will only be used for statistical purposes and will be published in an aggregate form only.

Fax or other electronic transmission disclosure

Statistics Canada advises you that there could be a risk of disclosure during facsimile or other electronic transmission. However, upon receipt, Statistics Canada will provide the guaranteed level of protection afforded all information collected under the *Statistics Act*.

Data-Sharing Agreements

To reduce respondent burden, Statistics Canada has entered into data sharing agreements with provincial and territorial statistical agencies and other government organizations, which must keep the data confidential and use them only for statistical purposes. Statistics Canada will only share data with those organizations that have demonstrated a requirement to use the data.

Section 11 of the *Statistics Act* provides for the sharing of information with provincial and territorial statistical agencies that meet certain conditions. These agencies must have the legislative authority to collect the same information, on a mandatory basis, and the legislation

must provide substantially the same provisions for confidentiality and penalties for disclosure of confidential information as the *Statistics Act*. Because these agencies have the legal authority to compel businesses to provide the same information, consent is not requested and businesses may not object to the sharing of the data.

For this survey, there are Section 11 agreements with the provincial and territorial statistical agencies of Newfoundland and Labrador, Nova Scotia, New Brunswick, Quebec, Ontario, Manitoba, Saskatchewan, Alberta, British Columbia, and the Yukon.

Section 12 of the *Statistics Act* provides for the sharing of information with federal, provincial or territorial government organizations. Under Section 12, you may refuse to share your information with any of these organizations by writing a letter of objection to the Chief Statistician and returning it with the completed questionnaire. Please specify the organizations with which you do not want to share your data.

For this survey, there are Section 12 agreements with the statistical agencies of Prince Edward Island, the Northwest Territories and Nunavut.

For agreements with provincial and territorial government organizations, the shared data will be limited to information pertaining to business establishments located within the jurisdiction of the respective province or territory.

Record Linkages

To enhance the data of this survey, Statistics Canada may combine it with information from other surveys or from administrative sources.

Thank you for completing this questionnaire.
Please retain a copy for your records.

Visit our website at www.statcan.gc.ca.