Seneca Companies
The Complete Solution

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SENECA NEWS

OFFICIAL NEWSLETTER OF SENECA COMPANIES, INC.

IN THIS ISSUE

A MESSAGE FROM JC

BY **JC RISEWICK**

So far 2020 has been an unprecedented year putting most of us in unchartered territory as we deal with a global pandemic and what that means for our businesses and how we operate going forward.

During the last couple of months, we have adjusted how our employees work to keep our employees and customers as safe as possible. Most office employees have been working from home to reduce employee's potential exposure. The main goal then and now is to make sure the level of service you are accustomed to remains the same while taking heightened measures to protect all involved.

Beginning May 26th, office employees started phasing back into our locations in a rotating fashion allowing us to limit the numbers in our locations and make sure people are able to social distance effectively. We have made sure that PPE is available for all employees during this time to ensure their safety as well as comply with certain state, local and customer requirements while in the field.

As assurance to you, these are a few of the steps we have taken:

- Cleaning and sanitization efforts have been elevated at each office location.
- Weekly health questionnaires are required by all employees before the start of their first shift.
- All buildings have COVID-19 awareness and communication signage throughout.
- Access to hand sanitizer, disinfecting wipes and optional face coverings throughout the workplace.
- Access to non-touch digital thermometers at each location.
- Altered workspaces to allow for more space between desks.
- Recommending alternating return days for office employees to limit the amount of people in each location.
- Limiting the number of people allowed to gather in rooms and communal areas at one time – no more than 6 people, six feet apart.
- Allowing only Seneca employees to enter our office locations. Customer pickup will still be outside per the policy we implemented in March.
- Creation of a special COVID-19 risk assessment team to continue to assess all situations, recommendations of government and health experts and communicate any changes in a timely manner.
- Reinforcing safe behavior in every environment – washing hands, using hand sanitizer, wearing gloves/masks when it makes sense or is recommended/required, avoiding large groups of people and requiring people who feel sick to stay at home per CDC guidelines.
- Providing training on coronavirus (COVID-19) awareness and prevention through the Seneca LMS training system.
- Creating a COVID-19 Resource Center on our website.

We continue to ask that you communicate any changes your organizations are experiencing during this time so that we may adjust to meet your needs as quickly as possible.

We at Seneca are dedicated to staying on top of this ever-evolving situation and are confident the measures we have put in place will help keep all involved safeguarded to the best of our abilities. We are committed to continue taking calls, shipping and receiving parts, providing service in all of our locations and continuing our planned projects to serve our customers in the same way we always have. Seneca is well positioned to weather this storm, as we have with many before, thanks to the dedication of our employees and support of our important customers. ■

JC Risewick is the president and chief operating officer of Seneca Companies, Inc.

FUELING THE FUTURE

BY **DARREN BINNING**

"In 2040, 60 million EVs are projected to be sold, equivalent to 55% of the global light-duty vehicle market." – Electric Vehicle Outlook 2018, Bloomberg New Energy Finance | ChargePoint

At Seneca, we are constantly working to stay on the technology forefront of products and services for our valued customer base. In staying true to that, Seneca Companies has become a proud ChargePoint partner. ChargePoint is the largest and most open electric vehicle (EV) charging network in the United States and has been in business since 2007. Whether you are a c-store customer or own a commercial property looking for EV fleet charging options, Seneca provides an array of customized solutions to help you get on board with the future of fueling.

With over 100,000 stations around the world, ChargePoint is leading the charge and Seneca is right there with them. Unparalleled design and engineering, top-rated cloud services and support and industry-leading experts allow for the smoothest possible experience for all customers. ChargePoint has equipped Seneca with the capacity to deliver several tailored options for your business.

80%
OF NEW EV DRIVERS JOIN CHARGEPOINT NETWORK EVERY MONTH

65,000+
CHARGING SPOTS WITH 600+ PORTS ADDED EVERY MONTH

74%+
SHARE OF COMMERCIAL SMART CHARGING

CHARGEPOINT + PARTNER

KEY ADVANTAGES

- Dashboard & Analytics – station owners see how stations are being used and when it's time to add capacity.
- Waitlist – Drivers can get in line and get notified when the station is available to improve utilization.
- Energy Management – Efficiently and automatically utilize power available for charging vehicles. Save money on costly upgrades and avoid demand charges.
- Flexible pricing – By hour, kWh, time of day, customer type or any combination.
- Access control – Limit who can use the charging stations and when. Station owners can disable charging during "closed" times.
- Fleet Services – Fleet managers can track vehicle charging and pay for fuel if the vehicles need to charge at other stations.
- Driver Services – Automatically notify drivers when: fully charged, a station becomes available, power outage or decrease and more.
- APIs – Most functions are also available through SOAP/XML and REST APIs that follow the same data access rules as the UI.

CT4000

This commercial level 2 charging station provides 25 miles of range her hour (RPH) and a self-retracting, maintenance-free lightweight cord management system. With the ability to brand and customize this charger, the interactive animated user interface is consumer friendly and compatible with 100% of electric vehicles.

CPF25

Small and slim, the CPF25 charger mounts anywhere and the all-weather design makes for a durable and compact station for fleet depots, apartment complexes, etc. This charging station provides 25-50 RPH with the capability to intelligently charge more cars with available power, cutting installation expenses and reducing ongoing energy costs.

CPE250

The ChargePoint Express 250 can be deployed two different ways to best meet the needs a specific location. The single station option, Standalone DC Fast Stations, can be used for any installation from parking lots to parking garages. Paired stations using high-power DC charging address current needs and the needs of future electric vehicles. CPE250 chargers allow installations to get more power in a smaller footprint and charge more vehicles faster. The standalone CPE250 provides 25% more power than 50 kW stations and can charge two vehicles at the same time.

Seneca Companies can offer the complete solution when it comes to EV charging. With best-in-class hardware, cloud software and support services, Seneca has an experienced team of professionals ready to tackle your c-store or commercial EV charging venture. We provide the charging stations, perform the installation, and offer ongoing maintenance to your equipment. The shift to electric transportation has already begin. Is it time for your business to follow the trend?

Federal Tax Credits are available, offering your business 30% of the total cost of purchasing and installing a ChargePoint Electric Vehicle charging station. Learn more by contacting your Seneca sales representative today! ■

Darren Binning is the vice president of fuel systems at Seneca Companies, Inc.

GENERAL CONTRACTING: 2020 CHALLENGES

BY **MIKE WORTHINGTON**

After wrapping up a successful 2019, Seneca's General Contracting Division as been forging ahead with several remodel projects in the Omaha area. These projects were wide ranging from basic kitchen remodels, to car wash refurbishments and interior store redesign.
General Contracting also completed and opened a new store in Booneville, Arkansas. This store was started last December and opened the doors in mid-March. As usual when working through the winter months, even in more temperate areas like Arkansas, there were abundant weather challenges. Despite the weather, our staff did a great job overcoming and getting the store opened on the customers timeline.

As we look forward in 2020, those weather problems seem awfully trivial. Our current workload has been mostly put on hold with hopes of seeing things open back up in the third and fourth quarters. We have managed our business carefully during this slowdown, and when the dust settles, we will be ready to take advantage of any opportunities that may arise. It has been very beneficial to have a group of professionals to lean on and assist during these past few months of uncertainties and less than ideal times. ■

Mike Worthington is the division head of general contracting at Seneca Companies, Inc.

EPA'S TEMPORARY ENFORCEMENT POLICY IS NOT A LICENSE TO POLLUTE.

The mission of the U.S. Environmental Protection Agency (EPA) is to protect human health and the environment, and during this time of unprecedented public health concerns, that mission is even more critical. On March 26, EPA released a temporary policy regarding the agency's enforcement of environmental legal obligations during the COVID-19 pandemic. This temporary policy is not a license to pollute.

A few key notes to keep in mind after reading the **policy**:

The policy says that EPA will not seek penalties for noncompliance with r**outine monitoring and reporting** requirements, **if,** on a case-by-case basis, EPA agrees that such noncompliance was caused by the COVID-19 pandemic.

The policy does not say that the COVID-19 pandemic will excuse **exceedances of pollutant limitations in permits, regulations, and statutes**. EPA expects regulated entities to comply with all obligations and if they do not, the policy says that EPA will consider the pandemic, on a case-by-case basis, when determining an appropriate response.

EPA has been inundated with questions from both state regulators and the regulated community about how to handle the current extraordinary situation where contractors are not available because they cannot travel, state and local governments are imposing stay at home orders, and the number of people who have contracted COVID-19 and are in quarantine is rising. EPA developed the Temporary Policy to allow EPA to prioritize its resources to respond to acute risks and imminent threats, rather than making up front case-by-case determinations regarding routine monitoring and reporting.

It is important to note EPA expects regulated facilities to comply with regulatory requirements, where reasonably practicable, and to return to compliance as quickly as possible, once the COVID-19 threat is over. Additionally, the policy makes clear that EPA expects operators of public water systems to continue normal operations and maintenance during this time, as well as required sampling, to ensure the safety of vital drinking water supplies.

The measures of the policy are temporary and will be lifted as soon as normal operations can resume, which may occur sooner in some locations than others. The EPA takes their environmental mandate to protect human health and the environment very seriously and will continue to carry it out during this time.■

EMV LIABILITY SHIFT DELAYED **ADVICE IS DON'T WAIT**

BY **CHRIS HAGGARD**

Retailers now have until April 2021 to get their forecourts EMV compliant before the liability shifts from the credit card companies to the retailers themselves.

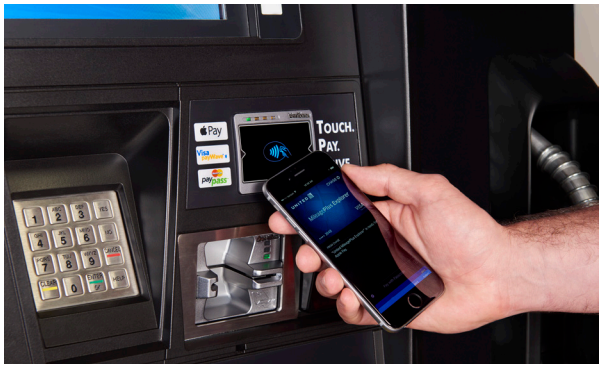
Why EMV? The technology is smarter due to a microchip in the cards. Every time a card is used at a chip-activated terminal, the embedded chip generates a one-time use code that does not allow a thief to copy the information. This one-time code is also available for mobile transactions and allows for tokenization.

As of early 2019, over 3.1 million merchant locations were accepting EMV chip cards. The prediction was that over 80% of the top 200 retailers would have met the previous October 2020 EMV compliance deadline. Some will forge ahead as planned, some will take the extra time and more will make sure they are complaint by the new April deadline. What will you do?

It is critical for businesses to be prepared when it comes to making pay-at-the-pump card readers EMV compliant. Beginning in April 2021, all major credit card brands will pass down counterfeit fraud charges for sites not equipped to process EMV transactions – this accounts for 90% of fraud. October 2019 Conexxus Data reported $299MM of fraud in 2018, $367MM of fraud in 2019 and a projected $451MM of fraud in 2020 – an average of 23% year over year increase. With more and more card skimming fraud occurring at gas stations nationwide, this affects not only consumers and card issuers, but retailers as well. By not meeting the deadline, c-stores run the risk of bearing financial burden due to all major oil brands not planning to absorb these fees. Gilbarco Veeder-Root recently did a fuel marketer research study of 101 branded locations where major oil companies provided their outdoor fraud data for a 22-month rolling period. One single location had $77,000 in outdoor fraud alone with total fraud during the study coming in at $729,000. Criminals are savvy enough to know which terminals can be compromised, simply by analyzing the equipment. Many indoor payment sites have already activated EMV, but the largest population at risk are dispenser terminals that have yet to upgrade.

EMV DOES REALLY WORK. 98% of overall U.S. payment volume in December 2018 was on EMV cards. For merchants who have completed the chip upgrade, counterfeit fraud dollars dropped nearly 80% in September 2018 compared to September 2015. Stores that have already become compliant are slowly drawing business away from smaller operators. Consumers are beginning to recognize retailers that accept chip payments and in turn, are changing their buying behaviors. VISA reports that merchants that have not updated to EMV have seen fraudulent activity increase by 11.4%. As the EMV chip cards become the accepted norm and the value understood, customers will potentially be more likely to turn away from merchants that do not use the new technology.

FORECOURT PAYMENT: SECURE. CONNECTED. PROFITABLE. Gilbarco Veeder-Root offers top of the line FlexPay systems, making EMV upgrades easier and more cost effective. This technology is field-proven and works with the largest network of service technicians to give retailers the most equipment up-time. The system combines the security of the FlexPay Encrypting PIN Pad, the Secure Hybrid card Reader and a color screen to provide payment compliance, anti-skimming protection and secure screen prompting. While doing EMV upgrades, many are opting to add the ability for additional payment options at the pump – mobile payment, contactless payment and cash acceptor. According to a 2019 Pew Research Study, 30% of U.S. adults make no purchases using cash during a typical week. ABI Research predicts there will be 229.6 Million U.S. contactless card shipments by early 2021, and 2 in 5 cards will be contactless by the end of 2021 according to a Juniper Contactless Payments Report. These options are a sure way to compete well with the larger retailers and assure customers that their best interest is at hand.



Mobile Payment: With contactless payment options quickly gaining popularity amongst smartphone savvy users, leveraging the power of mobile payment at the pump is a great way to give customers a simple and effective way to pay for fuel and other in-store items. Mobile payment is seamlessly integrated with the dispenser to accept contactless payment methods including Apple Pay, Samsung Pay, Android Pay and dual interface cards (EMV & NFC).

Contactless Payment: By adding a contactless reader with Near Field Communications (NFC) technology to dispensers, customers are provided with an opportunity to pay with a simple tap of their phones. With the migration to EMV and chip card technology in the U.S., transaction times can be longer than the traditional card swipe. Adding contactless readers to the forecourt can improve transaction times and create a better consumer experience.

Cash Acceptor: Offer an added payment option and increase throughput while reducing credit card transaction fees.

BE A FRONTRUNNER IN EMV COMPLIANCE. EMV installation techs are already becoming scarce. Schedule your migration early to ensure a smooth transition with no consequences. Installing or upgrading your EMV or POS systems give you the opportunity to refresh the look and feel of your site. Customers value safety and financial security. Put them at ease by making the migration early, letting them know you are ahead of the curve and dedicated to providing the best service out there.

*Data and product information provided by Gilbarco Veeder-Root.

Chris Haggard is the vice president of sales at Seneca Companies, Inc.

DURING A TIME OF CRISIS, FUEL QUALITY IS MORE IMPORTANT THAN EVER... **AND SENECA HAS A SOLUTION.**

BY **CHRIS BIELLIER**

NOT THE SAME FUEL YOUR GRANDPARENTS USED.

During times like these, it is even more critical that fuel quality is of the upmost priority and concern. Convenience stores, hospitals, transportation firms, data centers and large commercial fleet centers all require fuel to be at its best quality to keep customer satisfaction and maintenance issues at bay.

Seneca has been able to enter the market with a solution that benefits our customers and correlates with the company tagline of "The Complete Solution." Before we expand on the solution, we must first understand the causes and effects because of the changing fuel chemistry.

Since the introduction of Ultra-Low Sulfur Diesel in 2007 and the entry of ethanol into the market, a growing number of diesel and gasoline storage tanks and dispensing systems have experienced unusual and accelerated corrosion and bacteria problems. The kind of corrosion that may have taken 10 or 20 years previously was showing up in as little as 30 to 60 days.

In 2009, the Petroleum Equipment Institute brought together several industry experts to review data and see if they could come up with any conclusions. Like the plot in a good murder mystery, the task force has found a lot of suspects, but the identity of the culprit is yet to be proven conclusively.

SEARCHING FOR A CAUSE.

In 2012, the Battelle Study, prepared for the US Petroleum Industry, attributed mild steel corrosion experienced in service station's ethanol blend dispensing equipment and systems to microbial activity from bacteria that feeds on ethanol to produce acetic acid (Acetobacteraceae). This is also being heavily seen in ULSD equipment. In addition to algae-based sludge common in water impacted fuel, a metallic coffee ground substance is fouling filters. This is from the corrosion and malfunction of seals, gaskets, tanks, meters, leak detection components, solenoid valves and riser pipes. Subsequently this has led to costly repairs.

In addition to the corrosion issue, slow flow rates, premature failure of dispensing components, filter fouling sediment and particulate formation and microbe growth all are playing a role in causing problems with fuel and equipment reliability. Once this occurs, the cause must be stopped and the resulting material influencing the issues removed.

Fuel Polishing is a reliable way of removing the bacteria carcasses and water, freeing scale and aiding in the restoration of the fuel whether it is a diesel blend, non-ethanol or ethanol blended fuel.

At first, many in the industry wanted to blame ULSD for these corrosion problems or algae accumulation in the tank bottoms because the problem began to emerge about the same time the industry switched over to ULSD. But ULSD is not corrosive by itself, the bacteria that forms creates the issue.

Further investigation found traces of ethanol in ULSD. Ethanol is not corrosive, but when combined with water in the fuel, it becomes a "food source" that is conducive to the growth of acetobacter, a type of bacteria. These bacteria convert (oxidize) ethanol into acetic acid, which is highly corrosive to mild carbon steel.

As it turns out, the switch to ULSD occurred about the same time gasoline manufacturers started putting ethanol in gasoline. It is likely that trace amounts of ethanol-blended gasoline get into the diesel fuel as delivery tankers switch from one product to the next – what the industry calls switch loading. Small amounts of gasoline contamination have always occurred with switch loading, but it was never seen as a problem until the introduction of ethanol-blended gasoline.

Ethanol and water have one thing in common, they love each other more than gasoline and diesel fuel. So, when ethanol-entrained diesel fuel is discharged from a tanker into a ULSD storage tank with bottom water, the ethanol will migrate to the water at the bottom the tank. Again, it's the water in both diesel fuel or ethanol that creates the process.

Ethanol contamination can also happen when older gas stations put diesel fuel into an underground storage tank with ventilation systems linked to adjacent gasoline storage tanks. Unless the service stations separate the ventilation systems, the gas/ethanol vapors can back feed to the diesel tanks.

This is a theory, and the contamination is prevalent only in some cases where stations added diesel to tanks that had held gasoline and did not isolate the vent system. The jury is still out as to the overall root cause. Research is ongoing. Given the massive scale of the fuel distribution system in the United States, nobody wants to jump to conclusions.

NOT BASHING ETHANOL.

The problem is acute - sporadic occurrences that are geographically widespread. Not every petroleum storage tank in the country is experiencing the same level of corrosion or algae accumulation. Those that address the water issue quickly have less problems.

A similar problem has been seen recently in the sumps

of some E10 gasoline tanks. Brand new equipment would be installed, two years later pull the sump covers off, and the steel was severely corroded, not because of the fuel, but because of the ethanol vapors getting into the sump through the threads of the fittings.

It should be noted that bashing ethanol is not the answer. The ethanol industry has been forthright in informing the industry about system modifications when switching to ethanol. We are trying to create a spirit of cooperation to identify what really is the root cause. Ethanol may just be an innocent bystander or a collateral victim.

Over 10 years ago ethanol started replacing MTBE (methyl tertiary butyl ether) as a gasoline additive to raise the oxygen content of gasoline and increase the octane rating. MTBE was phased out because it was thought to be toxic and traces of it were found in groundwater.

PREVENTATIVE MAINTENANCE.

The ULSD and Ethanol blended fuel corrosion problem is a lot like a three-legged stool. The legs being an energy source (the ethanol), acetobacter (which is everywhere) and water. You cannot do anything about the first two, but you can monitor and remove enough water from the equation to defeat the problem. By not transferring the ethanol from the diesel fuel to the water phase, you starve the acetobacter of moisture and

energy it needs to grow and multiply. Even if there is no cross contamination from ethanol, diesel fuel with the presence of any amount of water creates a petri dish for algae/bacteria to form and accumulate in the tank bottoms. Over time this will be drawn up through the system in the dispensers and created clogging and flow issues.

Sometimes the design of the storage tanks is often at fault. The pickup tube on a storage tank should suck fuel off the dead bottom of the tank, and the tank should be tilted slightly to the end with the fill tube to ensure that clean fuel is delivered to the designated equipment. Since water is heavier than diesel, water sinks to the low spot and gets pulled out every time you pump fuel out of the tank, if the tank is tilted toward the pump out end. Tanks should have easy and unobstructed access at both ends to ensure easy water removal at each end regardless of tank settling over time. This may seem contradictory to pump out the water with the fuel intended for use, but you can filter out this water at the point of exit before it enters your truck or equipment and filter it again on the engine fuel filters.

SAMPLE, OBSERVE, TEST, TREAT AND REMOVE.

Until the industry comes up with a definitive solution to these problems, visual observation and testing should become a regular part of your maintenance schedule. This includes fuel polishing if the problem does exist. Quarterly inspections of your storage tanks are best, semi-annually at a minimum. Even if you have fiberglass tanks, the pipes and fittings are typically steel. Periodically inspect the riser tubes, joints and threads. If you see rust, you have a problem.

Another place to look is your fuel filters. Next time you change them, cut open the canister and look at the filter media. If you see material that resembles coffee grounds, you may have a corrosion issue. Also look for rust on the dispenser filter faceplates and steel springs if your filters have them. You will typically see sediment in the filter media. Pass a magnet over it to determine if it is rust.

ULSD is a very stable fuel, but the water bottoms are the focus of attention. If ethanol from switch loading is accumulating in the water phase of the tank and the acetobacter are converting the ethanol to acetic acid, then you need to do something about the water.

If you see or suspect corrosion, consult with Seneca Companies and get your fuel tanks tested. If they do test positive, you will have to do some remediation, possibly adding biocides to your fuel storage, removing the bottom water from the tank and filtering your entire fuel contents all the way to the dispensing nozzles. All can be accomplished through Seneca Companies' fuel restoration and polishing services.

Biocides will kill the bugs you currently have, but to keep them from coming back, you will need to nail the problem at its source - keeping water out of your fuel. Once the problem is resolved through fuel polishing and elimination of water ingress point(s), it is advised that corrosion and bacteria inhibitor solutions be added periodically to prevent the former issues from resurfacing again. Fuel is not the same as it once was 20 years ago and requires maintenance to maintain quality.

Seneca's fuel restoration and tank cleaning technology provides an effective fuel quality solution to ensure optimal fuel quality at all times. With this technology, only the foreign material, water and debris are removed from the customer's site, and the cleaned fuel is returned to the customer's storage tank system. This service is offered within a fourteen-state territory within the Midwest, Southern and Mountain regions. ■

Chris Biellier is the vice president of environmental, waste solutions and strategic partnerships at Seneca Companies, Inc.

Click below to view the process.

Seneca Companies

The Complete Solution

SENECA COMPANIES will meet or exceed our customers' expectations. Our employees are committed to treating customers, suppliers and each other with integrity, honesty and respect.

CORPORATE HEADQUARTERS

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