



Customer Service
Representative Training
Class C Fuel Spill Handling



The Class C Operator

"Class C operator" means an individual who has daily on-site presence and responsibility to handle emergencies and alarms pertaining to a spill or release from the underground storage tank system.



Responding to spills and alarms

Spill response

The simple truth is that spills happen.

Spills might occur at the pump island by a customer or at the Underground tank when a delivery is made. You must be alert. Continuously monitor the fuel island be ready to assist the transport driver if a spill occurs.

Minnesota law requires that a person who owns or operates a facility transporting, storing, or otherwise handling oil, shall be prepared at all times to rapidly and thoroughly recover discharged oil, and to take all other necessary actions to minimize pollution and protect the public safety and health.



If a Spill Occurs

1. Stop the source of the spill, if you can do so safely. Shutting off the pump nozzle or shutting down the power to the dispensers will stop product from continuing to spill.
2. Determine the size and type of the spill (i.e. large or small, flowing or pooling).
3. If the spill has pooled and you CAN SAFELY contain and absorb the spill, do so by building a temporary dike around the spill using the spill kit absorbent. Pour absorbent directly on the spill to soak up the fuel. Move the absorbent over the spill with the broom.



4. Control access to the fuel spill area using the cones in the spill kit. Let everyone know what is happening to minimize potential fire hazards. Control traffic around the spill, and stop customers from starting cars or using cell phones in the immediate area.

5. Determine if the spill has flowed into a street and if any storm drains are in the immediate area. If it has, call the Fire Department and tell them that fuel has gone into a storm sewer, where you are located and your estimate on how many gallons. The Fire Department will have equipment to check the level of vapors in the storm sewer.

6. Clean up the spill material properly. Brooms and shovels can be used to collect absorbent materials used to contain and recover the fuel. This spill material can be put into buckets, garbage cans, barrels or on top of plastic sheeting. Remember to control potential fire sources around the materials.



7. Report the spill to the responsible COMPANY EMPLOYEE OR OWNER. Be aware, state law requires that spills over five (5) gallons must be reported to the Minnesota Pollution Control Agency (MPCA) within 24 hours. If the C-Store has a home office, call it and determine your company's procedures. If the C-Store does not have a home office, or no one is there, contact the appropriate supervisor or owner, at home, if necessary. A supervisor or owner may then contact the MPCA via the state Duty Officer.

Even if the fire department or someone else calls the MPCA, a company representative MUST notify the MPCA as well. Failure to do so may result in reductions in Petrofund reimbursement for the expenses of remedial action. It could also result in a fine.



8. Recover the spilled materials. Make certain that all applicable safety precautions are observed at all times during recovery. Depending on the size of the spill and the nature of the material spilled, the C-Store may need to hire a company trained in environmental remedial procedures. If the spill is relatively small (5 gallons or less), spread the granular absorbent liberally over all the spill area and work it into the spill with a broom or similar tool. If you are using absorbent pads or other similar material, work these into the spill material as you would a sponge, until all free product is absorbed. In the case of granular or other absorbents, be sure to use enough material so that the petroleum does not run back out of the material when you are done mopping. Clean up absorbent materials and dispose of it as per directions of your supervisor.



Alarm Response

Automatic Tank Gauge “ATG”

*Minnesota Law does not require fuel dispensing locations to have ATG.

An ATG measures and produces reports based on the gallons in the tank. The ATG has an alarm on it and will indicate when there has been a possible release and in most cases indicates the fuel tanker driver if the tank is close to 90% full. Your supervisor will teach you about your ATG as they are site specific.



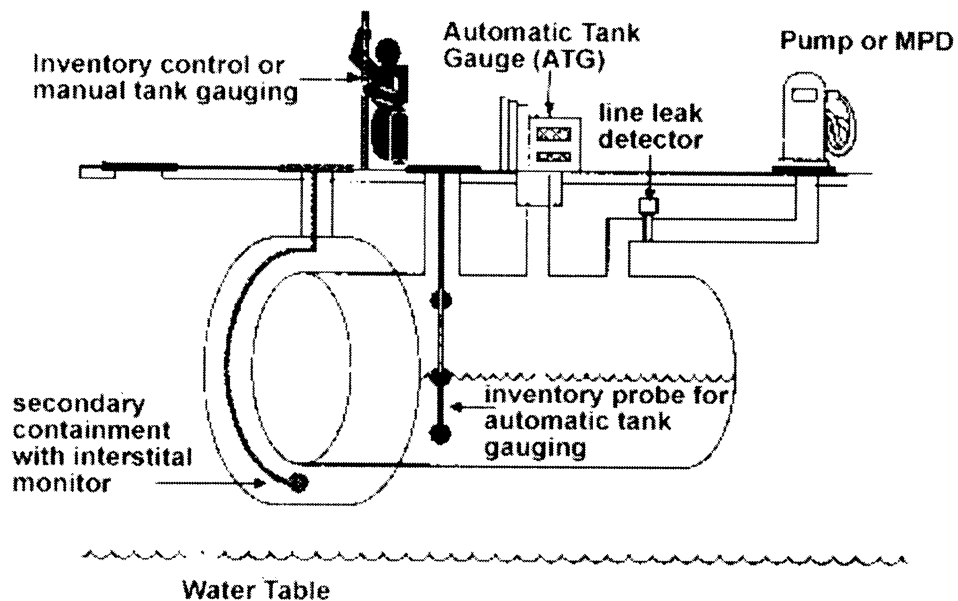
Safety First

When fueling make sure customers are:

- In attendance of the nozzle
- Using approved containers if they are not filling a vehicle.
- Filling the container on the ground not in a trunk or truck bed
- Don't use Glass containers

Know your fueling system

- Dispensers
- Emergency Shut Off
- Submersible Pump Breakers
- Underground Fuel Tank
- Overfill Alarm
- Automatic Tank Gauge*
 - *Minnesota Law does not require fuel dispensing locations to have ATG.
- Vents



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**Underground Oil Storage Tank Facility
Class "C" Operator Training Checklist**

All Minnesota retail and motor fuel underground oil storage tank (UST) facilities must have a certified Class "C" Operator on-site and at all times during business hours. Class C Operators, at a minimum, must be trained on the facility specific items below by a Minnesota Certified Class A/B Operator. This form will be used to certify the training provided to a Class C Operator.

Check each area of training upon completion

<p>UST Facility Components, Functions and Daily Procedures</p> <p>Fuel Dispensing Emergency Shut-off(s): Location(s) and Usage</p> <p>Spill Alarm Console (if applicable): Warnings, Alarms and Response</p>	<p>Spills & Overfills: Prevention and Response Procedures/Actions</p> <p>Spill Reporting Location and Procedures</p> <p>Clay Absorbent and Oil Absorbent Pads: Location, Use and Disposal</p> <p>Fire and Other Emergencies: Procedures/Actions & Notifications</p>
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By my signature below, I certify that I have received training in the listed topic areas.

Printed Name – Class "C" Operator _____ Date _____

Signature – Class "C" Operator _____ Facility Name & City _____

By my signature below, I certify that I have trained the employee named above in the listed topic areas.

Printed Name –Class "A" or "B" Operator/Trainer _____ Date _____

Signature – Class "A" or "B" Operator/Trainer _____

Class C Training Quiz

1. Minnesota Law requires a person who operates a gas station be prepared for spills.
 - a. True
 - b. False
2. Spill pools are determined by type they are:
 - a. Large and flowing
 - b. Small and pooling
 - c. Both a and b
3. If a spill has pooled and you can safely contain and absorb the spill do so by:
 - a. Putting old newspapers on it
 - b. Shoveling dirt on it
 - c. Pouring absorbent directly on the spill
 - d. None of the above
4. It is a good idea to control traffic around a spill?
 - a. True
 - b. False
5. State Law requires that spills over _____ must be reported to Minnesota Pollution Control Agency.
 - a. 100 gallons
 - b. 50 gallons
 - c. 5 gallons
 - d. 1 gallon
6. Use a broom to work the absorbent into the spill.
 - a. True
 - b. False
7. The first thing you want to do when a spill occurs is.
 - a. Call your boss
 - b. Close the store
 - c. Stop the source of the spill
 - d. Get the license number of the car that spilled
8. What is the second step in containing a spill?
 - a. Stop flow of spill
 - b. Direct traffic away from spill
 - c. Call MPCA
 - d. Call fire department
9. If a spill is large you must.
 - a. Call fire department
 - b. Stop flow
 - c. Call supervisor
 - d. All of the above
10. The best container for gas is a glass jar.
 - a. True
 - b. False

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