

# Neighbourhood News

SPRING 11

A NEWSLETTER FOR OUR NEIGHBOURS



## What's Driving the Price of Gasoline?



With summer just around the corner, many of us are planning to head out on the road exploring our favourite holiday destinations. But the cost of fuel that comes with these getaways is something that's receiving a lot of attention these days. With this in mind, we thought you might like to learn more about what actually determines the cost of a litre of gas at your local station.

### Fixed Costs

By far the largest cost of a litre of gasoline is the raw crude oil used in the refining process. At current market prices, this accounts for over 70 cents a litre. Crude oil is a worldwide commodity traded on the international stock market and its share price has been volatile this year. It's a fixed cost over which refineries have no control. Because crude oil is traded on a global market, instability in other parts of the world affects that global price, whether you live in an oil-producing country or not.

"When the cost of a barrel of crude oil moves, it affects the price at the pump," said Deidre Reid, Chevron Canada Marketing's Manager, Policy, Government and Public Affairs. "To avoid the sometimes wild day-to-day fluctuations in crude oil market prices, Chevron reviews the 30 day average price for crude oil as part of our pricing strategy. In addition to local competitive factors, the 30 day average price can explain why consumers may see

the world price of crude oil decrease one day, yet the price at the pump go up. Over time, the correlation of crude oil costs to pump prices tracks quite closely.

"Crude oil makes up the largest portion of the cost components of a litre of gasoline, in addition to other fixed costs such as taxes, refining, transporting fuels to service stations, paying our retailers and

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## Manager's Message

JIM GABLE  
GENERAL MANAGER



Part of being a good neighbour is being responsive to the concerns of others who live around you. Here at the Burnaby Refinery, we take our role of being a good neighbour seriously.

We operate 24/7 and at times, especially during maintenance turnarounds, hundreds of people are coming and going from the facility. What may not be visible to our neighbors are the many steps we take to curtail noise, such as limiting work to daytime hours and using noise suppression techniques such as curtains to minimize noise at night. We're occasionally asked if the

refinery is noisier at night and the answer is "no, it's less."

This issue's Tech Talk section provides further insights and I encourage anyone who is disturbed by noises coming from the refinery at night to contact us so we can investigate and do our best to mitigate troubling sounds.

In addition, given that our facility operates in a residential neighbourhood, we make sure the drivers of our trucking fleet take every possible caution in approaching and leaving the refinery. I have two young children myself and understand parental

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THIS DOCUMENT CONTAINS IMPORTANT INFORMATION.  
PLEASE HAVE SOMEONE TRANSLATE IT FOR YOU.

這份文件包含重要資料，請找人為您翻譯。

이 문서에는 중요한 정보가 담겨있습니다.  
다른 사람에게 번역을 부탁하십시오.

此文件包含重要信息，希望請人為您翻譯。

ਇਸ ਦਸਤਾਵੇਜ਼ ਵਿਚ ਮਹੱਤਵਪੂਰਨ ਜਾਣਕਾਰੀ ਹੈ। ਕਿਰਪਾ  
ਕਰਕੇ ਕਿਸੇ ਨੂੰ ਕਹੋ ਕਿ ਉਹ ਤੁਹਾਡੇ ਲਈ ਤਰਜਮਾ ਕਰ ਦੇਵੇ।

#### GASOLINE PRICES

their employees and the increased environmental costs of operating a modern refinery and service stations.”

“Refining is a very capital intensive business,” added Paul Gray, the refinery’s Value Chain Optimization Manager. “Just as you would take your car in for service every six months to make sure it’s running smoothly, a refinery needs that kind of attention on a weekly basis. The costs of maintaining and upgrading equipment along with our daily operating and labour costs all need to be factored into the refinery’s piece of the pricing pie.”

#### MANAGER’S MESSAGE CONTINUED

concerns about traffic safety. Our drivers have extensive training, are very aware of their surroundings, and take immense pride in their driving records. One of our drivers recently received “Master’s” status – having completed 25 years without a driving incident. His performance speaks to the supreme level of safety our drivers deliver.

It has been over a year now since we began working on the seepage in Area 2. We are taking a highly technical approach to address the issue, involving dozens of experts from around the world. We have clearly made progress and our priorities remain the same: mitigate any off-site impact, prevent more material from leaving our property, and find the source and address it.

We are always interested in hearing from neighbours who would like to join our Community Advisory Panel. This group fosters dialogue between the refinery and some of our most important stakeholders—our neighbours. The more perspectives we have on the panel, the more effective it is in representing questions or concerns of the broader community.

Finally, festival season is underway again in Burnaby and it was great to see such a huge crowd enjoying all the Hats Off Day festivities on June 4th. My family is looking forward to participating in as many of the community events as possible, culminating with the Movie in the Park on August 28. I hope to see you there!

#### The Principle of Supply and Demand

Let’s not forget, you’re not the only one planning to drive more at this time of year and that increased demand for transportation fuels affects the price of gas.

“There are more drivers on our roads at this time of year and oil producers and refineries have to try to keep up with that increased demand,” said Deidre. “We all recognize if we’re buying oranges, that if there’s been a bumper crop or a drought, that prices will be affected. Similarly, when it comes to gasoline, factors like refinery maintenance shutdowns or other regional supply interruptions can affect the price of gas.”

Globally, the demand for gas in emerging markets such as China and India has also put enormous pressure on refineries to keep up with demand.

#### An Extremely Competitive Market

Fluctuations happen within regional markets based on competition. “Studies indicate that consumers will drive elsewhere to save two-tenths of a cent on a litre of gas – in that sense it’s unlike many other consumer products. One way new retailers will try to attract attention is by dropping their prices which can lead to a local price war.” adds Deidre.

#### What about Taxes?

Over one-third of what you pay at the pump consists of taxes. Metro Vancouver residents pay some of the highest fuel taxes in Canada. While these vary from one municipality to the next, for gasoline, Lower Mainland residents pay a federal excise tax, a provincial carbon fuel tax, a provincial motor fuel tax, a Greater Vancouver transit tax, and the GST portion of the HST. In May 2011, these added up to approximately 44 cents a litre. Compare this to Washington State, where fuel taxes total about 15 cents a litre. On July 1, the carbon tax on gasoline will increase by a further 1.11 cents per litre.

#### How you can Lower your Gas Costs

“We certainly understand the impact the cost of fuel can have on consumers. We always encourage consumers to do as much as possible to use these products wisely and to conserve” added Deidre. “Simple steps we can all take include keeping our vehicles tuned up, combining short trips, and keeping your tires inflated to the proper pressure.”

# Safety First



#### Keep on Trucking!

As our Spring weather improves and with kids out of school soon, most of us will be spending more time getting out and about. It’s reassuring to know that Chevron’s truck drivers are always on the alert during their regular arrivals and departures from the truck loading terminal on Eton Street.

#### Years of Experience

The Eton Street terminal, which is operated by Chevron’s Marketing Division, employs eleven drivers who, between them, have over 211 years of service with Chevron. They work eleven and a half hour shifts, making deliveries throughout Metro Vancouver 24 hours a day, seven days a week. Each driver makes three to four deliveries per shift. By regulation, drivers can spend a maximum of 14 hours on duty and must have at least 10 hours off between shifts.

Before drivers can be considered for positions with the fleet, they must have a minimum of two years experience plus a clean driver “abstract” or driving record. These abstracts are collected annually for each driver, so Chevron is kept up to date on its drivers’ off-duty driving habits. “We have drivers who have driven over 20 years without any incidents; they have perfect driving records,” said Rick Spence, the marketing terminal’s Transportation Supervisor. “We also track on-the-job injuries like slips and falls and we’ve gone over four years now without an injury.”

#### Driver Training

Chevron’s truck drivers are trained in a defensive driving technique called the Smith System which emphasizes five principles: 1) Aim high in steering; 2) Get the big picture; 3) Keep your eyes moving; 4) Leave yourself an out; and 5) Make sure they see you.



CHEVRON TANKER TRUCK  
DRIVER STUART HARVEY



“This driving system is commonly used by commercial truck fleets and is a way of countering the aggressive behaviours that many of us see from other drivers,” said Rick. “We also have our own internal policies, procedures and best practices that must be followed.”

Each Chevron driver is observed doing their deliveries once every three months. “They are checked to see how they load, drive and deliver the product. If they’re not following procedures, we address the reasons and follow up to make the required changes.”

#### **Safety at the Marketing Terminal**

All drivers loading fuel at Chevron’s marketing terminal must be C.P.P.I. (Canadian Petroleum Products Institute) accredited in order to have loading privileges. These loading privileges are achieved through rigorous training, testing and accumulating multiple training loads by certified trainers. Safety at the terminal is of paramount importance.

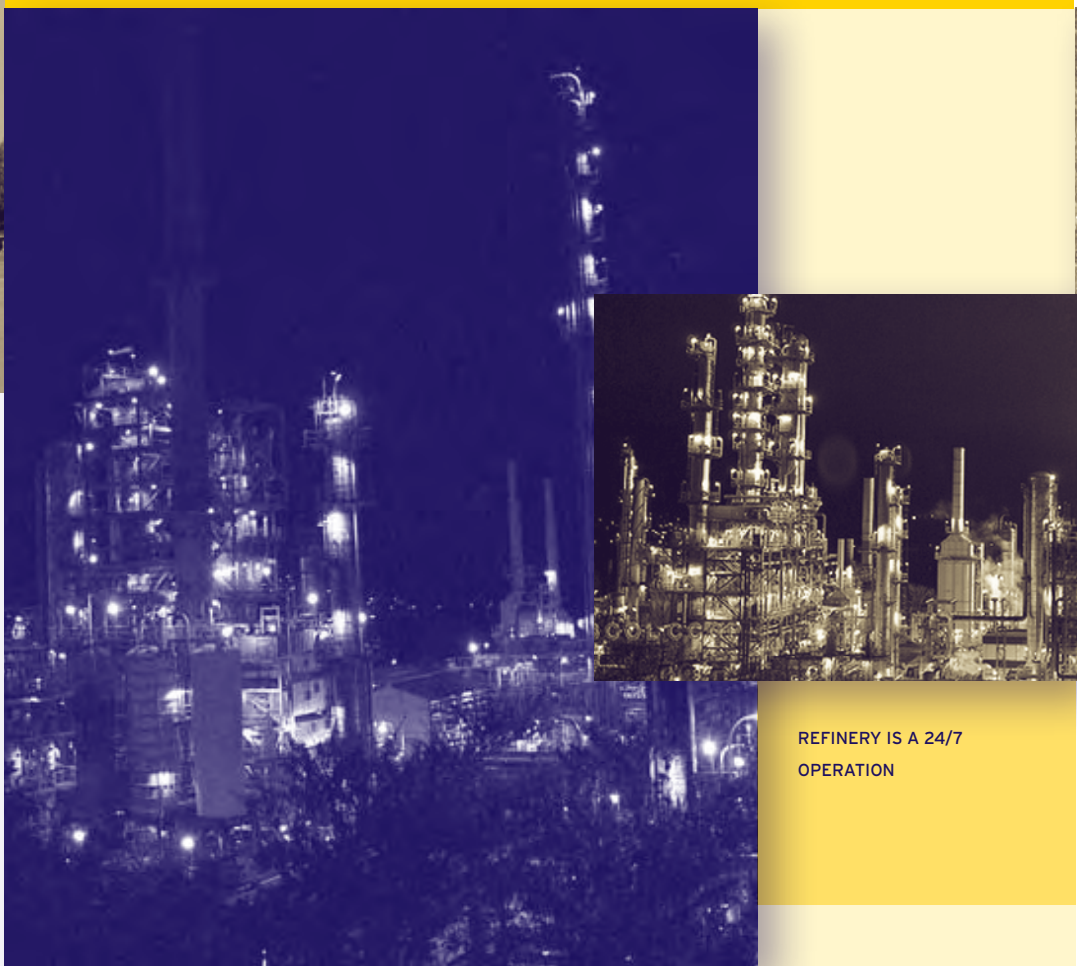
#### **Safe Product Deliveries at Gas Stations**

Drivers must also follow all safety procedures when unloading product at service stations. Inventories in underground tanks at the site are monitored electronically, so deliveries are only made as they are needed. Drivers are careful to isolate their work area using traffic cones and to use vapour recovery equipment to contain any vapours discharged during deliveries. Regular checks are made of product levels in the underground tanks to prevent overfilling

“Safe operations have always been our priority,” emphasized Rick. “And, I also encourage courtesy. We want to have as little impact as possible on our neighbours. We’re highly visible doing our job out there and our approach is to treat everyone, on and off the road, as a potential customer.”

## **Chevron Refinery Tech Talk**

ONE IN A SERIES OF ARTICLES THAT  
WILL HELP YOU UNDERSTAND WHAT  
GOES ON AT THE REFINERY.



REFINERY IS A 24/7  
OPERATION

#### **Night Noise...**

##### **and Things that Go Bump in the Night**

With the weather finally improving, many of us are spending more time outside in the evenings and sleeping with our windows open. If that’s the case around your home, you may notice refinery operations more now than during the winter months. The refinery is a 24/7 operation with steady rates of production. However, sound from the facility may be more noticeable at night for a variety of reasons including weather, wind conditions, and less ambient noise in the neighbourhood.

“The refinery is definitely not noisier at night; if anything, it’s quieter,” assured Area 2 Operations Superintendent Dave Sharpe. “During major work like maintenance turnarounds, which are usually scheduled during spring and fall months, there can be slightly more noise; but otherwise, nights should be quieter because less construction and contractor related work is going on.”

The refinery’s flare can be heard sometimes, particularly by neighbours on Capitol Hill. The flare acts as a safety pressure relief device; during an emergency its function is to eliminate excess process gas by safely burning it rather than venting hydrocarbons into the atmosphere. In 2008 a new, more efficient tip was installed on the flare greatly reducing background sound levels around Area 2 near the foot of Penzance Drive.

Whenever possible, refinery staff try to create buffers between potentially noisy activity or equipment and the surrounding residences. “But if you ever notice what you feel is excessive noise coming from the refinery, we encourage you to call the refinery’s Community Contact Line at 604-257-4040. Leave a message and the shift supervisor will be notified. He’ll investigate as soon as he can,” said Dave. “He’ll return your call and send staff to identify possible sources and to do what’s possible to eliminate or mitigate it” added Dave. “We’ll do whatever we can to make our operations less noticeable to our neighbours.”

# Across the Fence



POLLEN IN THE  
SPRING TIME LOOKS  
LIKE YELLOW DUST

## Pollen Alert

It's just about over for another year, but if you're noticing yellow particles on your car and on other smooth surfaces around your house, don't panic and call the refinery! If your sneezing has not already told you so, the yellow dust you're seeing is the result of pollen from all the local trees and shrubs we enjoy around the local parks and trails in this area.

For more information on what plants produce pollen when visit: [www.theweathernetwork.com/pollenfx/poyvr](http://www.theweathernetwork.com/pollenfx/poyvr)

## Refinery Area 2 Seepage Update

Chevron continues its efforts to manage the seepage of an oily substance near the Area 2 processing section of the facility. Significant progress has been made in recent months with the installation of an absorbent mat system that is proving to be effective in containing any oily material at the Burrard Inlet foreshore. An interception trench at the railroad and extraction wells along the refinery's northern perimeter have also been installed and are functioning to recover and to prevent further migration of material beyond Chevron's property.

Although likely the result of an historic accumulation of contamination on the site over many years, recent source identification efforts have identified a section of the refinery's storm water/process effluent sewer as a current contributing source to this seepage. Engineers have installed a bypass to this section of the effluent system while options for a long-term repair or replacement of the sewer system are being developed.

Chevron remains as concerned as the public and regulatory agencies and is committed to the mitigation of any impacts resulting from this seepage. For more information and regular updates please contact the Refinery's Community Contact line at 604-257-4040 or visit the Refinery CAP website: [www.chevroncap.com/files/current-issues.php](http://www.chevroncap.com/files/current-issues.php)



## Get Involved - Join the Refinery's CAP!

We're looking for some new Chevron/North Burnaby Community Advisory Panel volunteers. The refinery operates in a residential community and recognizes how important being a good neighbour is to its continuing operations. It's vital that refinery staff keep an open dialogue with our neighbours. The Community Advisory Panel (CAP) plays an important role by identifying and resolving issues of mutual concern.

If you would like to participate on CAP, we'd like to hear from you. Meetings are held four times a year and are facilitated by an independent public consultation consultant. Discussions focus primarily on safety, environmental issues, refinery operations, emergency response, odour mitigation, and noise reduction.

Regulatory agency participation at CAP includes representatives from Metro Vancouver. Senior Chevron management attend every meeting and special presentations are occasionally made by technical experts to help committee members better understand pertinent issues.

More information about CAP is available online at [www.chevroncap.com](http://www.chevroncap.com).

If you would like to volunteer for CAP or attend a meeting as an observer, please contact:

**Kim Barbero, CAP facilitator,**  
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[kbarbero@carahworldwide.com](mailto:kbarbero@carahworldwide.com)

or

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## Staff Profile

MEET  
MARK NUTTER



Refinery neighbours may not know Mark Nutter personally but many have undoubtedly seen him around the community. You might have passed him during his daily cycle to work along Willingdon from his home near BCIT. You might have sat in front of him and his two young sons on a train at Burnaby Central Railway. Or perhaps you've lined up with him at the local bank or for a table at Anton's restaurant. The Vancouver native has been working at the refinery for five years and for the past four has called Burnaby home.

"I find that Burnaby is central to everything; it's a really nice place to raise a family with all the amenities but less of the big city clutter downtown," said Mark, who is one of five design engineers with the refinery. He and his wife are raising their one and four-year-old boys in the area; Mark jokes that you can find them almost every weekend riding the miniature trains at Confederation Park.

During the work week, Mark and his colleagues manage and do design work for smaller capital projects at the refinery. "The people here are great," said Mark, who worked in the pulp and paper industry before joining Chevron. He emphasized, "The safety environment here is incredible. It's the first place I've worked where people practice what they preach. There's no bending the safety rules here; it's a top priority."

Right up there with safety is a plant-wide concern for minimizing impacts on the environment. According to Mark, "When you look at how the refinery measures its performance, right near the top of the list are safety and the environment."

Mark is also impressed with the efforts put into the Community Advisory Panel or CAP. "From what I understand, not every major industrial facility has one and we are certainly not required to have one - but we choose to. We're trying to be a good neighbour and to address concerns when they come up - even the work that our design group is responsible for."

## Community Corner

### Hats Off Recap

There's a reason why Burnaby Now readers continue to vote for Hats Off Day as Burnaby's best festival. This year's event on June 4 was another opportunity for the community to gather and celebrate what makes the Heights so special.

Once again, the Chevron service station at the corner of Hastings and Willingdon was hopping with fun events and activities. This year the "SoTight" band served up some great tunes while the Einstein wannabes from Mad Science entertained with their hands-on science demonstrations. As well, two busy caricaturists created their on-the-spot portraits of passers-by.

Thanks to everyone who stopped by to say hello and congratulations to one lucky visitor who won \$200 of Chevron gasoline gift certificates.



FUN TIMES AT HATS OFF DAY 2011 UNDER  
SUNNY SKIES!



### Burnaby Blues and Roots Festival

The big news is out....K.D. Lang will be one of the headliners at this year's Burnaby Blues and Roots Festival set for August 13 in Deer Lake Park. You can catch her along with John Mayall, Imelda May, Matt Anderson and other wonderful performers. Chevron is a proud sponsor of the Festival once again and invites you to drop by our tent while you're there for some fun surprises!

Tickets are on sale now; find out more at [www.burnabybluesfestival.com](http://www.burnabybluesfestival.com).

CHEVRON IS PROUD TO HAVE JOINED OTHER LOCAL BUSINESSES IN SUPPORTING SETON VILLA'S ACQUISITION OF A NEW BUS. PICTURED HERE ARE (L-R) ZAHIR JIWA -PHARMACIST/OWNER, SHOPPERS DRUG MART, KINGSGATE MALL, RAY LORD, JOANNE JAMIESON -CHEVRON BURNABY REFINERY, FRAN MCDUGALL -SETON VILLA, JOSIE ROMEO -BRANCH MANAGER, VANCITY NORTH BURNABY COMMUNITY BRANCH, MARIA MICHAYLUK -SENIOR BRANCH MANAGER, VANCITY NORTH BURNABY COMMUNITY BRANCH, AZIM RAGHAVJI -ROTARY CLUB OF BURNABY







### It's Back! The Giro di Burnaby Criterium Cycle Race

Hearts will be racing once again as The Heights will be hosting the second Giro di Burnaby on July 14. Chevron has climbed on board to support this action-packed, spectator-friendly bicycle road race that will take place along Hastings and Albert streets between Rosser and MacDonald. People come from far and wide to watch the Giro right here in our backyard. Find yourself a spot along the route and marvel at the speeds the cyclists attain as they go for broke.

Complete details are available at  
[www.giroadburnaby.com](http://www.giroadburnaby.com).

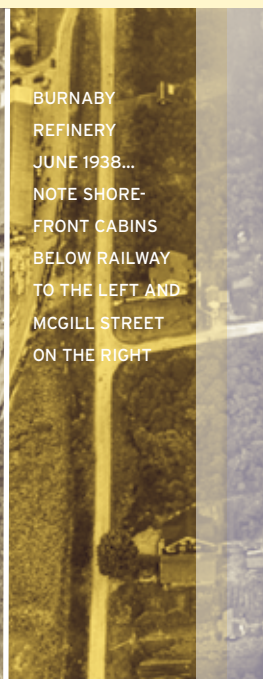


### Fourth Annual Movie in the Park

Mark your calendars for our wildly popular, fourth annual outdoor Movie in the Park event on Sunday, August 28. With construction work getting underway soon on the new Confederation Park oval track surface, we may need to relocate to a nearby alternative field so stay tuned for more info and details in our next summer issue of the Neighbourhood News.



BURNABY  
REFINERY  
JUNE 1938...  
NOTE SHORE-  
FRONT CABINS  
BELOW RAILWAY  
TO THE LEFT AND  
MCGILL STREET  
ON THE RIGHT



## (604) 257-4040

Chevron's Burnaby Refinery welcomes your calls and feedback. If you have any comments or concerns, please do not hesitate to call our Community Contact Line: 604-257-4040.

This line is staffed on weekdays between 8 am and 4:30 pm. Your call will be directed to the most appropriate person who can respond quickly. In the event of an emergency, or significant maintenance work underway that may contribute to unusual operating conditions, information and regular updates for the public are made available.

If you are calling after hours or on a weekend, your call will be forwarded to our on-duty shift supervisors. If you would like to report an odour or if you notice anything that you think is unusual, please let us know. Your calls are very important to us and we will respond as quickly as possible.

For general information about the refinery website, visit  
[www.chevron.ca/operations/refining](http://www.chevron.ca/operations/refining).

For information about the Chevron/North Burnaby Community Advisory Panel (CAP), visit [www.chevroncap.com](http://www.chevroncap.com).

**Neighbourhood News** is a quarterly newsletter produced by Chevron's Burnaby Refinery for residents of the Heights, Capitol Hill and surrounding areas of North Burnaby.

We invite your comments, questions or suggestions for future articles.

Please contact us at Neighbourhood News, Chevron Canada Limited, Burnaby Refinery, 355 North Willingdon Avenue, Burnaby, BC, V5C 1X4.

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