



Step-by-step guide to the British Columbia Prepaid Fuel program

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Effective February 1, 2008, under Grant's Law, all fuel transactions in British Columbia must be prepaid, 24 hours a day, seven days a week. There are two processes available to PHH cardholders for purchasing fuel under these new regulations, a Manual Prepayment and Pay-at-the-Pump.

The following guide will assist with the prepayment processes and answer some popular questions.

Manual PrePayment Process (available at all fuel locations accepting the PHH card)

1. Driver drives into fuel station, parks at an open pump and proceeds into kiosk.
2. Driver advises attendant of the amount he wishes to pump (i.e., \$50.00).
3. Driver then provides attendant with PHH card (*some stations may request to hold card*).
4. Attendant processes amount requested against the PHH card.
5. Attendant programs the selected pump for the amount of fuel and provides driver with a receipt.
6. Driver returns to vehicle and begins pumping fuel into vehicle.
7. Pump shuts off automatically once pre-paid amount is reached or once the fuel tank is full.

What if driver pumps less than prepaid amount? - Credits

- If the driver pumps less than the pre-paid amount (i.e., prepays for \$50.00 but only pumps \$45.00), the driver must then return to the kiosk and the attendant will process a credit for the difference (i.e., \$5.00) to the driver's PHH card.
- Credits will not be given automatically, driver **must** return to the kiosk for credit (except at Chevron where credit is automatic).
- **Cash refunds are prohibited at all locations.**

What if driver needs more fuel than the prepaid amount?

- Driver must return to the kiosk and follow the above procedure from step 2 for the additional fuel required.
- For "fill-up" some stations may offer to hold card during transaction and allow driver to fill tank (no estimation required).

Pay-At-The-Pump

1. Driver drives into fuel station, parks at an open pump.
2. Driver inserts PHH card directly into pump, card is validated.
3. Driver selects fuel grade and pumps required amount of fuel.
4. Driver receives receipt from pump.

Is Pay-at-the-Pump available at all fuel stations in BC?

- **NO.** Pay at the Pump access is very limited due to availability and supplier system constraints.

Where is it available?

Supplier	Active Date	Daily Transaction Limit*	\$ Limit Per Transaction*
Chevron	15Feb08	No Limit	No Limit
Esso	01Feb08	3	\$100
Husky/Mohawk	25Feb08	No Limit	No Limit
PetroCanada	01Feb08	2	\$100
Shell	01Mar08	3	\$100

** **NOTE:** Pumps will shut down if above limits are reached & driver will have to go into kiosk.

PHH Arval