

RCAN Oil Buying Scheme

Frequently Asked Questions

1. Will it save me money?

We will save you money on your heating oil as we negotiate with suppliers for a bulk order and are able to negotiate a more competitive price than if you were ordering on your own. We cannot say what that saving is as it will depend when you need your oil and how much you are prepared to 'negotiate' with suppliers. If you just contact your usual supplier for some oil as and when you need it, then it is likely our scheme will offer significant savings. If you phone around various companies to get the best price and maybe look online too then the saving will be less

Everyone will be saving money when ordering oil through our community oil buying scheme as we have the power of bulk buying. And, the more efficient we can make the process for RCAN and the oil companies, the greater savings we would hope to achieve and pass on to our members.

2. Will it cost me money?

There is no membership or joining fee for this scheme. Instead of taking an annual membership fee we add a small levy to the oil order each month. Due to the volumes of oil we are purchasing you will still be getting your oil cheaper than if you were buying it by yourself.

3. How does the scheme work?

All you need to do is register on the website by entering your name, address, phone number(s), email address, comments about your tank/property location or access requirements and create a password. If you forget your password at any time, just click on the button to reset your password and a temporary password will be emailed to you instantly. You will then need to go into your account details to reset yourself a new password for future use. Please keep a note of this in a safe place. If you use more than one email address, make sure you use the email address that you put in when you first registered with the website.

4. What if I don't have access to the internet?

Currently about 18% of members do not have access to the internet for one reason or another. If you are not able to use the new web based system yourself please continue to liaise with Melanie Saxton from RCAN, who will be only too pleased to accept orders and answer any queries.

5. Once I've registered, how do I order oil?

Once you have an account you can log in at any time to order oil. Simply select the product you require (Kerosene 28 is standard domestic heating oil, with or without additive) and add any notes that may be relevant to that order i.e. if you are going to be away, changes to access etc. Oil order deadlines will be once a month. You will need to register card payment details either at registration or prior to making your first order. When you place an order you will need to be as accurate as possible with your order quantity as you will only be able to order a set number of litres (minimum order quantity 500 litres) and you will need to pay for this oil **before** it is delivered.

6. What if I miss the order deadline?

The system will 'close' at 12 noon on the deadline day and it will **not** be possible to add your order after that time.

7. How will I know who will deliver my oil?

Once the price negotiation has taken place and an agreement has been made with the oil supplier you will receive an email to advise you of the price, the amount you owe and when your payment will be taken. Once payment has been taken, you will receive information on the supplier and their contact information will also be provided should you have any queries and need to contact the supplier direct.

8. I need to know when delivery is going to be as my tank is usually locked.

If you indicate, either when you register or place an order, that you need to be contacted prior to delivery then the oil company will make contact with you first. But, if you do not specify that you need to be contacted, the supplier will not do so but will just deliver your oil to your home.

9. I have a narrow driveway; will this be a problem?

Possibly. There are no standard tanker sizes between suppliers, but there are roughly three sizes – a standard sized 6-wheel tanker (approx. 10ft x 29ft), a medium or 4-wheel tanker (approx. 9ft x 24ft) and a 'baby tanker' (approx. 8ft x 17ft). If you have **limited access issues** and require a 'baby tanker' then **we cannot guarantee to be able to supply** you with fuel and it may not benefit you to join the scheme. This is because we buy from whichever supplier offers the best negotiated price and if the winning supplier has not got a 'baby tanker' then your order can't be placed as part of the group order and corresponding price savings.

You must be realistic about your access as some oil companies we negotiate with only have 6-wheel standard size tankers, although these are usually rear-wheel steer which makes them as manoeuvrable as 4-wheel tankers. If an oil supplier has baby tankers as part of its fleet and they deem it necessary to deliver to your address using this vehicle, these deliveries will always incur an additional charge. If in doubt about access to your property and/or oil tank it is best to contact the supplier direct to clarify delivery options.

Please note that once the order has been placed, if on attempting delivery the supplier is unable to gain access to your fuel tank due to the tanker size, H&S requirements or general access issues, we reserve the right to cancel your order and refund your money. We will also mark your account as having limited access and reserve the right to cancel or charge a premium for future orders that need to be made from a smaller tanker, due to the increased costs charged by the supplier.

10. Why can't I know what the price is before I place my order?

Before we can negotiate with the oil suppliers, we need to know what the total number of litres we are ordering and how many delivery drops that is made up of. The suppliers cannot give us a price until they know what they are quoting for. You can be assured that the price we achieve will be extremely competitive and excellent value. You are not tied in to the scheme in any way and are free to go elsewhere for your oil. However, we do ask that once you place your order, this is treated as a firm order for that month.

11. Who will I be placing my order with?

Your order will be taken by eSmartMetrics Limited (trading as **Olive**), who will be acting on RCAN's behalf and placing the group order with the winning oil supplier. You will be ordering oil and making payment through the **Olive** system. RCAN will still be responsible for the administration of the oil buying scheme so you can contact the Project Officer by email at msaxton@rcan.org.uk or telephone 01623 727600.

12. How will I pay for my heating oil?

Payment by members online is by credit/debit card through the secure **Olive**/RCAN website. All major debit and credit cards are accepted. There is no charge for debit card use, but there is a fee of 2% for credit cards.

You will be asked to enter your card details as part of your account registration or as part of your first online order. It will only be possible to place an order once a valid payment card has been stored on the website, securely with Paymentsense.

Payment will be taken from your chosen card 24 hours after we have confirmed the negotiated oil price to you and provided you with an invoice.

13. Why can't I pay the oil supplier direct?

By paying through our website for your oil we can then pay the oil company one payment for all of the oil orders. This means they can optimise their route planning and they don't have to spend time taking payments from every member. This increased efficiency will enable us to negotiate a better price.

14. How secure are my card details?

Members can safely enter payment card details via the website and secure PCI DSS-compliant Payment Provider, which encrypts all submitted information.

To ensure the highest possible level of online payment security, all payments are secured with:

- Security Code (CV2) Checks
- IP Address Checking
- PCI Compliant Servers

With our online Payment Provider, you're using one of the most secure online payment services currently available. They process millions of card transactions every year and guarantee 100% payment protection for online businesses and their customers.

All payment card details are held on the secure Payment Provider's website. **Olive**/RCAN do not and cannot store card details on the site.

15. Can I pay by cheque?

Unfortunately, there will not be an option to pay by cheque. If you are not on the internet, then RCAN will enter the order for you and phone you up once the order has been placed to tell you the price and to take your card details to enter on your behalf.

16. Do you offer a monthly payment scheme?

Not at the moment, but we are looking to offer this as a future development.

17. What if the address of the property I want the oil to go to is different to my home address?

You should register the address you want the oil delivered to - this does not have to be your home address. We will look to add multiple properties to a single account in the future.

18. Is this scheme only for domestic oil users?

No, anyone that uses oil can join the Community Oil Buying Scheme in Nottinghamshire. Community Buildings (village halls, schools, churches, sports clubs and scout huts included) can order their oil, but you need to be clear about the type of heating oil you require (28 or 35 second burn) and be able to pay by card on the internet (please contact us if you have any queries with this). Businesses can also join, but please be aware that commercial VAT rates (at 20%) **may** be applied.

19. Do you use local oil suppliers?

All the suppliers that we negotiate with deliver across all of Nottinghamshire, even though some of them may send their delivery vehicles in from outside the county. If you feel strongly about only using local companies, then you may wish to contact your chosen supplier directly. We choose to use businesses in the region that can provide a good service at the best price.

20. I'm worried about the carbon footprint of using an oil supplier from outside the county.

We have asked all the oil suppliers we use for their Environmental Policy so we can be assured that they are doing their bit to keep carbon emissions as low as possible. By receiving such a large order at one time, the oil companies can plan their delivery routes to be as efficient as possible, saving fuel and therefore reducing emissions. If you would like to see a copy of any of the policies, please contact us.

21. If you are a charity, why do we have to pay for the scheme?

Although we are a charity, we rely on paid staff to carry out the work we do. We do use the services of volunteers in some areas of our work, but in general we have staff and office costs to pay. Our staff are professional, efficient, reliable and hard-working and to keep them happy we have to pay them! We are non-profit making and find it increasingly difficult to source funds to enable us to carry out our work. So, we have to make the oil buying scheme pay for itself.

Have you got any other questions?

If yes, please telephone 01623 727600 or email msaxton@rcan.org.uk