



California Environmental Protection Agency

AIR RESOURCES BOARD

Vapor Recovery Program Improvements

July 28, 2011

Agenda

- Overview
- Current In-Use Program
- Proposed Program Improvements
- Web-Based Complaint Process
- Benefits of Program Improvements
- Outreach
- Implementation Timeline

Overview

- Concern Identified by Stakeholders
 - Deficient vapor recovery equipment is having an adverse impact on end-users.
- What Can Be Done To Minimize Adverse Impacts?
- Broad-Based Support for ARB Action!

Overview (cont.)

- Improvements identified in the In-Use Vapor Recovery Program
 - Five improvement measures
 - Objectives
 - Early detection of equipment problems
 - Timely corrective action
 - Minimize extent of problem in the field
 - Minimize adverse impacts to the end-user

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- ***Current In-Use Program***
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Current In-Use Program

- Investigate Equipment Complaints
 - Notified of Equipment Problems through:
 - Air Districts
 - GDF operators / contractors
 - Customers
 - Manufacturers
- Take Corrective Action, if Necessary

Current In-Use Program (cont.)

- Limitations with Existing Program
 - Limited information
 - Extent of equipment problems not known
 - Equipment complaints not formally documented
 - GDF operators/customers don't know who to call

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Proposed Program Improvements

1. Develop an Equipment Complaint Process
2. Develop a Database of Equipment Problems
3. Review Mfr. Warranty Reports
4. Establish a Warranty Complaint Intervention Program
5. Assess Warranty Program

Proposed Program Improvements (cont.)

1. Equipment and Warranty Complaint Process
 - Web-based form (also downloadable)
 - Form filled out and submitted to ARB
 - Begin with Phase II EVR & ISD equipment
 - Include Phase I and AST EVR later
 - ARB staff investigates complaint
 - End-user/manufacturee contacted
 - Equipment inspected (if possible)

Proposed Program Improvements (cont.)

2. Database of Equipment Problems

- Populated with data from Equipment and Warranty Complaint Form submittals
- Database queries used to direct staff resources where needed most
- Data shared with other approving agencies, CAPCOA, & manufacturers where applicable

Proposed Program Improvements (cont.)

3. Manufacturer Warranty Reports

- Already prepared by manufacturers
- Request to review mfr. warranty reports
- Reconciled against equipment and warranty complaints.
- Supplement database of equipment problems.
- Core information:
 - P/N, S/N or date code, problem description, resolution

Proposed Program Improvements (cont.)

4. Warranty Complaint Intervention Program

- End-user files warranty complaint
- ARB staff acts as mediator between end-user and manufacturer to validate and resolve warranty complaint

Proposed Program Improvements (cont.)

5. Warranty Program

- Warranty language deficiencies identified
- Letters will be sent to each vapor recovery equipment manufacturer
 - Identify specific warranty deficiencies
 - Manufacturers to correct warranty language
- ARB staff will follow-up via conference call

GOAL – Ensure end users get full warranty coverage

Proposed Program Improvements (cont.)

Other Considered Improvements

- Longer warranty period
 - No short-term benefit for EVR program
 - Consider for future program
- Recall
 - Would require legislation
- Customer 1-800 Number

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Web-Based Complaint Process

The screenshot shows the California Air Resources Board (ARB) website. The header includes the ARB logo, the text "California Environmental Protection Agency Air Resources Board", and navigation links for "About ARB", "Calendars", "A-Z Index", and "Contact Us". A search bar is present with the text "Search ARB" and a magnifying glass icon. Below the search bar are radio buttons for "Google" and "Advanced". A red navigation bar contains links for "Home", "Reducing Air Pollution", "Air Quality", "Business Assistance", "Laws & Regulations", and "Health".

The main content area is titled "In-Use Vapor Recovery Program". Below the title is a paragraph: "The In-Use Vapor Recovery Program is responsible for evaluating vapor recovery equipment installed in the field and taking corrective action if equipment is determined to be deficient. This program is also responsible for conducting four year renewal evaluations of certified systems and components."

Below this paragraph is a section titled "New On-Line Component Complaint Form". The text reads: "The In-Use Vapor Recovery Program is implementing a new process to improve its ability to quickly identify deficient vapor recovery equipment installed in the field and to ensure timely corrective action. Users that are experiencing problems with vapor recovery equipment can now notify the California Air Resources Board via an on-line [Component Complaint Form](#). The information obtained from these forms will be used to quickly assess the extent of the problem and focus resources where needed the most to correct the problem. Users of vapor recovery equipment are encouraged to participate in this process."

Below this section is a link: "- [Component Complaint Form](#)".

Below that is another section titled "New On-Line Warranty Complaint Form". The text reads: "The In-Use Vapor Recovery Program is implementing a new service to provide an impartial third party evaluation of warranty complaints. Users of vapor recovery equipment that were denied a warranty claim can now request the California Air Resources Board (CARB) to act as a mediator between the user and manufacturer to validate and resolve the warranty complaint. Users can request a CARB mediator via an on-line [Warranty Complaint Form](#). Users must have filed a warranty claim to the manufacturer and received a notification of warranty rejection before requesting CARB intervention."

Below this section is a link: "- [Warranty Complaint Form](#)".

The left sidebar contains a date "Tuesday, July 19, 2011" and two sections: "UP LINKS" and "PROGRAM LINKS".

UP LINKS

- ◊ [Reducing Air Pollution - ARB Programs](#)
- ◊ [Vapor Recovery Program](#)

PROGRAM LINKS

- ◊ [Aboveground Storage Tanks](#)
 - ◊ [AST EVR Timeline](#)
- ◊ [Approval Letters](#)
- ◊ [Archive](#)
- ◊ [Background](#)
- ◊ [Bulk Plants](#)
- ◊ [Cargo Tank Vapor Recovery](#)
- ◊ [Enhanced Vapor Recovery \(EVR\) Homepage](#)
 - ◊ [EVR Timeline](#)
 - ◊ [EVR Contractors](#)
- ◊ [Equipment Advisories](#)
- ◊ [Equipment Defects](#)
- ◊ [Executive Orders](#)
- ◊ [FAQs](#)

Web-Based Complaint Process (cont.)

The screenshot displays the California Air Resources Board (ARB) website interface. At the top, the ARB logo and navigation menu are visible. The main content area is titled "Vapor Recovery Component Complaint Form". Below the title, there is a brief instruction and a note about required fields. The form is divided into two sections: "General Contact Information" and "General System Information".

California Environmental Protection Agency
Air Resources Board

Home | Reducing Air Pollution | Air Quality | Business Assistance | Laws & Regulations | Health

Tuesday, July 19, 2011

UP LINKS

- Reducing Air Pollution - ARB Programs
 - Vapor Recovery Program

PROGRAM LINKS

- Aboveground Storage Tanks
 - AST EVR Timeline
- Approval Letters
- Archive
- Background
- Bulk Plants
- Cargo Tank Vapor Recovery
- Enhanced Vapor Recovery (EVR) Homepage
 - EVR Timeline
 - EVR Contractors
- Equipment Advisories
- Equipment Defects
- Executive Orders
- FAQs

Vapor Recovery Component Complaint Form

Any complaint with respect to the equipment may be submitted below.

Required fields are denoted with an ""*

General Contact Information

First Name*:
Last Name*:
Station Address*:
City*: State*: Zip Code*:
Phone with area code*:
Email Address*:

General System Information

Purchase Date of Component:
Installation Date:
Purchased From:
Installed By:

Web-Based Complaint Process (cont.)

- Form to Report if VR Equipment of Contractor is Unavailable
- Gasoline Dispensing Facility (GDF) Hoses
- Regulations
 - Current Regulations
 - Certification and Test Procedures
 - Formal Rulemaking Documents
- Workshops / Meetings
 - 2010 Current Rulemaking

RESOURCES

- Contacts Us
- Join Any Vapor Email List(s)
- RSS / Newsfeed

Component(s) In Question

Nozzle:	----- None -----	Serial Number and/or Date Code:	<input type="text"/>
Breakaway:	----- None -----	Serial Number and/or Date Code:	<input type="text"/>
Hose:	----- None -----	Serial Number and/or Date Code:	<input type="text"/>
Swivel:	----- None -----	Serial Number and/or Date Code:	<input type="text"/>
Vacuum Pump:	----- None -----	Serial Number and/or Date Code:	<input type="text"/>
ISD Flow Meter:	----- None -----	Serial Number and/or Date Code:	<input type="text"/>
ISD Pressure Sensor:	----- None -----	Serial Number and/or Date Code:	<input type="text"/>
VST Membrane Processor:	----- None -----	Serial Number and/or Date Code:	<input type="text"/>
Veeder-Root Vapor Polisher:	----- None -----	Serial Number and/or Date Code:	<input type="text"/>
Hirt Thermal Oxidizer:	----- None -----	Serial Number and/or Date Code:	<input type="text"/>
Clean Air Separator:	----- None -----	Serial Number and/or Date Code:	<input type="text"/>

ISD Alarm Type Seen (Please provide the best fit.) Only needed for Component Complaint Type.

Overpressure Degradation: <input type="checkbox"/>	Overpressure Gross: <input type="checkbox"/>
V/L Degradation: <input type="checkbox"/>	V/L Gross: <input type="checkbox"/>
Vapor Leak: <input type="checkbox"/>	Other: <input type="checkbox"/>
Unable to Determine: <input type="checkbox"/>	None: <input type="checkbox"/>

Web-Based Complaint Process (cont.)

Detailed Description of Issue*

Please describe your issue here...

Human Verification

Some method to verify human entry such as a random warped image or simple random math word problem.

Submit Information

Reset Form

[Back to Top](#) | [All ARB Contacts](#) | [A-Z Index](#)

Web-Based Complaint Process (cont.)

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Web-Based Complaint Process (cont.)

FAQS

- Form to Report if VR Equipment of Contractor is Unavailable
- Gasoline Dispensing Facility (GDF) Hoses
- Regulations
 - Current Regulations
 - Certification and Test Procedures
 - Formal Rulemaking Documents
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RESOURCES

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Component(s) In Question

Nozzle:	----- None ----- ▼	Serial Number and/or Date Code:	<input type="text"/>
Breakaway:	----- None ----- ▼	Serial Number and/or Date Code:	<input type="text"/>
Hose:	----- None ----- ▼	Serial Number and/or Date Code:	<input type="text"/>
Swivel:	----- None ----- ▼	Serial Number and/or Date Code:	<input type="text"/>
Vacuum Pump:	----- None ----- ▼	Serial Number and/or Date Code:	<input type="text"/>
ISD Flow Meter:	----- None ----- ▼	Serial Number and/or Date Code:	<input type="text"/>
ISD Pressure Sensor:	----- None ----- ▼	Serial Number and/or Date Code:	<input type="text"/>
VST Membrane Processor:	----- None ----- ▼	Serial Number and/or Date Code:	<input type="text"/>
Veeder-Root Vapor Polisher:	----- None ----- ▼	Serial Number and/or Date Code:	<input type="text"/>
Hirt Thermal Oxidizer:	----- None ----- ▼	Serial Number and/or Date Code:	<input type="text"/>
Clean Air Separator:	----- None ----- ▼	Serial Number and/or Date Code:	<input type="text"/>

Warranty Claim Submittal

Date of Claim Submittal:

Description of Problem:

Please describe in detail here...

Web-Based Complaint Process (cont.)

Warranty Claim Response

Manufacturer Response Date:

Description of Response:

Please describe in detail here...

Human Verification

Some method to verify human entry such as a random warped image or simple random math word problem.

[Back to Top](#) | [All ARB Contacts](#) | [A-Z Index](#)

Web-Based Complaint Process (cont.)

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Web-Based Complaint Process

(cont.)

- Beta Testing of Website Form
 - Two Beta Tests
 - Volunteers Needed
 - End users / Owners / Contractors
 - Industry Experts / Manufacturers

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- ***Benefits of Program Improvements***
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Benefits of Program Improvements

- Benefits to ARB & Equipment Manufacturer
 - Provides early identification of equipment problem
 - Provides better assessment and scope of problem
 - Provides a formal written record of problem
 - Redirects resources where needed most
 - Partners ARB and manufacturer to find solutions quickly
 - Ensures timely corrective action

Benefits of Program Improvements

(cont.)

- Benefits to End-User
 - Provides easy process to submit complaints
 - Participation helps:
 - minimize wide-spread problem
 - minimize adverse impacts to end-user
 - Ensures required warranty coverage
 - Provides an impartial 3rd party evaluation of warranty complaints

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Outreach

- How To Get The Word Out?
 - Association meetings / news letters
 - ARB meetings / outreach functions
 - ARB notification via vapor recovery web page and list serve
 - Notification to permit holders
 - Other outreach suggestions?

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Implementation Timeline

- Equipment and Warranty Complaint Form
 - Finalize Web Form mid Sept
 - 1st Beta Testing of Web Form late Sept
 - Feedback early Oct
 - 2nd Beta Testing of Web Form mid Oct
 - Implementation Target late Oct
- Equipment Database
 - Begin implementation late Oct

Implementation Timeline (cont.)

- Manufacturer Warranty Reports
 - Begin implementation Now
- Warranty Intervention
 - Begin implementation Now
- Mfrs. Warranty Language
 - Letter to Mfrs. Early Aug
 - Conference calls August

Contact Information

General
Questions

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Pat Bennett
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Warranty Deficiencies
& Intervention

Kevin Mongar
kmongar@arb.ca.gov

Complaint Form &
Database

Wee Huang
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California Air Resources Board
(916) 327-0900

Vapor Recovery Program Web Page:
www.arb.ca.gov/vapor/vapor.htm