



BC Used Oil
Management Association

**MANUAL FOR REGISTERED
PROCESSORS AND COLLECTORS**

January 1, 2016

FOREWORD

The British Columbia Used Oil Management Association (BCUOMA), under approval from the Ministry of Environment, operates a Used Oil and Antifreeze Materials Stewardship Program in accordance with the requirements of the *Recycling Regulation*.

BCUOMA is a not-for-profit organization of oil, antifreeze and oil filter manufacturers and retailers. It is incorporated under the British Columbia Society Act, managed by a board of directors drawn from its members, retailers, government and other non-government organizations. The focus of the Program is to support only those end uses that provide landfill diversion and environmentally sound recycle/reuse/energy recovery options as described by the Ministry of Environment's Pollution Prevention Hierarchy (see Appendix A.)

Used oil and used oil filters are both classified as hazardous wastes in British Columbia and pose an environmental problem if improperly managed. The proper recovery, management, and reporting of these Used Oil and Antifreeze Materials is the focus of the BCUOMA Program.

This manual is designed to provide Processors and Collectors with a broad knowledge of the BCUOMA Product Stewardship Program and specific details regarding systems and procedures associated with registering for and claiming incentives.

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1.0 DEFINITIONS

- 1) **Antifreeze** means automotive antifreeze which is eligible to receive a Return Incentive when processed by a Registered Processor.
- 2) **Approval** means either physical signature, electronic signature/stamp or email approval
- 3) **ASTM** means American Society for Testing and Materials.
- 4) **BCUOMA** means The British Columbia Used Oil Management Association
- 5) **BCUOMA Website** means <http://bcusedoil.com>
- 6) **Collector** means a BCUOMA registered, carrier that picks up Used Oil and Antifreeze Materials from Return Collection Facilities and/or Generators and delivers them to a Processor registered with BCUOMA.
- 7) **Comingling** means introduction of non-BCUOMA materials into the separate waste streams. It includes all materials on which an EHC has not been remitted.
- 8) **Do-It-Yourself or DIY** means consumers who purchase their own oil and antifreeze and service their own vehicles and equipment. These consumers include private motorists, farmers and small commercial generators such as fishers and loggers.
- 9) **End-Fate** means how the recovered product was managed in accordance with Pollution Prevention Hierarchy.
- 10) **Environmental Handling Charge (EHC)** means a levy paid to BCUOMA on sale or commercial use of new Oil and Antifreeze materials in the province of British Columbia.
- 11) **Filter** means all spin-on or element style fluid filters that are used in hydraulic, transmission or internal combustion engine applications including all oil, oil-air separator, diesel fuel, coolant, storage tank, and household furnace oil filters, sump tank automatic transmission filters, plastic/paper filters and diesel fuel filters used at retail and commercial pump islands, but does not include gasoline fuel filters, air filters, household furnace air filters and sock-type filters.

- 12) **Generator** means the user of Lubricating Oil, Antifreeze, Filters and/or Oil or Antifreeze Containers who, through normal application of these products, generates used oil and Antifreeze materials.
- 13) **Ineligible Used Oil and Antifreeze Material** means Used Oil and Antifreeze Materials that are not eligible for RI under the Program as prescribed by BCUOMA from time to time, and includes all material for which an EHC is not remitted by a supplier or received from Collectors not registered with BCUOMA.
- 14) **Lubricating Oil** means all petroleum-derived or synthetic crankcase oils, engine oils, hydraulic fluids, transmission fluids, gear oils, heat transfer fluids or other oils or fluids used for lubricating purposes in machinery or equipment.
- 15) **Oil and Antifreeze Containers** means all empty containers with a capacity of 50 litres or less that are manufactured and used for containing Lubricating Oil or Antifreeze or related fluid.
- 16) **Processor** means a BCUOMA-registered receiver of one or more Used Oil and Antifreeze Materials that processes these materials into saleable products.
- 17) **Program** means the British Columbia Used Oil and Antifreeze Stewardship Program approved under the Hazardous Waste Regulation and administered by BCUOMA.
- 18) **Recycle Docket** means a document that verifies the pick-up of an eligible Used Oil and Antifreeze Material by a Collector from a Generator.
- 19) **Return Collection Facility (RCF)** means a BCUOMA-registered facility that agrees to receive used Oil, Antifreeze, Filters and/or Oil and Antifreeze Containers from Do-It-Yourself consumers at no charge.
- 20) **Return Incentive (RI)** means an incentive payment made by BCUOMA to registered Processors for the collection and processing of eligible Used Oil and Antifreeze Materials.
- 21) **UOMA** is Used Oil Management Associations, which includes: Alberta Used Oil Management Association (AUOMA); British Columbia Used Oil Management Association (BCUOMA); Saskatchewan Association for Resource Recovery Corporation (SARRC); Manitoba Association for Resource Recovery Corporation (MARRC); Société de gestion des huiles usagées (SOGHU); Stewardship Ontario; Société de gestion des huiles usagées – Used Oil Management Association - New Brunswick (SOGHUOMA NB) and Société de gestion des

huiles usages – Used Oil Management Association - Prince Edward Island (SOGHUOMA PE).

22) **Used Antifreeze** means automotive Antifreeze after it has been used for its initial purpose, but does not include Ineligible Used Oil and Antifreeze Material.

23) **Used Oil** means Lubricating Oil after it have been used for its initial purpose, but does not include Ineligible Used Oil and Antifreeze Material.

24) **Used Oil and Antifreeze Material** means Lubricating Oil, Antifreeze, Filters and Oil and Antifreeze Containers after they have been used for their initial purpose, but does not include Ineligible Used Oil and Antifreeze Material.

25) **Zone** means any one of eleven regions in British Columbia defined by BCUOMA for the purpose of calculating RI's and maximizing collection of Used Oil and Antifreeze Materials throughout British Columbia.

2.0 PROGRAM OVERVIEW

2.1 Program Objective

The Program's objective is to encourage cost effective, environmentally responsible handling of Used Oil and Antifreeze Materials in British Columbia to approved End-Fates in accordance with the Ministry of Environment's Pollution Prevention Hierarchy (see Appendix A.) This will be achieved by paying a Return Incentive (RI) to the Processors of such materials.

The Program is designed to achieve the optimum combination of:

- effectiveness, including optimal environmental processes and outcomes;
- efficiency, including the generation of accurate and clear records on collections, processing and end-use volumes; and
- accountability and clarity to industry, government and consumer stakeholders.

3.0 OPERATING GUIDELINES

3.1 General Guidelines

- The flow of material is from the Generators and/or RCFs to the Collectors, through to the Processors with a final End-Fate as described by the Ministry of Environment's Pollution Prevention Hierarchy (See Appendix A).
- The Program stimulates the recycling of Used Oil and Antifreeze Materials by providing a RI to Processors at an amount that should allow, under most market conditions, the collection, transportation and processing of the materials. The RI will change from time to time depending on market and other conditions.
- For a Used Oil and Antifreeze Material to be eligible for RI payments, it must be an EHC-applicable Lubricating Oil or Antifreeze material (see BCUOMA website definitions regarding EHC eligibility) and must meet the following criteria:
 - EHC was applied on the original sale or distribution of the product and paid to BCUOMA;
 - the product was sold or distributed; i.e., not the remains of unsold inventory, leftovers from an oil container "bottling" operation;
 - the product was collected from a Collector registered with BCUOMA; and
 - the product is not contaminated; i.e., mixed with solvents, PCBs, paint, etc.
- BCUOMA Used Oil and Antifreeze Materials are to be kept separate from other Used Oil and Antifreeze Materials for volume and weight measurements. Where this is operationally unattainable proration will be allowed provided it is approved to meet BCUOMA's reporting requirements. Claims for qualifying products sold in provinces other than British Columbia must be claimed with the respective provincial UOMA where applicable.
- Processors and Collectors are expected to comply with all applicable Federal, Provincial and Municipal laws and regulations.

3.2 Zones

Recognizing that transportation costs are a key component of Used Oil and Antifreeze Material management, BCUOMA has established eleven (11) Zones within British Columbia. The Zones are based on a number of factors including; primary and secondary road systems, the volume of Used Oil and Antifreeze Materials available for collection, and provincial demographics. Some specific communities have been assigned a separate Zone to compensate for collection issues.

A list of each municipality or community in British Columbia and its Zone can be found in Appendix C and on the BCUOMA Website.

The Zone Map is set out in Appendix B and on the BCUOMA Website.

4.0 RETURN INCENTIVE (RI) PROGRAM REQUIREMENTS

4.1 Registration Requirements

- All Processors and Collectors are subject to and must comply with all applicable federal, provincial and municipal laws and regulations, including, without limitation, business and transport licensing, insurance, storage/processing facility approvals.
- All Processors and Collectors must register with BCUOMA by completing and submitting the BCUOMA Processor and Collector Registration Application Form (available on the BCUOMA Website) along with the required documentation listed on the form. The Processor and/or Collector must indicate on the application form which Used Oil and Antifreeze Materials it will collect and process.
- All applications must include a Letter of Regulatory Compliance (see Section 6.1.)
- Upon receipt of the registration application forms, BCUOMA will review the application. If approved, BCUOMA will assign a unique registration number for each Processor and Collector.
- All Processors and Collectors must renew their registration by completing the Processor and Collector Registration Renewal Form and Letter of Regulatory Compliance (available on the BCUOMA Website.) The date of renewal will be 2 years after the last Letter of Regulatory Compliance was completed.
- BCUOMA maintains an active database of registered Processors and Collectors who provide the services required for BCUOMA to fulfill the mandate of the stewardship program. The list of registered Processors and Collectors is posted on the BCUOMA Website.

4.2 Equipment Requirements

Volume Measurements – Used Oil and Used Antifreeze

Volume measurements for Used Oil and Used Antifreeze using digital gauges in trucks and containers or volumes confirmed with metered sticks and corresponding volume charts are acceptable. Digital gauges are expected to be maintained in working order.

Weigh Scales – Filters and Oil and Antifreeze Containers

BCUOMA will accept only weigh scale tickets that are printed from a scale that is registered with Measurement Canada. Scales which are used to provide supporting documentation for a RI claim

must be regularly checked for calibration, no less than annually or at more frequent intervals as required by Measurement Canada.

Calibration of weigh scales may be requested periodically by BCUOMA and must be completed within 10 business days upon any request.

Hand-written weights, scale tickets from uncertified scales, or any weigh scale ticket whose validity is questionable will be disallowed.

4.3 Processor Requirements

Oil Processor

BCUOMA-registered facility or combination of facilities that processes oil to meet the following specifications:

- Government, American Society for Testing Materials (ASTM) or equivalent approved specifications for sale as a re-refined Lubricating Oil; or
- for sale in the manufacture of asphalt concrete (pavement), as outlined in the Hazardous Waste Regulation or applicable government standards in other states or provinces; or
- for sale to a cement kiln as a fuel as outlined in the Hazardous Waste Regulation or applicable government standards in other states or provinces; or
- for sale to a government-approved fuel use other than for cement kilns, as outlined in the Hazardous Waste Regulation or applicable government standards in other states or provinces; or
- for other uses that meet the intent of the Hazardous Waste Regulation or applicable government standards in other states or provinces such as for mining explosives or exploration drilling.

In all cases above, the oil must be analyzed in accordance with government-approved methods and be shown to meet the required industry and/or government specifications. Application of Used Oil to any land for the purpose of road construction, repair, or dust suppression is prohibited by the Hazardous Waste Regulation and is not a BCUOMA approved use. The application of Used Oil in oil-fired furnaces is not a BCUOMA approved use.

Antifreeze Processor

BCUOMA-registered facility or combination of facilities that processes the Used Antifreeze to meet the following specifications:

- American Society for Testing Materials (ASTM) ASTM D7713-11 standard for sale as a coolant in automotive engines; or
- American Society for Testing Materials (ASTM) - ASTM E 1119 - 97 standard for sale as an approved industrial grade coolant.

The Used Antifreeze must be analyzed in accordance with government-approved methods and shown to meet the required industry and/or government specifications.

Filter Processor

BCUOMA-registered facility or combination of facilities that removes the oil and other impurities from the Filters so that the steel is accepted at a provincial or state government-approved steel smelter for processing into recycled steel.

Metal oil containers such as those used in the aircraft industry must be processed along with the metal Filters.

Paper Filters that are segregated from the metal Filters must be separately crushed to the point where there is less than 3 percent oil in the paper Filters and must be shipped to an approved waste to energy facility.

Oil and Antifreeze Container Processor

BCUOMA-registered facility or combination of facilities, based in Canada or the United States, that

- shreds the containers and removes the oil and antifreeze from the plastic and pelletizes it into reusable plastic resin
or
- shreds the containers and removes the oil and antifreeze from the plastic creating the product known as “shredded flake”. The “shredded flake” must be sold for uses that meet the requirement of an approved End-Fate. Organizations that purchases the “shredded flake” must provide a management signed letter (known as End-Fate Confirmation Letter) that at minimum contains:
 - Confirmation of the End-Fate of the product

- Agreement that they will submit to BCUOMA onsite Field Reviews and review for confirmation of usage for BCUOMA-incentivized products
- Agreement to notify the processor and BCUOMA immediately of any changes to said letter

4.4 Program Confidentiality

Under the BCUOMA stewardship program, information with respect to specific Generators/RCFs, Collectors, Processors and other companies will be kept confidential. The volume of used oil and antifreeze and their related materials processed and the financial reimbursement to individual processors will not be disclosed except to any party designated by the BCUOMA, in its sole discretion, to assist the BCUOMA in the administration of its stewardship program (including in respect of a BCUOMA Audit pursuant to Section 7.1, below). This information may be released to certain parties in case of an investigation or a review.

5.0 RETURN INCENTIVE (RI) CLAIM PROCESS

5.1 RI Claim Requirements

General Requirements

Processors are the recipients of RI payments and will be held financially responsible for the accuracy and completeness of all information submitted to BCUOMA regarding collected and processed Used Oil and Antifreeze Material.

BCUOMA uses the following measurement units for reporting on the amount of Used Oil and Antifreeze Materials:

- Used Oil – litres;
- Used Antifreeze – litres;
- Filters and Oil and Antifreeze Containers (metal) – weight of the crushed metal received by the metal broker in kilograms.
- Oil and Antifreeze Containers (plastic) – weight of the shredded/centrifuged material derived from Oil and Antifreeze containers in kilograms;

Claim Verification Requirements

Background information to support a RI claim is to be retained by the Processor or Collector and is subject to Desk Review and Compliance Review. Background information must include the following

- 1) Collector name;
- 2) Pickup date;
- 3) Generator information including the following:
 - a) Generator name (first and last,) address, phone number including area code, and email address;
 - b) Zone from which pick up was made
 - c) Generator signature and printed name for manned sites;
 - d) Signed letter from Generator for pickups at unmanned sites;
- 4) Container counts (as applicable);
- 5) Information about the type and quantity of Used Oil and Antifreeze Material collected:
 - a) Used Oil (L);
 - b) Used Antifreeze (L);
 - c) Filters (kg);
 - d) Oil and Antifreeze Containers (kg);

- 6) Weigh scale tickets of both the unprocessed and processed weight of the materials (Filters and Oil and Antifreeze Containers);
- 7) Water/glycol tests; and
- 8) Transfer documentation for material moved between Collectors and Processors or between Processors. Can be in the form of Receiving Dockets, Manifests, Bills of Lading, Invoices etc.

Upon request, documents are to be submitted for the purpose of Desk Reviews conducted at the BCUOMA office. Results of the Desk Review will be communicated and the documentation will be returned to the Processor and Collector as applicable.

When Used Oil and Antifreeze Materials are transported between Collectors, the original Generator information/signatures must remain in the custody of the final Collector who delivers the Used Oil and Antifreeze Material to the Processor.

Claims Submission Requirements

BCUOMA requires either;

- Excel copies of BCUOMA RI Claim Forms and Zone Summary Forms to be sent to claims@usedoilrecycling.ca.
- Web-based data transfer to the BCUOMA system

All claims information is due in the BCUOMA office within 60 days from the date the material is received at the Processor facility.

RI Claims sent to BCUOMA must provide the following information and documentation to substantiate the claim:

- Processor Return Incentive Claim Form,
- Collector Zone Summary Form,
(Email claims@usedoilrecycling.ca for current forms)

Two Approvals are required on Return Incentive Claim Forms and Collector Zone Summary Forms: one Approval of the individual preparing the form(s) and another Approval of the individual verifying and approving the form(s).

Collectors will retain the Recycle Dockets with Generator signatures confirming volumes and Zones, or Collectors have the option to pass the Recycle Dockets to the Processor.

Processors will retain copies of the documentation sent to BCUOMA.

Annual Reporting Requirements

BCUOMA will require Processors to prepare Annual Sales and Inventory Forms (See BCUOMA Website,) to be completed and approved each year at December 31 for each type of Used Oil and Antifreeze Material processed commencing with the calendar year ended 2016. With prior approval of BCUOMA's Executive Director, Processors will have the option to use a fiscal year end other than a December 31 fiscal year end.

This information will be used to meet the reporting requirements to the Ministry of Environment which includes how the recovered product was managed in accordance with the Pollution Prevention Hierarchy (See Appendix A.)

Documentation Retention Requirements

All original supporting documents from Processors and Collectors must be kept for a minimum of seven years and provided to BCUOMA upon request. The documentation requirement applies notwithstanding the cancellation of the Processor's or Collector's membership.

5.2 Specific Material Claims Information

Used Oil Claims

BCUOMA will pay Processors a RI for eligible used Lubricating Oil processed according to the Pollution Prevention Hierarchy. The rate used for calculating the RI payment will be based on the Zone in which the Used Oil was collected.

Processors will be responsible for verifying volumes and quality of used oil received from Collectors. Processors must sample and test all incoming loads of used oil for water and provide results with the signed Receiving Docket. Volume measurements using digital gauges in trucks and containers or volumes confirmed with metered sticks and corresponding volume charts are acceptable. Bottom sediment tests may be required by BCUOMA.

All Used Oil samples for testing must be representative of the entire load being received and use one of the two following methods in accordance with ASTM standards: the Retort method or approved equivalent.

- tube sampling (all levels sample) method

- composite sample from the sampling valve on the discharge line taken at the beginning, middle and end of the discharge, or approved equivalent.

All Used Oil samples must be kept for a period of 3 months by the Processor.

BCUOMA will pay the RI on the net volume of Used Oil based on the following water content:

- a) Between 0% - 35% water – there is an RI reduction of 1% for every 1% increase in the water content, and
- b) Over 35% water – Not RI eligible

Used Lubricating Oil that is contaminated with other products, such as paint, PCB liquid, solvents, etc., are not eligible for RI payments. In respect of PCB liquids, BCUOMA follows the federal regulation allowing up to 2 ppm.

Used Antifreeze Claims

BCUOMA will pay registered processors a RI for acceptable Used Antifreeze processed according to the Pollution Prevention Hierarchy. The RI rate used for calculating the RI payment will be based on the Zone in which the Used Antifreeze was collected.

Processors will be responsible for verification of the volumes and quality of Used Antifreeze received from Collectors. Processors must sample and test all incoming tank loads and/or drums of Used Antifreeze for percentage glycol and provide results with the signed Receiving Docket.

All Used Antifreeze samples for testing must be representative of the entire load being received and use the Tube sampling (all levels sample) method in accordance with ASTM D4057, or a composite sample from the sampling valve on the discharge line taken at the beginning, middle and end of the discharge, or approved equivalent. If the Used Antifreeze tank truck has more than one compartment, a separate sample must be taken for each compartment.

All Used Antifreeze samples should be kept by the processor for a minimum of 3 months.

Glycol content in Used Antifreeze must be determined by the Processor by the ASTM D3321, or approved equivalent. BCUOMA limits contaminants in used Antifreeze eligible for an RI on the following glycol content:

- a) 42% glycol or greater– RI eligible with no volume discount

b) Between 42% - 25% glycol – for RI eligible glycol between 42% and 25%, there is a reduction of 4% for every 1% decrease in the glycol content.

c) Less than 25% glycol – Not RI eligible

Used Antifreeze contaminated with other products (i.e. oil, paint, solvents, PCBs, etc.) is not eligible for the RI.

Filter Claims

BCUOMA will pay Registered Processors a RI on the weight in kilograms of the crushed weight of the Filters as determined by the signed metal broker/steel mill weight scale ticket. The RI rate used for calculating the RI payment will be based on the processed weight from each Zone. The processed weight for each Zone will be based upon a proration of the collected weights from each Zone that make up the processed material.

The conversion factor of 2.2046 is used to convert pounds (lb.) to kilograms (kg).

Metal oil containers such as those used in the aircraft industry must be crushed along with the metal Filters and can be included in a claim made to BCUOMA.

Paper Filters need to be submitted on a separate RI Claim Form and must only contain the activity of the paper Filters. The RI claim must include all of the other requirements for a normal Filter claim, plus a sign-off from the BCUOMA approved waste-to-energy facility that accepts the crushed paper Filters as a fuel source.

Oil and Antifreeze Container Claims

BCUOMA will pay Registered Processors a RI for acceptable Used Oil and Antifreeze Containers based on the shredded and centrifuged weight of Used Oil and Antifreeze containers. The product created is known as “shredded flake“. The RI rate used for calculating the RI payment will be based on the processed weight from each Zone. The processed weight for each Zone will be based upon a proration of the collected weights from each Zone that make up the processed material.

BCUOMA will be paying separate rates for bags versus pails. Bags and pails must be processed separately and the processed material be weighed separately before Comingling.

In the event that a processor segregates and processes separately used oil PET bottles, an RI claim for handling of these plastics may be made to BCUOMA. The claim must only contain the activity

of the PET bottles and include all of the other requirements as a normal Used Oil and Antifreeze Container RI claim.

In the event that a processor segregates and processes separately used oil bladder bags, an RI claim for handling of these plastics may be made to BCUOMA. Each claim must only contain the activity of the bladder bags and include all of the other requirements as a normal Used Oil and Antifreeze Container RI claim, plus it must also include a sign-off from the BCUOMA approved waste-to-energy facility that accepts bladder bags as a fuel source.

5.3 Claim Submission and Payments Schedule

Best efforts will be made to issue two payment runs per month with the below due dates and payment dates for properly completed claims:

- Claims received in the BCUOMA office by end of day of the 10th of the month for payment last working day of the month
- Claims received in the BCUOMA office by end of day of the 25th of the month for payment on the 15th of the following month

All payments will be made by electronic funds transfer.

6.0 REVIEW REQUIREMENTS

6.1 Requirement for a Letter of Regulatory Compliance

All BCUOMA registered Processors and Collectors are required to provide BCUOMA with a Letter of Regulatory Compliance (completed no more than 60 days prior to registration application date) with the Processor and Collector Registration Form upon application for registration. Every two years after registration a Processor and Collector Registration Renewal Form and Letter of Regulatory Compliance must be submitted to BCUOMA for approval.

Forms are available on the BCUOMA Website.

The Letter of Regulatory Compliance is to certify that the Processor and/or Collector have had a third party audit of its entire operation, including transportation/collection activities, and that the operation is in compliance with all applicable legislation and regulations. The Letter of Regulatory Compliance shall be signed and/or sealed by a member of a duly recognized professional association or society that sets member qualifications and has appropriate audit standards and protocols, such as:

- Canadian Environmental Certification Approvals Board – <http://www.cecab.org>,
- Association of Professional Engineers & Geoscientists - <http://www.apeg.bc.ca/>, and
- Applied Science Technologists & Technicians of BC - <http://www.asttbc.org/>.

The frequency of the Letter of Regulatory Compliance may be changed for any or all Processors and Collectors, as the Board deems appropriate.

BCUOMA will provide a 30-day grace period for receipt of the Letter of Regulatory Compliance for registration renewal, and during this time all RI Claims will be held in abeyance. At the end of the grace period, if the Letter of Regulatory Compliance remains incomplete, the Processor will forfeit these claims and will be de-registered automatically.

6.2 Return Incentive Claims Review Program

BCUOMA will administer a Return Incentive Claim Review Program of Processors and Collectors to ensure compliance with Program requirements and to demonstrate BCUOMA's accountability to its members and stakeholders, including the Ministry of Environment, regarding Program stewardship.

BCUOMA's Return Incentive Claim Review Program will consist of the following:

- Desk Reviews – for ongoing monitoring of the completeness and accuracy of Return Incentive claims filed by Processors
- Field Reviews – to confirm operational assumptions and ascertain if there are any operational issues to be addressed
- Compliance Reviews – to ascertain the compliance of Processors and Collectors to Program requirements including documentation, accounting, reporting, and records retention

Return Incentive Claim Reviews may result in any or all of the following:

- claim overpayments/underpayments will be reconciled between the Processor and BCUOMA
- refusal by BCUOMA to continue to accept claims from a Processor
- cancellation or suspension of the registration of a Processor/Collector and declaration of the Processor/Collector as ineligible for further funding
- the Processor/Collector to take remedial action as may be appropriate in the circumstances to rectify any issues in a timely fashion
- any other steps deemed reasonable by BCUOMA.

Return Incentive Claim Review Program Requirements

Information and Data

Processors are fully responsible and accountable for all of the information, data and documentation required to support their Return Incentive claims. Collectors must co-operate in providing Processors with all required documentation in support of the Return Incentive claim. BCUOMA acknowledges that Processors will have unique systems to secure, store, and report the information relating to their Return Incentive claims. However, BCUOMA requires that all information and data provided by registered Processors must:

- be objective and verifiable (i.e. a 3rd party could re-perform RI claims and obtain the same result);
- ensure that transaction information is complete and accurate;
- ensure any information, data and records are kept and can be made available to 3rd parties for inspection; and
- ensure site operations contain sufficient physical and procedural controls to ensure that weights and measures are quantified objectively and accurately

BCUOMA will require Processors and Collectors to assist and co-operate in providing information, access to records related to the Program, as well as all related non-BCUOMA materials, and otherwise allowing reviewers to determine the Processors' and Collectors' compliance with the Return Incentive Claim Review Program.

Review Types

Desk Review

Processors and Collectors will be contacted periodically and advised that their Return Incentive Claim, or part of, have been selected for a Desk Review. Supporting documentation pertaining to the claim details shall be requested to be submitted to BCUOMA for review.

Claim will be randomly selected for Desk Reviews. The more errors and anomalies found on Desk Reviews will result in a greater number of further claims of the Processor/Collector being selected for review.

Review procedures include but are not limited to:

- verification of supporting documents by verifying/examining:
 - Generator location/zoning;
 - signatures, signatory names;
 - material program qualification (i.e. if a generator is producing Used Oil/Antifreeze material from products that would fall outside of BCUOMA's Environmental Handling Charge program);
 - weights/volumes ; and
 - water/glycol test results
- validation of the occurrence of the pickup of Used Oil Material from the Generator; and
- re-performance of calculations and evaluation of any proration methodology.

Upon completion of the Desk Review, the result of the Desk Review will be communicated to the Processor/Collector. All supporting documentation will be returned to the Processor/Collector as applicable.

Field Review

Field Reviews will be performed on-site by BCUOMA to examine if the processed material is Used Oil Material eligible for Return Incentive claims as well as if the systems, procedures and equipment in place are reliable and accurate.

Field Reviews will be happen approximately twice a year per processor/collector site. The frequency will vary based on findings from prior Field Reviews, Desk Reviews and Compliance Reviews.

Review procedures include but are not limited to the following areas:

- review of procedures for collecting information to ensure they are reasonable, accurate, and are being followed;
- ensuring testing/weighing equipment is accurate and meets government requirements;
- ineligible material contamination is within tolerances;
- inspection of storage areas to ensure are properly maintained; and
- inspection to verify there is no stockpiling/inventory build-up.

Upon completion of the Field Review, the result of the Field Review will be communicated to the Processor/Collector.

Compliance Review

Compliance Reviews on Processors will be by a combination of on-site visits and email correspondence to examine the accuracy and completeness of the submitted Return Incentive Claims verses the accounting and tracking systems of the Processor.

Compliance Reviews will be performed on an as needed basis resulting from issues identified during the Claim Check In, Desk Review and Field Review processes.

Review procedures include but are not limited to:

- reconciliation of received volumes/weights received by the Processor, for both BCUOMA and non-BCUOMA material, against submitted claims;
- reconciliation of sale volumes/weights shipped from the Processor, for both BCUOMA and non-BCUOMA material, against submitted claims;
- reconciliation of Collector information against Processor information;
- checking for duplicate claims, dockets, invoices;
- assessment of Opening & Closing Inventories methodologies and back-up; and
- confirmation of Approved End-Fate documentation and calculations.

Upon completion of the Compliance Review, the result of the Compliance Review will be communicated to the Processor. All supporting documentation will be returned to the Processor as applicable.

8.0 APPENDICES

APPENDIX A - Pollution Prevention Hierarchy

APPENDIX B - Zone Map

APPENDIX C - List of BC Municipalities or Communities and their Zones

BCUOMA Pollution Prevention Hierarchy (PPH) Reporting Procedures

BCUOMA is required to produce an annual report on the performance of its program, including how the recovered product was managed in accordance with Pollution Prevention Hierarchy. Key definitions and procedures to support this reporting are provided below.

1.0 Operating Definitions of Pollution Prevention Hierarchy terms

Reuse the Product: to use again as the original product after reclaiming and/or refining.

Recycle the Product: to reprocess into a new, different product.

Recover Energy from the Product: to recover and use the inherent energy of the product in a thermal process. Thermal treatment without energy recovery is considered disposal not Recovered Energy.

2.0 Procedures for PPH Reporting

Used Oil – The amount of uncontaminated used oil recovered, less the water content, that is received at a used oil refinery is reported as **Reuse**. The amount of uncontaminated used oil, less the water content, that is received at a facility that is not a refinery and treated and sold for use as a new product (e.g. asphalt, energy) that meets applicable use standards is reported as **Recycled**.

Used Antifreeze - The amount of used antifreeze that is received at a used antifreeze processing facility, that has a glycol content of 42% or greater and is uncontaminated, and is refined and sold as an antifreeze product that meets applicable use standards is reported as **Reuse**.

Filters – The amount of metal filters processed and received at a steel recycler will be reported as **Recycled**. The amount of paper filters sent for thermal treatment where a portion of the inherent energy is recovered will be reported as **Recovered Energy**.

Antifreeze and Lubrication Oil Containers – The amount of containers received at a facility that manufacturer's plastic resin (pellets) or a steel recycler will be reported as **Recycled**. The amount of containers received at a facility that recovers a portion of the inherent energy from the containers will be reported as **Recovered Energy**.



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100 Mile House	4	Belcarra	1	Castlegar	6	D'Arcy	4
108 Mile Ranch	4	Bell II	5	Cawston	4	Darfield	4
150 Mile House	4	Bella Bella	10	Cecil Lake	3	Darrell Bay	4
40 Mile Flats	5	Bella Coola	10	Cedar	7	Dawson Creek	3
70 Mile House	4	Big Bar Creek	4	Cedarvale	9	Dawsons Landing	10
Abbotsford	1	Big Bay	10	Celista	4	Dease Lake	5
Adams Lake	4	Big Creek	4	Central Saanich	7	Delta	1
Agassiz	1	Big Lake Ranch	2	Charlie Lake	3	Denman Island	8
Ahousat	8	Birch Island	4	Chase	4	Departure Bay	7
Ainsworth Hot Springs	6	Birken	4	Chasm	4	Deroche	1
Albion	1	Black Creek	8	Cheekye	4	Dewdney	1
Aldergrove	1	Blackpool	4	Chemainus	7	Dog Creek	4
Alert Bay	8	Blind Bay	4	Cherryville	4	Dome Creek	2
Alexis Creek	4	Blind Channel	10	Chetwynd	3	Donald	6
Alice Arm	5	Blubber Bay	8	Chilanko Forks	10	Douglas	1
Alkali Lake	4	Blue River	2	Chilliwack	1	Douglas Lake	4
Altona	3	Boat Basin	8	Chopaka	4	Dove Creek	8
Anahim Lake	10	Bob Quinn Lake	5	Christina Lake	6	Duke Point	7
Anglemont	4	Boston Bar	4	Clayhurst	3	Duncan	7
Anmore	1	Boswell	6	Clearbrook	1	Dunster	2
Annacis Island	1	Bouchie Lake	2	Clearwater	5	Eagle Bay	4
Applegrove	6	Boundary Bay	1	Clinton	4	Eagle Creek	4
Argenta	6	Bowen Island	8	Clo-oose	7	Earls Cove	4
Armstrong	4	Bowser	8	Cloverdale	1	Eastbourne	4
Arras	3	Brackendale	4	Coal Harbour	8	Edgewater	6
Arrow Park	6	Bralome	4	Coal River	5	Edgewood	6
Ashcroft	4	Brentwood Bay	7	Coalmont	4	Egmont	4
Aspen Grove	4	Bridesville	6	Cobble Hill	7	Elkford	6
Athalmer	6	Bridge Lake	4	Coldstream	4	Elko	6
Atlin	5	Brisco	6	Colwood	7	Endako	9
Avola	4	Britannia Beach	4	Comox	8	Enderby	4
Baldonnel	3	Buckinghorse River	5	Coombs	8	Engen	9
Baldy Hughes	2	Buckley Bay	8	Copper Creek	4	Erickson	6
Balfour	6	Buffalo Creek	4	Coquitlam	1	Errington	8
Bamberton	7	Buick	3	Corbin	6	Esquimalt	7
Bamfield	8	Burnaby	1	Cordova Bay	7	Fairfield Island	1
Barkerville	2	Burns Lake	9	Courtenay	8	Fairmont Hot Springs	6
Barnfield	4	Burton	6	Cowichan Bay	7	Falkland	4
Barnston Island	1	Cache Creek	4	Craigellachie	4	False Bay	8
Barriere	5	Campbell River	8	Cranberry Junction	5	Fanny Bay	8
Baynes Lake	6	Canal Flats	6	Cranbrook	6	Farmington	3
Bear Cove	8	Canim Lake	4	Crawford Bay	6	Fauquier	6
Bear Lake	2	Canoe	4	Crescent Spur	2	Fernie	6
Beaton	6	Canyon	6	Crescent Valley	6	Field	6
Beaton River	5	Canyon Hot Springs	6	Creston	6	Fireside	5
Beaver Cove	8	Carson	6	Crofton	7	Firvale	10
Beaverdell	6	Cascade	6	Croydon Station	2	Flathead	6
Bedwell Harbour	8	Cassiar	5	Cultus Lake	1	Forest Grove	4
		Cassidy	7	Cumberland	8	Fort Babine	5

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Fort Fraser	9	Halfmoon Bay	4	Kildonan	8	Lone Butte	4
Fort Langley	1	Hanceville	4	Killiney Beach	4	Lone Prairie	3
Fort Nelson	5	Harrison Hot Springs	1	Kimberley	6	Long Harbour	8
Fort St. James	9	Harrison Mills	1	Kimsquit	10	Longworth	2
Fort St. John	3	Harrogate	6	Kincolith	5	Loos	2
Fort Steele	6	Harrop	6	Kingcome Inlet	10	Louis Creek	4
Fort Ware	5	Hartley Bay	10	Kingsgate	6	Lower Nicola	4
Francois Lake	9	Hazelton	9	Kispiox	9	Lower Post	5
Fraser	5	Hedley	4	Kitamaat Village	9	Lumby	4
Fraser Lake	9	Heffley Creek	4	Kitchener	6	Lund	10
French Creek	8	Hendrix Lake	4	Kitimat	9	Lytton	4
Fruitvale	6	Heriot Bay	10	Kitkatla	10	Mackenzie	3
Fulford Harbour	8	Highland Valley	4	Kitsequecia	9	Madeira Park	4
Gabriola	8	Highlands	7	Kitwancool	9	Magna Bay	4
Galena Bay	6	Hixon	2	Kitwanga	9	Mahood Falls	4
Galloway	6	Holberg	8	Kleena Kleene	10	Malahat	7
Gambier Island	4	Honeymoon Bay	7	Kleindale	4	Malakwa	4
Gang Ranch	4	Hope	1	Klemtu	10	Manning Park	4
Ganges	8	Hornby Island	8	Knutsford	4	Manson Creek	5
Garden Bay	4	Horsefly	2	Kokish	8	Mansons Landing	10
Garibaldi Highlands	4	Horseshoe Bay	1	Kootenay Bay	6	Maple Ridge	1
Genelle	6	Hosmer	6	Kragmont	6	Mara	4
Germansen Landing	5	Houston	9	Kuper Island	8	Marguerite	2
Gibsons	4	Howser	6	Kyuquot	8	Marysville	6
Gilles Bay	8	Huckleberry Mines	10	Lac La Hache	4	Masset	11
Gitwinksihikw	5	Hudson's Hope	3	Lac Le Jeune	4	Matsqui	1
Glade	6	Huntingdon	1	Ladner	1	McBride	2
Glenora	5	Invermere	6	Ladysmith	7	McLeese Lake	2
Gold Bridge	5	Irvines Landing	4	Lake Country	4	McLeod Lake	2
Gold River	8	Iskut	5	Lake Cowichan	7	McLure	4
Golden	6	Isle Pierre	2	Lake Errock	1	Meadow Creek	6
Good Hope	10	Jaffray	6	Lakelse Lake	9	Merritt	4
Good Hope Lake	5	James Island	7	Langdale	4	Merville	8
Goodlow	3	Jesmond	4	Langford	7	Mesachie Lake	7
Grand Forks	6	Johnsons Landing	6	Langley	1	Metchosin	7
Granisle	9	Jordan River	7	Lantzville	8	Meziadin Junction	5
Granite Bay	10	Juskatla	11	Lavington	4	Mica Creek	2
Grasmere	6	Kaleden	4	Lax Kw'alaams	5	Midway	6
Grassy Plains	9	Kamloops	4	Lazo	8	Mill Bay	7
Gravelle	2	Kaslo	5	Lejac	9	Milnes Landing	7
Gray Creek	6	Keats Island	8	Leo Creek	5	Minstrel Island	10
Green Cove	8	Keefers	4	Liard River	5	Miracle Beach	8
Greenville	5	Kelowna	4	Likely	2	Mirror Lake	6
Greenwood	6	Kemano	10	Lillooet	4	Mission	1
Grindrod	4	Kemes Mines	5	Lions Bay	4	Moberly Lake	3
Groundbirch	3	Kent	1	Lister	6	Monte Creek	4
Gulf Islands North	8	Keremeos	4	Little Fort	4	Monte Lake	4
Gulf Islands South	8	Kersley	2	Little River	8	Montney	3
Hagensborg	10	Kettle Valley	6	Logan Lake	4	Montrose	6

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Moose Heights	2	Parksville	8	Refuge Cove	10	Shoreacres	6
Moresby Camp	11	Parson	6	Reid Lake	2	Sicamous	4
Moricetown	9	Paterson	6	Remac	6	Sidney	7
Mount Currie	4	Pavilion	4	Revelstoke	6	Sikanni Chief	5
Mount Robson	2	Peachland	4	Richmond	1	Silver Creek	4
Mount Washington	8	Pemberton	4	Riondel	6	Silverton	6
Moyie	6	Pender Harbour	4	Riske Creek	4	Simoom Sound	10
Muncho Lake	5	Pender Island	8	River Jordan	7	Sinclair Mills	2
Nahmint	8	Penny	2	Rivers Inlet	10	Sirdar	6
Nakusp	6	Penticton	4	Roberts Creek	4	Skidegate	11
Namu	10	Phillips Arm	10	Robson	6	Skookumchuk	6
Nanaimo	7	Pinantan Lake	4	Rock Bay	8	Slocan	6
Nanoose Bay	8	Pink Mountain	5	Rock Creek	6	Slocan Park	6
Naramata	4	Pitt Meadows	1	Rogers Pass	6	Smith River	5
Nass Camp	5	Pleasant Camp	5	Rolla	3	Smithers	9
Nazko	2	Port Alberni	8	Roosville	6	Smithers Landing	9
Needles	6	Port Alice	8	Rose Prairie	3	Snug Cove	8
Nelson	6	Port Clements	11	Rosedale	1	Soda Creek	2
Nelson Forks	5	Port Coquitlam	1	Rossland	6	Sointula	8
Nelway	6	Port Edward	9	Rosswood	9	Sooke	7
Nemaiah Valley	10	Port Essington	9	Royston	8	Sorrento	4
New Aiyansh	5	Port Hardy	8	Rutland	4	South Hazelton	9
New Brighton	4	Port Kells	1	Rykerts	6	South Slocan	6
New Denver	6	Port McNeill	8	Saanich	7	South Wellington	7
New Hazelton	9	Port Mellon	4	Saanichton	7	Southbank	9
New Westminster	1	Port Moody	1	Salmo	6	Spallumcheen	4
Newgate	6	Port Neville	10	Salmon Arm	4	Sparwood	6
Nicola	4	Port Renfrew	7	Salt Spring Island	8	Spences Bridge	4
Nimpo Lake	10	Pouce Coupe	3	Saltery Bay	10	Spillmacheen	6
Noralee	9	Powell River	10	Sanca	6	Springhouse	4
North Bend	4	Prespatou	3	Sandon	6	Sproat Lake	8
North Cowichan	7	Prince George	2	Sandspit	11	Spuzzum	4
North Pine	3	Prince Rupert	9	Saratoga Beach	8	Squamish	4
North Saanich	7	Princeton	4	Sardis	1	Squilax	4
North Vancouver	1	Pritchard	4	Sarita	8	Steveston	1
Nukko Lake	2	Procter	6	Saturna	8	Stewardson Inlet	8
Oak Bay	7	Progress	3	Savona	4	Stewart	5
Ocean Falls	10	Prophet River	5	Sayward	8	Stikine	5
Okanagan Centre	4	Quadra Island	8	Scotch Creek	4	Stoner	2
Okanagan Falls	4	Qualicum Beach	8	Seal Cove	9	Strathnaver	2
Old Bella Bella	10	Quathiaski Cove	10	Sechelt	4	Stuart Island	10
(Waglisla)		Quatsino	8	Seton Portage	4	Stuie	10
Oliver	4	Queen Charlotte		Sewell Inlet	11	Sturdies Bay	8
Oona River	10	Islands	11	Seymour Arm	4	Sullivan Bay	10
Ootsa Lake	9	Quesnel	2	Shalath	4	Summerland	4
Osoyoos	4	Quilchena	4	Shawnigan Lake	7	Summit Lakes	2
Otter Bay	8	Radium Hot Springs	6	Shearwater	10	Sunset Prairie	3
Oyama	4	Red Rock	2	Shelley	2	Surge Narrows	10
Panorama Resort	6	Redstone	4	Shelter Bay	6	Surrey	1

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Swartz Bay	7	Vernon	4
Ta Ta Creek	6	Vesuvius	8
Tachie	9	Victoria	7
Taghum	6	View Royal	7
Tahsis	8	Village Bay	8
Takla Landing	5	Waglisla	10
Takysie Lake	9	(Old Bella Bella)	
Tappen	4	Walhachin	4
Tatalrose	9	Waneta	6
Tatla Lake	10	Wardner	6
Tatlayoko Lake	10	Warfield	6
Tatogga	5	Wasa	6
Taylor	3	Wells	2
Tchesinkut Lake	9	West Vancouver	1
Telegraph Cove	8	Westbank	4
Telegraph Creek	5	Westbridge	6
Telkwa	9	Westview	10
Terrace	9	Westwold	4
Tete Jaune Cache	2	Whaletown	10
Texada Island	10	Whalley	1
Thetis Island	8	Whistler	4
Thompson Sound	10	White Rock	1
Three Valley	4	Williams Lake	4
Thrums	6	Willow River	2
Tlell	11	Windermere	6
Toad River	5	Winfield	4
Tofino	8	Winlaw	6
Tomslake	3	Winter Harbour	8
Topley	9	Wonowon	3
Topley Landing	9	Woodfibre	4
Trail	6	Woss	8
Tranquille	4	Wycliffe	6
Trout Lake	6	Wynndel	6
Tsawwassen	1	Yahk	6
Tulameen	4	Yale	4
Tulsequah	5	Yarrow	1
Tumbler Ridge	3	Ymir	6
Tupper	3	Youbou	7
Ucluelet	8	Yuquot	8
Union Bay	8	Zeballos	8
Upper Fraser	2		
Usk	9		
Valemount	5		
Vallican	6		
Vananda	10		
Vancouver	1		
Vanderhoof	2		
Vavenby	4		
Vermilion Crossing	6		