Section 1: Geographic Area(s) Serviced and Type(s) of Delivery Operation

Briefly describe each geographic area serviced by your company. Please use distinct geographical features, such as highway route numbers, or names of communities that act as boundaries. If more space is needed please copy this form and adjust Area Numbers as required.

Area _		
ID _		
_		
_		
_		
_		
Type(s)	Company Driver(s) on Salary	Commission Agent-Agent Owned Cab and Chassis, Company owned tank
of Operation	Commission Agent-Company Owned Cab and Chassis and Tank	Commission Agent-Agent Owned Cab and Chassis and Tank
in Area	Reseller Driver(s)	Reseller Sub Agent(s)
	Other Type Operation (Describe)	
Area _		
ID _		
_		
_		
_		
-		
Type(s)	Company Driver(s) on Salary	Commission Agent-Agent Owned Cab and Chassis, Company owned tank
of	Commission Agent Company Owned Cab and	Commission Agent Agent Owned Cab and Charain
Operation	Commission Agent-Company Owned Cab and Chassis and Tank	Commission Agent-Agent Owned Cab and Chassis and Tank
in Area		
	Reseller Driver(s)	Reseller Sub Agent(s)
	Other Type Operation (Describe)	

Please complete the following tables for each geographic area as defined in Section 1, am	ounts in grey are NOT required.
All volumes are to be reported in litres. Use a separate sheet for each area.	

Area

Aug. Sept. Oct. Nov. Dec. **Totals for** Period

Total monthly	volumes of furn	ace oil sold in litr	es for periods, a	Ill customers.			
Year	1999	2000	2001	2002	2003	2004	2005
Jan.							
Feb.							
Mar.							
Apr.							
May							
June							
July							

Area
2) Furnace oil volumes sold by month sold in litres to single households only. (exclude any commercial accounts
apartment buildings and other multi-unit buildings).

Year	1999	2000	2001	2002	2003	2004	2005
Jan.							
Feb.							
Mar.							
Apr.							
May							
June							
July							
Aug.							
Sept.							
Oct.							
Nov.							
Dec.							
Totals for Period							

Please complete	Please complete the following tables for each geographic area as defined in Section 1.					
Area	(Use same for all Areas unless they are widely separated)					
3) Annual Heatir	ng degree days by month. (Using 18°C as a base)					

Year	1999	2000	2001	2002	2003	2004	2005
Jan.							
Feb.							
Mar.							
Apr.							
May							
June							
July							
Aug.							
Sept.							
Oct.							
Nov.							
Dec.		•					
Totals for Period							

Area	

⁴⁾ Average annual furnace oil volume per household in litres.

Year	1999	2000	2001	2002	2003	2004	2005
Jan.							
Feb.							
Mar.							
Apr.							
May							
June							
July							
Aug.							
Sept.							
Oct.							
Nov.							
Dec.							
Totals for Period							

Total monthly von	olumes of Sto		res for periods,				
Jan Feb Mar	1999			all customers (li	itres).		
Jan Feb Mar	1000	2000	2001	2002	2003	2004	2005
Feb Mar							
Mar							
May							
Jun							
Jul							
Aug							
Sep							
Oct							
Nov							
Dec							
Totals for Period							
Jan							
Year	1999	2000	2001	2002	2003	2004	2005
Feb							
Mar							
Mar Apr							
Mar Apr May							
Mar Apr May Jun							
Mar Apr May Jun Jul							
Mar Apr May Jun Jul Aug							
Mar Apr May Jun Jul Aug Sep							
Mar Apr May Jun Jul Aug Sep Oct							
Mar Apr May Jun Jul Aug Sep Oct Nov							
Mar Apr May Jun Jul Aug Sep Oct Nov Dec							
Mar Apr May Jun Jul Aug Sep Oct Nov							
Mar Apr May Jun Jul Aug Sep Oct Nov Dec Totals for	seholds using	stove oil only (Average per ye	ar)			
Mar Apr May Jun Jul Aug Sep Oct Nov Dec Totals for Period	seholds using	stove oil only (Average per ye	ar) 2002	2003	2004	2005

Number of Households

	ber of households	s serviced for the	vear (furnace oil	I):		
1999	2000	2001	2002	2003	2004	2005
	nace oil volume de				0004	2005
1999	2000	2001	2002	2003	2004	2005
Average nur	nber of household	ds serviced on a	utomatic fill:			
1999	2000	2001	2002	2003	2004	2005
1999	2000	2001	2002			
Percentage	or number of hou	seholds on a 'wil	l-call' drop basis:		2004	2005
				2003	2004	2005
Percentage 1999	or number of hou	seholds on a 'wil 2001	I-call' drop basis: 2002	2003	2004	2005
Percentage 1999 Average and 1999	or number of house 2000 nual volume for house 2000	seholds on a 'wil 2001 Dusehold accoun 2001	l-call' drop basis: 2002 ts on 'will-call' ba 2002	2003 sis: 2003	2004	2005
Percentage 1999 Average and 1999	or number of hous 2000 nual volume for ho	seholds on a 'wil 2001 Dusehold accoun 2001	l-call' drop basis: 2002 ts on 'will-call' ba 2002	2003 sis: 2003	2004	2005
Percentage 1999 Average and 1999 Average nud 1999	or number of house 2000 nual volume for house 2000 nuber of full-time ta	seholds on a 'wil 2001 busehold accoun 2001 ank wagons used 2001	ts on 'will-call' ba 2002 te on 'will-call' ba 2002 deach year of the	2003 sis: 2003 e six years (during 2003	2004 g the heating sea 2004	2005 son): 2005

Please complete the following tables for each geographic area as defined in Section 1.

Area		Details - Ta	Details - Tank Wagons used for home heat deliveries					
7) T	ank Wagone use by year	by unit number	tank canacity	tomporaturo	compensated meters	percentage use	for	

17) Tank Wagons use by year, by unit number, tank capacity, temperature compensated meters, percentage use for household deliveries and number of helpers used each heating season.

	1999				2000				
Unit Number	Tank Size Litres	Temperature Compensated Meter Yes/No	Estimated Percentage use for Household Accounts	Number of Months per year for which Helper hired	Unit Number	Tank Size Litres	Temperature Compensated Meter Yes/No	Estimated Percentage use for Household Accounts	Number of Months per year for which Helper hired

	2001				2002				
Unit Number	Tank Size Litres	Temperature Compensated Meter Yes/No	Estimated Percentage use for Household Accounts	Number of Months per year for which Helper hired	Unit Number	Tank Size Litres	Temperature Compensated Meter Yes/No	Estimated Percentage use for Household Accounts	Number of Months per year for which Helper hired

Please complete the following tables for each geographic area as defined in Section 1.

Area	Details - Tank Wa	agons used for home he	eat deliveries	
7) Tank Wagana uga h	woor by unit number tank o	anacity tomporature con	nnanacted matera	norcontago uso for

17) Tank Wagons use by year, by unit number, tank capacity, temperature compensated meters, percentage use for household deliveries and number of helpers used each heating season.

	2003				2004				
Unit Number	Tank Size Litres	Temperature Compensated Meter Yes/No	Estimated Percentage use for Household Accounts	Number of Months per year for which Helper hired	Unit Number	Tank Size Litres	Temperature Compensated Meter Yes/No	Estimated Percentage use for Household Accounts	Number of Months per year for which Helper hired
		_				<u> </u>			

	2005				2006 - (Projected)				
Unit Number	Tank Size Litres	Temperature Compensated Meter Yes/No	Estimated Percentage use for Household Accounts	Number of Months per year for which Helper hired	Unit Number	Tank Size Litres	Temperature Compensated Meter Yes/No	Estimated Percentage use for Household Accounts	Number of Months per year for which Helper hired

Area Number	Tank Wagon Operating Expenses (\$/Year
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2) A A be cc	Description Average Driver wages per vehicle Average driver wage overhead and benefits (including workers compensation, CPP and EI premiums, blus any company contributions to other benefits). Average helper wages per vehicle Average helper wage overhead and benefits Average annual maintenance costs ber vehicle (excluding tires and fluids) Average annual costs per vehicle (tires and fluids) Average annual fuel consumed per ank wagon (type) Average annual fuel consumed per	Unit Number	Unit Number	Unit Number	Unit Number	Totals all Units
1) Air 2) Air 5 Ai	Average Driver wages per vehicle Average driver wage overhead and benefits (including workers compensation, CPP and EI premiums, blus any company contributions to other benefits). Average helper wages per vehicle Average helper wage overhead and benefits Average annual maintenance costs ber vehicle (excluding tires and fluids) Average annual costs per vehicle (tires and fluids) Average annual fuel consumed per ank wagon (type) Average annual fuel consumed per					Units
2) A A be cc	Average driver wage overhead and benefits (including workers compensation, CPP and EI premiums, blus any company contributions to other benefits). Average helper wages per vehicle average helper wage overhead and benefits Average annual maintenance costs ber vehicle (excluding tires and fluids) Average annual costs per vehicle (tires and fluids) Average annual fuel consumed per ank wagon (type) Average annual fuel consumed per					
4) Av be 5) Av pe 6) Av ta 8) Av ta 9) Av ye	Average helper wage overhead and benefits Average annual maintenance costs ber vehicle (excluding tires and fluids) Average annual costs per vehicle (tires and fluids) Average annual fuel consumed per ank wagon (type) Average annual fuel consumed per					
6) Av arr 7) Av ta 8) Av ta 9) Av ye	Average annual maintenance costs over vehicle (excluding tires and fluids) Average annual costs per vehicle (tires and fluids) Average annual fuel consumed per ank wagon (type) Average annual fuel consumed per					
6) Avar ar 7) Avar ta 8) Avar ta 9) Av	Average annual costs per vehicle (tires and fluids) Average annual costs per vehicle (tires and fluids) Average annual fuel consumed per ank wagon (type) Average annual fuel consumed per					
7) Av ta 8) Av ta 9) Av	and fluids) Average annual fuel consumed per ank wagon (type) Average annual fuel consumed per					
8) Av ta 9) Av	ank wagon (type) Average annual fuel consumed per					
8) Av ta 9) Av ye	Average annual fuel consumed per					
9) Av	ank wagon (volume-litres)					
10) A	Average fuel cost per vehicle for each rear					
,	verage mileage per vehicle per year					
	Average insurance cost per vehicle per year					
12) Li	icence cost per tank wagon per year					
, cc y∈	/ehicle-mounted meters and computerized equipment (cost per rear per vehicle)					
sp	Estimated annual cost of maintaining a pare vehicle for home heat deliveries where applicable					
	ank wagon painting costs prorated on annual basis					
é	Annual cost of communication equipment for each truck (i.e. radios and cell phones)					
pr	Annual costs of uniforms and personal protective equipment (i.e. safety glasses, gloves etc.) for drivers					
	Estimated annual depreciation per rehicle per year					
19) M	Aiscellaneous and/ or other costs per rehicle per year					
Other Veh	nicle Costs-Itemize:					
20)						
21)						
22)						
23)						
Τ.	otal expenses by Vehicle					

Area Number	Tank Wagon	Operating	Expenses	(\$/Year)

		Ye	ar 2000			
Cost		Unit Number	Unit Number	Unit Number	Unit Number	Totals all
Item	Description					Units
1)	Average Driver wages per vehicle					
2)	Average driver wage overhead and benefits (including workers compensation, CPP and EI premiums, plus any company contributions to other benefits).					
3)	Average helper wages per vehicle					
4)	Average helper wage overhead and benefits					
5)	Average annual maintenance costs per vehicle (excluding tires and fluids)					
6)	Average annual costs per vehicle (tires and fluids)					
7)	Average annual fuel consumed per tank wagon (type)					
8)	Average annual fuel consumed per tank wagon (volume-litres)					
9)	Average fuel cost per vehicle for each year					
10)	Average mileage per vehicle per year					
11)	Average insurance cost per vehicle per year					
12)	Licence cost per tank wagon per year					
13)	Vehicle-mounted meters and computerized equipment (cost per year per vehicle)					
14)	Estimated annual cost of maintaining a spare vehicle for home heat deliveries where applicable					
15)	Tank wagon painting costs prorated on an annual basis					
16)	Annual cost of communication equipment for each truck (i.e. radios and cell phones)					
17)	Annual costs of uniforms and personal protective equipment (i.e. safety glasses, gloves etc.) for drivers					
18)	Estimated annual depreciation per vehicle per year					
19)	Miscellaneous and/ or other costs per vehicle per year					
Other V	ehicle Costs-Itemize:					
20)						
21)						
22)						
23)						
	Total expenses by Vehicle					

Area Number	Tank Wagon Operating Expenses (\$/Year)
	,

		Ye	ar 2001			
Cost Item	Description	Unit Number	Unit Number	Unit Number	Unit Number	Totals all Units
1)	Average Driver wages per vehicle					
2)	Average driver wage overhead and benefits (including workers compensation, CPP and EI premiums, plus any company contributions to other benefits).					
3)	Average helper wages per vehicle					
4)	Average helper wage overhead and benefits					
5)	Average annual maintenance costs per vehicle (excluding tires and fluids)					
6)	Average annual costs per vehicle (tires and fluids)					
7)	Average annual fuel consumed per tank wagon (type)					
8)	Average annual fuel consumed per tank wagon (volume-litres)					
9)	Average fuel cost per vehicle for each year					
10)	Average mileage per vehicle per year					
11)	Average insurance cost per vehicle per year					
12)	Licence cost per tank wagon per year					
13)	Vehicle-mounted meters and computerized equipment (cost per year per vehicle)					
14)	Estimated annual cost of maintaining a spare vehicle for home heat deliveries where applicable					
15)	Tank wagon painting costs prorated on an annual basis					
16)	Annual cost of communication equipment for each truck (i.e. radios and cell phones)					
17)	Annual costs of uniforms and personal protective equipment (i.e. safety glasses, gloves etc.) for drivers					
18)	Estimated annual depreciation per vehicle per year					
19)	Miscellaneous and/ or other costs per vehicle per year					
	ehicle Costs-Itemize:					
20)						
21)						
22)						
23)						
	Total expenses by Vehicle					

Area Number	Tank Wagon Operating Expenses (\$/Year)

		Ye	ar 2002			
Cost	Description	Unit Number	Unit Number	Unit Number	Unit Number	Totals all Units
1)	Average Driver wages per vehicle					
2)	Average driver wage overhead and benefits (including workers compensation, CPP and EI premiums, plus any company contributions to other benefits).					
3)	Average helper wages per vehicle					
4)	Average helper wage overhead and benefits					
5)	Average annual maintenance costs per vehicle (excluding tires and fluids)					
6)	Average annual costs per vehicle (tires and fluids)					
7)	Average annual fuel consumed per tank wagon (type)					
8)	Average annual fuel consumed per tank wagon (volume-litres)					
9)	Average fuel cost per vehicle for each year					
10)	Average mileage per vehicle per year					
11)	Average insurance cost per vehicle per year					
12)	Licence cost per tank wagon per year					
13)	Vehicle-mounted meters and computerized equipment (cost per year per vehicle)					
14)	Estimated annual cost of maintaining a spare vehicle for home heat deliveries where applicable					
15)	Tank wagon painting costs prorated on an annual basis					
16)	Annual cost of communication equipment for each truck (i.e. radios and cell phones)					
17)	Annual costs of uniforms and personal protective equipment (i.e. safety glasses, gloves etc.) for drivers					
18)	Estimated annual depreciation per vehicle per year					
19)	Miscellaneous and/ or other costs per vehicle per year					
	ehicle Costs-Itemize:					
20)						
21)						
22)						
23)						
	Total expenses by Vehicle					

Area Number	Tank Wagon Operating Expenses (\$/Year
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	Year 2003						
Cost		Unit Number	Unit Number	Unit Number	Unit Number	Totals all	
Item	Description					Units	
1)	Average Driver wages per vehicle						
2)	Average driver wage overhead and benefits (including workers						
	compensation, CPP and EI premiums,						
	plus any company contributions to						
۵)	other benefits).						
3)	Average helper wages per vehicle						
4)	Average helper wage overhead and benefits						
5)	Average annual maintenance costs per vehicle (excluding tires and fluids)						
6)	Average annual costs per vehicle (tires and fluids)						
7)	Average annual fuel consumed per tank wagon (type)						
8)	Average annual fuel consumed per tank wagon (volume-litres)						
9)	Average fuel cost per vehicle for each year						
10)	Average mileage per vehicle per year						
11)	Average insurance cost per vehicle per year						
12)	Licence cost per tank wagon per year						
13)	Vehicle-mounted meters and computerized equipment (cost per year per vehicle)						
14)	Estimated annual cost of maintaining a spare vehicle for home heat deliveries where applicable						
15)	Tank wagon painting costs prorated on an annual basis						
16)	Annual cost of communication equipment for each truck (i.e. radios and cell phones)						
17)	Annual costs of uniforms and personal protective equipment (i.e. safety glasses, gloves etc.) for drivers						
18)	Estimated annual depreciation per vehicle per year						
19)	Miscellaneous and/ or other costs per vehicle per year						
Other V	'ehicle Costs-Itemize:						
20)							
21)							
22)							
23)							
,							
	Total expenses by Vehicle						

Area Number	Tank Wagon Operating Expenses (\$/Year)
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		Ye	ar 2004			
Cost	5	Unit Number	Unit Number	Unit Number	Unit Number	Totals all
Item	Description Average Driver wages per vehicle					Units
1) 2)	Average driver wage overhead and					
۷)	benefits (including workers					
	compensation, CPP and El premiums,					
	plus any company contributions to					
	other benefits).					
3)	Average helper wages per vehicle					
4)	Average helper wage overhead and benefits					
5)	Average annual maintenance costs per vehicle (excluding tires and fluids)					
6)	Average annual costs per vehicle (tires and fluids)					
7)	Average annual fuel consumed per tank wagon (type)					
8)	Average annual fuel consumed per tank wagon (volume-litres)					
9)	Average fuel cost per vehicle for each year					
10)	Average mileage per vehicle per year					
11)	Average insurance cost per vehicle per year					
12)	Licence cost per tank wagon per year					
13)	Vehicle-mounted meters and computerized equipment (cost per year per vehicle)					
14)	Estimated annual cost of maintaining a spare vehicle for home heat deliveries where applicable					
15)	Tank wagon painting costs prorated on an annual basis					
16)	Annual cost of communication equipment for each truck (i.e. radios and cell phones)					
17)	Annual costs of uniforms and personal protective equipment (i.e. safety glasses, gloves etc.) for drivers					
18)	Estimated annual depreciation per vehicle per year					
19)	Miscellaneous and/ or other costs per vehicle per year					
Other V	ehicle Costs-Itemize:					
20)						
21)						
22)						
23)						
- -0 <i>)</i>						
	Total expenses by Vehicle					

Area Number Tank Wagon Operating Expenses (\$/Year
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		Ye	ar 2005			
Cost	Description	Unit Number	Unit Number	Unit Number	Unit Number	Totals all Units
1)	Average Driver wages per vehicle					<u> </u>
2)	Average driver wage overhead and benefits (including workers compensation, CPP and EI premiums, plus any company contributions to other benefits).					
3)	Average helper wages per vehicle					
4)	Average helper wage overhead and benefits					
5)	Average annual maintenance costs per vehicle (excluding tires and fluids)					
6)	Average annual costs per vehicle (tires and fluids)					
7)	Average annual fuel consumed per tank wagon (type)					
8)	Average annual fuel consumed per tank wagon (volume-litres)					
9)	Average fuel cost per vehicle for each year					
10)	Average mileage per vehicle per year					
11)	Average insurance cost per vehicle per year					
12)	Licence cost per tank wagon per year					
13)	Vehicle-mounted meters and computerized equipment (cost per year per vehicle)					
14)	Estimated annual cost of maintaining a spare vehicle for home heat deliveries where applicable					
15)	Tank wagon painting costs prorated on an annual basis					
16)	Annual cost of communication equipment for each truck (i.e. radios and cell phones)					
17)	Annual costs of uniforms and personal protective equipment (i.e. safety glasses, gloves etc.) for drivers					
18)	Estimated annual depreciation per vehicle per year					
19)	Miscellaneous and/ or other costs per vehicle per year					
	ehicle Costs-Itemize:					
20)						
21)						
22)						
23)						
	Total expenses by Vehicle					

Section 4: Office support and Other Costs for Home Heat Delivery Operations - Page 1

Area Number	Office Support and Other Expenses (\$/Year)
	(4

Cost					
1)	Description Number of permanent office staff employed	1999	2000	2001	2002
•	, , ,				
2)	Number of extra office staff employed during the heating season				
3)	Number of household customers paying on account				
4)	Percentage of household customers paying on account				
5)	Percentage of office staff time dedicated to household heating fuel sale and deliveries (exclude staff time associated with burner service or other activities)				
6)	Average number of household accounts per dedicated office staff person				
7)	Percentage of managers' / supervisors' time taken by household accounts versus other type of accounts or activities				
8)	Annual workers compensation premium rates for all office staff				
9)	Annual workers compensation dollar amounts for all office staff				
10)	Annual rent or office space cost per year and estimated percentage reasonably allocated for home heating fuel accounts only				
11)	Office expenses (rent, insurance, depreciation) used for furniture, computers, printers, copiers, fax machines and estimated percentage reasonably allocated for home heat accounts only				
12)	Office expenses including heat, light, machine maintenance, insurance, etc. and estimated percentage reasonably allocated for home heating accounts only				
13)	Other office expenses and consumables including paper, delivery tickets, etc. and estimated percentage reasonably allocated for home heat accounts only				
14)	Other administrative costs and estimated percentage reasonably allocated for home heat accounts only (i.e: employee training, head office allocations, etc.)				
15)	Interest and bank service costs and estimated percentage reasonably allocated for home heat accounts only				
16)	Administration costs incurred to comply with the Heating Oil Storage Tank Systems regulations				
17)	Annual costs incurred for environmental protection measures and expenses)incurred particularly because of regulatory decree. (Includes costs of disposing of waste oil)				
18)	Estimated annual inventory carrying costs where applicable (provide details- Use separate sheet)				
19)	Other Costs(Identify)				
20)	Other Costs(Identify)				
-					
	Estimated Totals for Year				

Section 4: Office support and Other Costs for Home Heat Delivery Operations - Page 2

Area Number	Office Support and Other Expenses (\$/Year)

Cost					
Item	Description	2003	2004	2005	2006 (est)
1)	Number of permanent office staff employed				111 (111)
2)	Number of extra office staff employed during the heating season				
3)	Number of household customers paying on account				
4)	Percentage of household customers paying on account				
5)	Percentage of office staff time dedicated to household heating fuel sale and deliveries (exclude staff time associated with burner service or other activities)				
6)	Average number of household accounts per dedicated office staff person				
7)	Percentage of managers' / supervisors' time taken by household accounts versus other type of accounts or activities				
8)	Annual workers compensation premium rates for all office staff				
9)	Annual workers compensation dollar amounts for all office staff				
10)	Annual rent or office space cost per year and estimated percentage reasonably allocated for home heating fuel accounts only				
11)	Office expenses (rent, insurance, depreciation) used for furniture, computers, printers, copiers, fax machines and estimated percentage reasonably allocated for home heat accounts only				
12)	Office expenses including heat, light, machine maintenance, insurance, etc. and estimated percentage reasonably allocated for home heating accounts only				
13)	Other office expenses and consumables including paper, delivery tickets, etc. and estimated percentage reasonably allocated for home heat accounts only				
14)	Other administrative costs and estimated percentage reasonably allocated for home heat accounts only (i.e: employee training, head office allocations, etc.)				
15)	Interest and bank service costs and estimated percentage reasonably allocated for home heat accounts only				
16)	Administration costs incurred to comply with the Heating Oil Storage Tank Systems Regulations				
17)	Annual costs incurred for environmental protection measures and expenses)incurred particularly because of regulatory decree. (Includes costs of disposing of waste oil)				
18)	Estimated annual inventory carrying costs where applicable (provide details- Use separate sheet)				
19)	Other Costs(Identify)				
20)	Other Costs(Identify)				
	Estimated Totals for Year				