



# *Gleaner*

*Over 65 Years Young*



## Welcome Pack Customer Information



[www.gleaner.co.uk](http://www.gleaner.co.uk)





# Contents

An Introduction to Gleaner	2	Environmental Information	17
The Customer Portal	3	- Environmental Policy	18
Financial Information	5	- BSI Accredited Standards (ISO's)	18
- Invoicing	6	Frequently Asked Questions	19
- Payment Information	7	Our Advice	23
- Budget Payment Plan	8	- Maintaining your Oil Tank	24
Services	9	- Dealing with Oil Spills	25
- Automatic Top-up	10	- Preventing Fuel Theft	26
- Fixed Term Agreements	11	Records	27
- Boiler Maintenance Service	12	- Boiler Maintenance Record	28
- Atlas Storage Tanks	14	- Order History Record	29
Liquid Petroleum Gas (LPG)	15	- Quote Record	30
		- Account Information Record	31
		- Notes	32



# An Introduction to Gleaner

## *Our Story*

Founded over 65 years ago, Gleaner supply bulk fuels from an extensive network of depots across Scotland. Our head office in Elgin, Moray, oversees our operational activities and supports our staff members on a daily basis

The name 'Gleaner' has its origins in the old fishing and agricultural phrase 'to glean' as in 'to glean from the land, to glean from the sea'. The company was initially created to service these industries. Today, however, Gleaner serves the domestic heating market as well as servicing a wide array of commercial markets and running a network of service stations.

Gleaner is owned by Jane and Stephen Scott. As the granddaughter of the company's founder, Jane together with her husband Stephen are committed to providing a quality service and remaining a local commodity for Gleaner customers.



## *Our partnership with Shell*

Before becoming an independent fuel distributor, Gleaner operated as a 'Shell Distributor', selling and delivering Shell bulk fuels across Scotland. Today, Gleaner and subsidiary company Silgo Lubricants Ltd are approved distributors of Shell Lubricants and Greases, carrying on the partnership which has existed for over 50 years.



# The Customer Portal

## Contents:

This section contains information about what is stored on our customer portal and how to access it.

- What is the customer portal?
- How to access the Customer Portal

# The Customer Portal

## What is the Customer Portal?

The Customer Portal is our online customer account management software. Please take the time to familiarise yourself with the Portal as it is where you will find:

- Your account details
- Electronic versions of your invoices
- Statements
- Details of previous payments made

## How to access the Customer Portal

You can access the Customer Portal through the Gleaner website, or by visiting <https://portal.gleaner.co.uk> If you're using the portal for the first time you will need to request your log in details.

You can do this by:

1. Clicking on the Customer Portal 'Log In' page
2. Click 'Request User'
3. Fill in the fields that appear

*Please Note: Your Customer Number is the same as your Account Number*

4. You will then receive a confirmation email
5. This will be followed by an email containing your username and password

Once you have received your username and password, you will then be able to access the Customer Portal through the *Log In* page.

If you forget or lose your password, you may request a copy of it by clicking on the 'password reminder' link and entering your username when prompted.



# Financial Information

This section includes information on our financial policies and procedures. This includes our paperless invoicing system, and information on how you can make a payment.

- Invoicing
- Payment Information
- Budget Payment Plan

# Invoicing

## What is an invoice?

Invoices are issued following the completion of your order with us. Your invoice will detail:

- The total cost of your order
- Details of the VAT rate and how much VAT you have been charged
- The amount of fuel you received

## Accessing your invoice

As of April 2015, Gleaner has operated a paper-less system in order to work towards becoming a more environmentally friendly organisation. Consequently, we no longer send out paper copies of invoices as standard. Instead you can access your invoice as part of your delivery note.

Please Note: Your delivery note is now called a 'Delivery Note/ Invoice'. It is a rectangular, two-part document, that will be handed to you by your delivery driver or passed through your letterbox if you are absent at the time of delivery.

The amount of fuel showing on the Delivery Note/ Invoice has been measured through a sealed and calibrated metering system.

# Payment Information

As a new account holder, it is standard practice for us to ask that your first order is paid upfront. However, for subsequent orders, we have a range of payment options available.

We ask that all invoices are settled before the 10<sup>th</sup> of the month following the date stated on your invoice. *For example, an invoice dated in January would be due for payment by the 10th February.*

## 1. Direct Debit

### **This is our preferred method of payment**

We will uplift the account balance direct from your bank account on the 10th of the following month, as stated above. If you would like to set up a direct debit, please fill in the direct debit mandate form included in your welcome pack and return both parts to us.



## 2. Debit/ Credit Card

To pay by debit or credit card please use our online payment system which can be found at [www.gleaner.co.uk/pay-online](http://www.gleaner.co.uk/pay-online). Alternatively, you can pay over the phone on 0800 833 534 and follow the instructions given.

## 3. Online Bank Payment

You can make a payment directly to our bank account through your internet banking. Our sort code and account number are

**Sort Code 83-20-06 Account Number 00162366**

Please Note: If you make a direct payment to us, **you must quote your account number as the payment reference**, otherwise we will not be able to link the payment to your account

## 4. Cheque

*If you wish to pay by cheque, please make payable to Gleaner Ltd. All Cheques must be posted to our Head Office at: [Gleaner Ltd](#) , [Milnfield, Elgin, Moray, IV30 1UU](#).*

***Please Note: You must quote your account number on the reverse of the cheque, otherwise we will not be able to link the payment to your account***

# Budget Payment Plan

## How can I pay for my order?

We offer a Budget Payment Plan where a fixed amount is taken by Direct Debit from your bank account each month on a date of your choice.

## What you need to know about the Budget Payment Plan.

- The amount debited will be agreed between yourself and our Credit Control department
- This amount will vary depending on your purchase history, oil usage and expected oil prices
- An average 2 bedroom house uses around 2,300 litres per annum . At current prices this would be a monthly payment of approximately £120 per month
- The payment plan operates between 1st June and 31st May inclusively each year and must be fully paid by 31st May
- We ask that your account is settled before 31st May each year.

More information on our Budget Account can be found at  
[www.gleaner.co.uk](http://www.gleaner.co.uk)

*T+C's can be found on our website.*





# Services

This section details what other services and products we supply.

- Automatic Top Up
- Fixed Term Contracts
- Boiler Maintenance Services
- Atlas Storage Tanks

# Automatic Top-Up

We offer an automatic fuel top-up service which means that we will arrange for your oil storage tank to be filled at intervals throughout the year based on your purchase history. If you are a new customer this is approximately every 90 days throughout the first year, as you will not yet have a purchase history to guide us. As a new customer we also ask that you check your fuel levels as well as us to ensure that we are setting the correct frequency of delivery times.

## Benefits of automatic fuel top-up:

- Peace of Mind - You are less likely to run dry of heating oil as we will be regularly filling up your tank
- Hassle free - Spend less time checking your fuel level and placing fuel order, as we will automatically do this for you.

## What you need to know about automatic top-up:

- Under the top-up service we only offer the option of a tank fill. This means you cannot specify the quantity of fuel you wish to receive.
- If your circumstances change and you find you are using more/less fuel, simply phone us on **0800 833 534** and we will amend the frequency of your top-up.
- You must request to join the top-up service as you will not be automatically enrolled. If you wish to join, please phone and speak to one of our sales advisors on **0800 833 534**, who will arrange this for you.
- As part of the Automatic Top-Up scheme, customers must be on our Direct Debit payment plan.

# 60 Month Fixed Term Tank Lease Agreement

A fixed term agreement provides the complete care and support package for oil fuelled heating systems. It is a flexible way to finance the purchase of a new fuel storage tank. For a fixed monthly cost you can lease a new fuel storage tank, which transfers to your ownership at the end of the agreement term.

## What's Included:

- **A new bunded Atlas fuel storage tank**  
All tanks come with a 10 year manufacturers warranty. Removal of the old tank for recycling and installation of the new tank & base is included.
- **A Watchman Anywhere Pro oil level gauge**  
Including complete installation and set-up with weekly email alerts.
- **Enrolment onto our Automatic Top-Up Scheme**  
In house monitoring of the Watchman Anywhere Pro means our support team can order on your behalf, when you require a fill of your tank.
- **A yearly service of your boiler**  
An annual check of your boiler and heating system, carried out by our fully qualified OFTEC registered engineers. \*Parts and labour are payable separately.

## You'll benefit from:

- No large financial outlay in an emergency
- One manageable monthly direct debit payment
- Peace of mind - Rest easy knowing your oil fuelled heating system is operating safely and efficiently for the duration of the agreement.
- Expert set-up and installation - As part of the agreement we will fully install your new fuel storage tank and base; Including removing the old tank for recycling.

# Boiler Maintenance Services

We offer a variety of boiler maintenance services to ensure that your heating system runs safely and efficiently all year round. Whether you are a commercial or domestic customer, we have a package available to suit your needs.

As a Gas Safe and OFTEC registered company, our accredited engineers are fully trained to diagnose and repair oil fired and gas heating systems in compliance with current regulations. Our team are based throughout Scotland at our local depots and are dedicated to offering you a personal local service at an appointment to suit you.

## Why have your boiler serviced regularly?

- To safeguard your system against expensive and inconvenient breakdowns
- To maximise efficiency - an inefficient boiler can use up to 25% more fuel, costing you money
- To extend the useful life of your boiler
- To reduce fumes and emissions, helping you and the environment
- Most boiler insurance policies will only pay out if you have an annual service

## What is involved in a routine boiler service?

- A thorough clean of your boiler
- Combustion efficiency check
- And any essential replacement parts will be fitted (parts chargeable above service cost)

## Annual Maintenance Contract

Our annual maintenance contracts are managed by our experienced boiler maintenance staff, thereby taking the hassle out of managing your boiler services. Our team will contact you when you are due a service to arrange an appointment at your convenience.

### Packages Available:

We offer 2 types of Annual Maintenance Contracts—**fixed price** or an **hourly rate** package. Both packages can be upgraded to include 2 services a year (depending on the appliance).

## Breakdown Service

If your boiler unexpectedly suffers a breakdown or requires an emergency repair, call our team of boiler maintenance engineers, who provide an emergency call-out service 365 days of the year. Wherever possible, we attend breakdowns within 48 hours.

- Our usual call out operating hours are between 8am and 5pm on weekdays. However our emergency call out service is available throughout the year including weekends and all bank holidays.
- Callout charges cover labour only, parts are chargeable separately. Our engineers aim to complete the repair work during the call out. If a part is required to complete the repairs, these will be ordered and the repairs completed as soon as possible.

## Oil Level Monitoring Gauges

Oil tank contents gauges and oil tank monitors to allow you to see your oil level in your tank. We can supply two main types of Watchman oil tank gauges;

The **Sonic** will electronically display the oil level in your storage tank, letting you know when to order.

The **Anywhere** is a remote oil level monitoring device which allows you to monitor your oil levels anywhere at anytime.



More information can be found at [www.gleaner.co.uk](http://www.gleaner.co.uk)

# Atlas Storage Tanks

We also sell a wide range of Atlas bunded oil storage tanks. If you find that you will need to replace your storage tank, please call 0800 833 534 to discuss your requirements.

It is standard procedure for an engineer to carry out a location visit before an order can be confirmed. This is to ensure that the location is suitable for the proposed tank and to determine what base the tank would need to be fitted onto.

## Please Note:

- We do not offer installation as standard
- As the consumer, it is your responsibility to ensure that the storage tank you order is fit for the purpose you require. We would actively encourage you to take on board the engineer's advice when making this decision.
- We do not sell single skinned storage tanks

**Spread the cost of a new tank into easy to manage monthly payments with our Fixed Term Contacts.**

Find out more on Page 11.





# Liquid Petroleum Gas (LPG)

This section contains information on Liquid Petroleum Gas, the areas we supply it to and information on renting an LPG vessel from Gleaner

- Information on LPG
- LPG Vessel Rental

# Liquid Petroleum Gas (LPG)

LPG, also known as Propane Gas, is a clean burning alternative to oil and has the benefit of allowing users to have gas cooking and gas fire facilities.

We distribute LPG from our depots situated in:

- Elgin, Moray
- Connel, near Oban

This allows us to supply LPG throughout Scotland including to the Western Isles.

We also offer an LPG Top-Up service which operates in the same way as our fuel top up service, please see page 10 for more information. If you would like to arrange to be put onto our Top-Up service, please phone 0800 833 534 and speak to one of our Sales Advisors who will arrange this for you.

As a standard we fill our tanks to 85% to allow room for liquid to expand safely. We ask that customers who are not on our Top-Up service, re-order when their tank reaches 20% capacity, as this allows time for a delivery to be arranged.

## LPG Vessel Rental

LPG storage tanks, also known as vessels, can be provided by Gleaner Oils.

- Our contracts last for 24 months from the date of first fill and are subject to an annual maintenance charge.
- After the 24 month period, you may switch LPG provider. This is in compliance of the 'Competition Compliance' regulations
- A site visit is required prior to a contract being issued in order to agree on the best place to fit the vessel so that it meets the LPG code of practice.



# Environmental Information

This section contains information about our environmental policy here at Gleaner. It also lists the ISO standards we have achieved and what they mean.

- Environmental Policy
- BSI Accredited Standards (ISOs)

# Environmental Information

## Environment Policy

As a company who operate in one of the most attractive and natural environments in the UK, we are aware that our environmental assets must be protected and managed with total commitment.

We see our responsibility not just in the present, but to undertake environmental improvements, and to monitor and audit our endeavour for the benefit of others in years to come. We operate an environmental management system which meets the requirements of ISO 14001, in order to do this.

## International Standards (ISOs)

The International Standards promote world-wide best practice, in compliance with local law and standardised procedures.

The British Standards Institute are a respected organisation which accredits and certifies companies against the International Standards. They undertake regular audits to ensure that the standards are being maintained.

### What International Standards has Gleaner achieved?

- **ISO 9001 - Quality Management Systems**

This Standard ensures that we constantly review our working practices to ensure that we provide a quality product to our customers at all times.

- **ISO 14001 - Environmental Management**

This indicates that we are committed to measuring and controlling our impact on the environment with the intention of reducing our overall impact over time, and taking steps to ensure that we do not pollute the environment.

- **ISO 45001 - Occupational Health and Safety Management**

We follow this standard to ensure that we provide a level of occupational health and safety for our staff that meets with current best practice guidelines.

Gleaner are proud of our safety operating record and will continue to operate within the current industry best practice, which goes well beyond the legal requirements to which the fuel industry operates



# Frequently Asked Questions

This section includes the answers to some of our most asked questions.

- Will you let me know when my delivery is on its way?
- What if I order more than my tank can hold?
- Can I cancel or change my order once it has been confirmed?
- What do I need to do if my tank is completely empty?
- Do I need to be at home to receive my order?
- What is the minimum quantity of heating oil I can order?
- How quickly can I expect my delivery?
- Do you deliver 7 days a week?
- Can you deliver on the same day I order?
- How do I know how much oil has been delivered?
- Can I pay the driver directly?
- Do you charge extra if I pay by credit card?

## Do I need to be at home to receive my order?

No, so long as there is adequate access for our drivers and tankers to be able to deliver. This includes the removal of all locks from storage tanks and necessary access points. If you are not present for delivery, our drivers will post your invoice/ delivery note through your letter box.

If you would rather be present for your delivery then we would ask that at the time of placing your order, you request a courtesy call from us before your order is scheduled for delivery.

*Please Note: Any special instructions concerning delivery should be given at the time of ordering.*

## What is the minimum quantity of heating oil I can order?

We can only accept orders for 500 Litres or above.

Our tankers are fitted with industry standard weight meters calibrated to carry a minimum delivery of 500 litres. Our weight meters are in compliance with weights and measures legislation.

*Please Note: If you order an oil quantity higher than 2,300 litres the VAT rate charged increases to 20%, unless you have completed an exemption form. For more information, please contact us on 0800 833 534.*

## How quickly can I expect my delivery?

Our delivery time on average is within 5 working days under normal circumstances. However this can vary for a number of reasons. Our most common reasons being: having a large number of orders to fulfil, bad weather and the delivery location. During the busy winter period, delivery times are expected to rise, therefore we actively encourage our customers to place their orders earlier rather than later.

## Do you deliver 7 days a week?

Our usual delivery days are Monday - Friday. However, we will deliver on a Saturday for orders deemed an emergency. Saturday deliveries are solely at managements discretion

*Please Note: If you are placing an order for delivery to the Western Isles then we would deliver on our next trip across to the Isles.*

## **Can you deliver on the same day as I order?**

Whenever possible we will endeavour to deliver on a same-day basis for deliveries deemed to be an emergency. Priority is given to existing customer who have for example, run out of fuel. On average, under normal circumstances, our delivery times are within 5 working days.

Our delivery journeys are carefully planned by our experienced operations staff to ensure deliveries are made as timely and efficiently as possible.

## **How do I know how much oil has been delivered?**

Our delivery driver will leave a printed ticket from the tanker's meter, which will show exactly how much oil was delivered. This ticket is also your invoice and is a rectangular, two-part document called 'Delivery Note/ Invoice'. This will be handed to you by your delivery driver, or passed through your letter box if you are absent at the time of delivery.

## **Can I pay the driver directly?**

Unfortunately not. For more information on how to pay for your order please see the payment information section on page 7.

## **Do you charge extra if I pay by credit card?**

We do not currently impose a surcharge for customers wishing to pay by credit card.

## **Will you let me know when my delivery is on its way?**

We give an estimated delivery date on the day an order is placed, as a guide to when you should expect your delivery. In addition to this, if we have a mobile number attached to your account then we can offer to send out an SMS message prior to your delivery. We also offer the opportunity of a courtesy call the day before your delivery is scheduled. If you would like to request a phone call or SMS message, you may do so at the time you place your order with us.

## **What if I order more than my tank can hold?**

If your tank will not take the full quantity of fuel order, and providing the tank will hold more than 500 litres, our drivers will fill your tank with the maximum amount it can hold. This will be a few inches from the top of your storage tank to ensure that the fuel has enough room to expand safely. You will only be charged for the amount of fuel dispensed.

## **Can I cancel or change my order once it has been confirmed?**

Yes. However, if you cancel or change an order less than 24 hours before the day of delivery you may be charged an administration fee. If an order is already out for delivery, cancellation may not be possible.

## **What can I do if my tank is completely empty?**

The best thing you can do is to contact us as soon as you can. We will place an order for you and ensure that it is known that it is an urgent order. We will always try our best to get a delivery to you as quickly as possible, particularly during colder months. If you run out of fuel it is likely that you will need to call our boiler service engineer to bleed the fuel line from your storage tank to get the boiler started again safely. This should be carried out after your fuel has been delivered.



# Our Advice

This section includes our advice on dealing with tank and fuel related occurrences.

- Top Tips on Tank Maintenance
- Dealing with Oil Spills
- Fuel Theft Advice

# Top Tips for Maintaining your Oil Storage Tank

Good tank maintenance will help your tank maximise its useful working life and ensure it remains safe for use.

As a homeowner, it is your responsibility to ensure the oil storage tank and associated pipework are safe and fit for use. A well maintained tank will be less likely to suffer a spill and should remain usable for between 10-15 years.

## Step 1: Get to know your Fuel Oil Storage Tank:

Familiarise yourself with your oil tank, pipework and valves. Each tank will be different, so it is worthwhile spending time checking the following:

- How to stop the oil flow using the isolation valve - to prevent further oil from leaking in the case of a spill
- Know the capacity of your fuel storage tank - this can help your oil supplier estimate your usage when ordering.
- Operating the oil gauge - We recommend not letting the fuel level drop below 12" from the bottom, to help prevent sludge entering the pipework.
- Make sure you know the location of any hidden/ underground pipework, preventing damage to fuel lines.

After getting to know your fuel tank, it will be easier to identify any small changes which could indicate a tank fault.

## Step 2: Good maintenance practices to help look after your plastic oil storage tank:

If your oil tank remains in good condition, it should last a long time and not require much ongoing maintenance.

Inspect your tank at least monthly. This inspection should check for changes to the tank, including splits, crack, bulges or whitening. Check around your tank for signs of vegetation die back or wet patches, as this could be a sign of an oil leak

We recommend having an OFTEC engineer, inspect your tank at least once a year.

Consider what protection your outdoor plastic oil storage tank will require. Dangers such as strong winds, broken or low hanging tree branches, and, falling snow or icicles, could all lead to damage.



# Dealing with Home Heating Oil Spills

**Leaks and spills from fuel oil storage tanks must be dealt with swiftly. Domestic Kerosene heating oil can cause significant damage to the environment, especially as most oil storage tanks are located in gardens and outdoor spaces.**

**Dealing with oil spills quickly and efficiently will help to limit or even prevent damage to the environment.**

## Identifying where the oil spill is coming from on your oil tank:

It isn't always easy to identify the source of an oil spill. Heating Oil leaks are most commonly found to have occurred from the oil storage tank itself due to a defect or fault, or from one of the valves and fuel supply lines attached to the fuel storage tanks.

## Who is responsible for dealing with the oil spill?

It is the responsibility of anyone who uses heating oil to ensure that it is safely stored and contained, and is only used in a way which does not present an environmental risk. The responsibility to manage the clean-up and any associated consequences should an oil spill happen also falls to the user.

## What to do should you suffer an oil spill from your heating oil tank:

Take action as soon as an oil leak has been identified.

Never use a hose and water or any detergents to wash away an oil spill. This will cause oil to spread and create a bigger clean-up bill.

## Step 1: Reduce or stop the oil spill

If you can see where the oil has soaked into the ground, or if there is visible oil on top of the ground, this can be temporarily stopped by using an absorbent material such as cat litter, earth or sand. These can all be used to create a barrier around the heating oil spill to try and reduce the chances of it spreading further.

Cracks or splits in the tank should be plugged using a bar or soap to temporarily stop the flow of oil, until the tank can be emptied.

If you can't see an obvious sign of where the leak is coming from, or if the leak is coming from the valves or pipework, the flow of oil should be switched off from the oil tank.

## Step 2: Make it known that you have suffered an oil leak

You should let your local council's environmental health department know that a spill has occurred. Provide them with as much detail as possible about the spill, particularly if you think it may have/could compromise a water supply.

You should call your oil supplier, who will be able to assess the extent of the spill and remove the oil from your storage tank to prevent further spillage.

You should also call your insurance provider to inform them of the leak.

If you are in a rental property, let your landlord or letting agent know of the oil spill.

It is always our advice to follow the necessary steps and precautions for handling an oil spill as provided by SEPA, which can be found on their website.

# How to Prevent Fuel Theft

**With one in three fuel thefts taking place during the winter months, thieves traditionally target homes during the longer nights, due to the extended cover of darkness, giving them more opportunity to get away unnoticed.**

**However this doesn't mean to say that fuel thefts only happen at night. A fuel theft can take place at anytime. For this reason, it is important to make sure homeowners take precautions to help prevent fuel theft.**

## 1. Keep it locked

Although locking your tank shouldn't be your only line of defence, it is a good place to start. Install sturdy locks on your caps, openings and vent caps if possible. In addition to tank locks, you may look into fitting fuel hoses with hardened/ flexible casing so they are harder to cut.

## 2. Keep your tank hidden

Installing fences and locked gates around a fuel tank can be a deterrent against thieves. To make them most effective, make your fence as high as possible, whilst still adhering to your local planning department's regulations.

## 3. Oil tank insurance

After an oil theft, it's not just the cost of replacing oil that will be a financial inconvenience. Thieves may damage the tank or pipes itself. If any oil is spilt during the theft, you may have to pay for an environmental clean-up.

Many home insurance policies may not cover damage or theft of your heating oil tank, or the oil itself. If you don't know already, check that your home insurance covers your tank and its contents.

## 4. Monitor your fuel

Although this may not prevent your fuel from being stolen, regularly checking fuels levels can help you easily spot if oil levels drop dramatically without explanation. Alerting you to a potential oil theft, or possible problem with your tank.

## 5. Security Light

Motion-sensing security lights can be particularly cost-effective when it comes to deterring potential thieves, while also alerting homeowners to unwanted visitors

## 6. CCTV

CCTV is an excellent way of deterring any thieves and, if a theft did occur, the perpetrators could be identified more easily.



**If you suspect you are a victim of heating oil theft, only call 999 to report a theft in progress. You should call 101 to report a theft that has already occurred. Once you have a crime number, you should get in touch with your insurance provider straight away.**



# Records

This section includes handy forms and notes sections in which you may keep important information regarding your account.

- Order History Record
- Boiler Maintenance Record
- Account Information Record
- Notes

# Boiler Maintenance Record

**Please use the form below to keep a record of your boiler services.**

[illegible]

If you need to arrange a boiler service, visit the Gleaner website and fill out 'Request a Service' form, or alternatively, call us on 01343 833 534.

## Order History Record

**Please use the form below to keep a record of your fuel orders.**

[illegible]

## Quote Log

**Please use the form below to keep a record of fuel quotes you receive from us.**

[illegible]

# Account Information Record

Please use the space below to record any important information you may need for you account.

Account Number

*A copy of which can be found on the welcome letter which accompanied this information*

Storage Tank Capacity

Litres

## Customer Portal

Username

Password

Portal Notes

## Notes





# Depot Locations

## **Aberdeen Depot**

*Tel:* 01224 877575  
Hareness Road  
Altens Industrial Estate  
Aberdeen  
AB12 3LE

## **Connel Depot**

*Tel:* 01631 710661  
Railway Yard  
Connel  
Argyll  
PA37 1PA

## **Cowdenbeath Depot**

*Tel:* 01383 513968  
Broad Street  
Cowdenbeath  
Fife  
KY4 8HQ

## **Dunoon Depot**

*Tel:* 01369 704445  
Victoria Road  
Dunoon  
Argyll  
PA23 7PA

## **Elgin Depot**

*Tel:* 01343 557400  
Milnfield  
Elgin  
Moray  
IV30 1UU

## **Grantown Depot**

*Tel:* 01479 872573  
Strathspey Industrial  
Estate  
Grantown-on-Spey  
PH26 3NB

## **Inverness Depot**

*Tel:* 01463 232114  
Carsegate Road North  
Inverness  
IV3 8ES

## **Isle of Islay Depot**

*Tel:* 01496 850344  
Bruichladdich  
Isle of Islay  
PA49 7UN

## **Isle of Mull Depot**

*Tel:* 01680 812374  
Craignure  
Isle of Mull  
PA65 6AY

## **Mintlaw Depot**

*Tel:* 01771 622451  
Station Road  
Mintlaw  
Aberdeenshire  
AB42 5EB



# *Gleaner*

Gleaner Ltd Head Office:  
Milnfield, Elgin, Moray, IV30 1UU  
0800 833 534 [info@gleaner.co.uk](mailto:info@gleaner.co.uk)  
**[www.gleaner.co.uk](http://www.gleaner.co.uk)**