

Information for garages and petrol stations

Non-payment of fuel -
what to do next

DO NOT PRINT

Always **call 999** if you think a crime is in progress

Call 101 if it's not an emergency or visit:

www.avonandsomerset.police.uk



Non-payment of fuel



If a customer has left your petrol station or garage forecourt without making payment, you should first make a report to police so the incident can be recorded and reviewed.

You can report non-urgent crime online – it's quick and easy to do. Our secure forms are available 24/7 at www.avonandsomerset.police.uk/report. Alternatively, contact us on 101.

In many cases we review, the customer has made a mistake and when advised of their mistake, will return to make payment for their fuel.

If you think this may be the case, or if police advise you this has happened in relation to the incident you have reported, you can collect the outstanding payment through civil recovery.

What happens if a criminal offence has been committed?

If there is evidence to suggest a criminal offence has been committed, such as the use of false number plates or if the incident involves a repeat offender, police will continue to investigate the incident in the normal way.

Where police continue to investigate your case, you may initially be sent a pack containing additional documentation. You will need to complete this and return to us, together with a copy of the relevant CCTV footage in the pre-paid envelope provided.

How to start the civil recovery process

1. Contact the DVLA to obtain details of the vehicle's registered keeper using Form **V888/2**: request by a company for information about a vehicle. The form is available to download from www.gov.uk. The DVLA currently charge a fee of £2.50 per vehicle for this service.

2. Write to the registered keeper advising them of the date and time of the incident, amount owed and how they can arrange to make payment with you
3. If after a reasonable attempt at civil recovery the fuel is not paid for, you may wish to contact police and request for the initial report to be reassessed, quoting your incident reference number.

Reporting a crime? Call 101 or go to www.avonandsomerset.police.uk

In an emergency, or if the crime is ongoing, call 999



Non-payment of fuel



What steps can I take to help prevent drive offs and bilking?

- look at the garage layout
- ensure the kiosk operator has a clear view of the pumps
- look at how the entrance and exit would help or hinder criminals
- consider installing speed humps
- installing Closed Circuit Television (CCTV) and/or automatic number plate recognition.

If this is done, it's important that:

- the cameras have a clear view of each pump
- the kiosk attendant has access to the equipment and knows how to work it
- a CCTV management system is in place
- CCTV footage is recorded in a format that courts can view (especially important in the case of digital systems)
- the CCTV is registered under the Data Protection Act 1998 - and there are signs telling people that the cameras are in use.

You could also consider whether you need:

- a pump management system, for example one that turns off outside pumps at quieter times of the day
- online authorisation facilities for payments by card
- to examine drive-off figures for patterns in the times and frequencies of drive-offs, and to act on them
- procedures to vet your staff
- crime reduction/prevention training for staff
- a reward system for staff preventing crime.

For more crime prevention advice, contact your local policing team or crime reduction officer -

www.avonandsomerset.police.uk/contact

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Call anonymously with information about crime

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