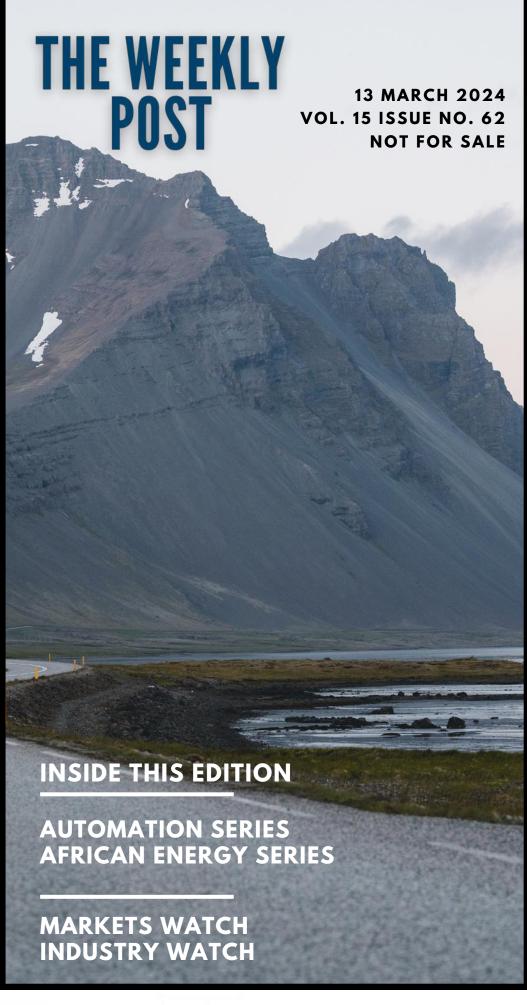


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# ENHANCING CUSTOMER EXPERIENCE WITH EPUMP PRIME: YOUR TICKET TO SELF-SERVICE AND CONVENIENCE

Janelle Akahomen

Welcome back to our Epump newsletter series! We're excited to continue our exploration of automation in the oil and gas industry, highlighting how Epump's innovative solutions are revolutionizing fuel station operations. Today, we're thrilled to introduce you to Epump Prime, a game-changing console that is transforming the customer experience at fuel stations. Let's dive in!

#### What is Epump Prime?

Epump Prime is a self-service user-friendly console that is built to enhanced customersatisfaction. With Epump Prime, your customers are bound to enjoy:

- Self-Service Options: Epump Prime allows your customers to fuel up on their own, giving them the freedom and convenience to fill their tanks at their own pace.
- Multiple Payment Options: With Epump Prime, customers can choose from a variety of payment methods, including fuel cards, vouchers, USSD, and the Remis app. This flexibility ensures a seamless and convenient payment experience for every customer. Thus helping them say goodbye to cash-only limitations!

#### Why does your station need Epump Prime?

Epump Prime isn't just a convenience; it's a necessity for your business. Here's why:

- Improved Customer Satisfaction: Convenience is king! By offering self-service options and diverse payment methods, Epump Prime enhances the overall customer experience, leading to increased loyalty and repeat business.
- Loyalty Scheme: Epump Prime also presents a platform for you to run loyalty promo using your own company branded loyalty cards to reward customers for thier continous patronage.

- Efficiency and Speed: With Epump Prime, transactions are processed quickly and efficiently, reducing wait times and improving customer flow at your station.
- Increased Revenue: By providing customers with convenient payment options, Epump
   Prime can help boost your station's revenue and profitability.
- Attract a Wider Customer Base: Cater to the modern customer who prefers cashless transactions and mobile payments.
   Don't just sell fuel, deliver an experience! Epump Prime is the key to satisfied customers and a thriving business.

empowers you to monitor your entire station remotely, anywhere, anytime.
Follow us on our social platforms for the latest updates and exclusive content. And as always, feel free to reach out to us for any inquiries or to schedule a demo of Epump Prime.

In our next newsletter, we'll explore how Epump





Epump is a technology company that provides fuel station owners with the tools and technology to streamline operations, boost revenue, and deliver exceptional customer service.

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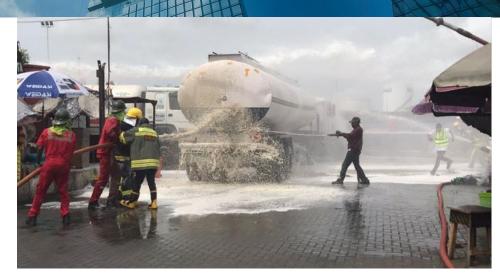
#### AFRICAN ENERGY SERIES

## **Enhancing Safety Through Preparedness: MEMAN's First Quarter Cluster 1 Drill**

Kingsley Ojimba, Jetty Superintendent, MEMAN

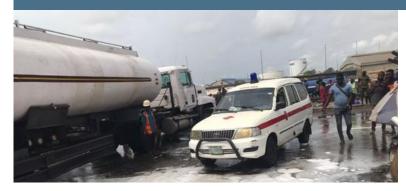
Safety is paramount in the operation of any facility, particularly those involved in the handling of hazardous materials like hydrocarbons. As such, regular drills to test emergency preparedness are vital components of any robust safety program. These drills not only assess the readiness of stakeholders but also serve as invaluable learning experiences to identify areas for improvement and reinforce best practices.

MEMAN, the Major Energies Marketers Association of Nigeria, proudly announces the successful completion of its first quarter cluster 1 drill on Thursday, March 7th, 2024. This drill stands as a testament to MEMAN's unwavering commitment to safety and its proactive approach to ensuring emergency preparedness within the downstream sector.



The primary objective of the drill was to evaluate stakeholders' readiness to respond effectively to a real-life scenario. Stakeholders involved in cluster one, including NPSC, MRS, ASPM, NORSAK Farms, AITEO, NIPCO, and PTD, actively participated in the meticulously crafted scenario. This scenario involved a collision between a fully loaded truck exiting from MRS via Alapata Street and a gas truck from NIPCO, resulting in a spill and subsequent fire outbreak along Dockyard Road.





The drill showcased stakeholders' ability to deploy resources promptly to combat the simulated fire. Upon the collision, the incident commander issued commands, prompting all cluster stakeholders to sound alarms and dispatch their respective fire trucks to the scene. Notably, NIPCO, AITEO, and NPA swiftly deployed their fire trucks, with NORSAK Farms also activating their hydrant riser, highlighting a coordinated response effort.

In addition to the active participation of industry stakeholders, the Nigerian Navy provided invaluable assistance with crowd control throughout the drill, demonstrating the significance of inter-agency cooperation in managing emergency situations effectively.

Following the conclusion of the exercise, a debriefing session was conducted, involving representatives from various agencies and organizations, including the Navy, NMDPRA, NPA, and NOSDRA. To ensure inclusivity, interpretations were provided in both Yoruba and Hausa languages, catering to the diverse personnel present.

Looking ahead, MEMAN is gearing up for cluster two drills scheduled for the second quarter, featuring Ardova plc, Conoil Plc, and the Nigerian Navy. Subsequent drills in cluster three and four are planned for the third and fourth quarters, respectively, encompassing a broader spectrum of industry players.



MEMAN reiterates its commitment to continual improvement and proactive measures in line with Health, Safety, and Environment (HSE) regulations.

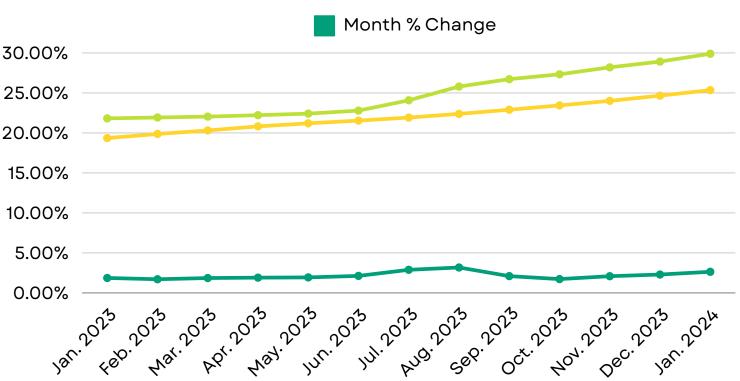
Recognizing the inherent risks associated with handling hydrocarbons, MEMAN has made significant investments in mitigating potential challenges. Moving forward, MEMAN pledges to maintain collaborative efforts with all stakeholders and regulatory authorities, fostering a sustainable downstream industry in Nigeria.



# MARKETS WATCH

#### INFLATION







#### **EQUITY INDEX MOVEMENTS**

SECTOR	Mar. 1	Mar. 8	Weekly Change	WTD	MTD	QTD	YTD
NSE 30	3,726.26	3,782.53	56.27	1.51%	0.29%	35.56%	35.56%
Consumer Goods	1,629.54	1,609.76	-19.78	-1.21%	-0.84%	43.56%	43.56%
Oll & Gas	1,291.86	1,291.86	0.00	0.00%	-0.85%	23.85%	23.85%
Banking	871.51	859.27	-12.24	-1.40%	1.15%	-4.23%	-4.23%
Industrial	4,718.27	4,793.50	75.23	1.59%	-1.90%	76.73%	76.73%
Insurance	371.70	352.29	-19.41	-5.22%	-4.16%	9.52%	9.52%



# MARKETS WATCH

#### **FOREX RATES - INTERBANK I & E MARKET**

NGN	Mar. 4	Mar. 5	Mar. 6	Mar. 7	Mar. 8
Minimum	1,510.00	1,450.00	1,400.00	1470.00	1,562.62
Maximum	1,580.00	1,651.00	1,630.00	1,635.00	1,631.00
Interbank Official Closing (FX Rate (\$/N))	1,547.88	1,566.43	1,608.49	1,611.14	1,615.85





#### **FOREX RATES – PARALLEL MARKET**

NGN	Mar. 4	Mar. 5	Mar. 6	Mar. 7	Mar. 8
USD					
GBP					
EURO					

abokiFX

### INDUSTRY

#### WATCH

#### **AVERAGE EX-DEPOT PRICES**

22-Feb-24

Product	Warri/ Oghara Hub	Calabar Hub	PHC Hub	Satellite Hub	lbafon/ Tincan Hub	Apapa Hub
PMS	N/A	645.67	650.00	639.00	632.75	634.00
AGO	1,700.00	N/A	1,350.00	1,540.00	1,510.00	1,470.00
DPK	N/A	N/A	N/A	1,426.67	1,415.00	1,450.00

26-Feb-24

Product	Warri/ Oghara Hub	Calabar Hub	PHC Hub	Satellite Hub	lbafon/ Tincan Hub	Apapa Hub
PMS	N/A	650.00	658.50	635.70	631.75	631.00
AGO	1,700.00	N/A	1,490.00	1,425.00	1,423.00	1,424.00
DPK	N/A	N/A	N/A	1,420.00	1,420.00	1,420.00

28-Feb-24

Product	Warri/ Oghara Hub	Calabar Hub	PHC Hub	Satellite Hub	lbafon/ Tincan Hub	Apapa Hub
PMS	652.00	649.75	649.90	632.50	630.50	629.50
AGO	1,595.00	1,500.00	1,470.00	1,412.50	1,412.20	1,414.00
DPK	N/A	N/A	N/A	1,420.00	1,420.00	1,420.00

29-Feb-24

Product	Warri/ Oghara Hub	Calabar Hub	PHC Hub	Satellite Hub	lbafon/ Tincan Hub	Apapa Hub
PMS	652.00	650.00	654.93	630.50	629.00	631.50
AGO	1,555.00	1,500.00	1,465.00	1,379.50	1,380.00	1,396.00
DPK	N/A	N/A	N/A	1,420.00	N/A	N/A

# INDUSTRY WATCH





#### Available on the Argus Publications App

#### **AVERAGE WEEKLY PRICES**

Combined Description	Gasoil Diesel 1000ppm Delivered West Africa \$/t	Gasoline Eurobob Delivered West Africa \$/t	Jet/Kerosine Delivered West Africa \$/t
Week 04 2024	844.60	826.89	951.70
Week 05 2024	854.15	820.27	939.95
Week 06 2024	865.40	821.82	966.80
Week 07 2024	894.70	875.97	963.65
Week 08 2024	855.55	859.19	921.30
Week 09 2024	847.95	878.46	917.45
Week 10 2024	822.55	878.25	893.05

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#### WATCH

#### **WEST AFRICAN PUMP PRICES**

Global Petrol Prices.com



#### **PMS**

Country	USD/Litre	Naira/Litre Exchange rate of 1 USD = 1,616 NGN
Nigeria	0.37	599.00
Cameroon	1.40	2,262.40
Benin	1.13	1,826.08
Sierra Leone	1.52	2,462.78
Togo	1.17	1,890.72
Burkina Faso	1.42	2,294.72
Ivory Coast	1.46	2,359.36
Ghana	1.04	1,680.64
Guinea	1.40	2,255.94
Mall	1.45	2,343.20
Senegal	1.65	2,666.40
Liberia	0.98	1,583.68

#### **AGO**

Country	USD/Litre	Naira/Litre Exchange rate of 1 USD = 1,616 NGN
Nigeria	0.90	1,450.00
Cameroon	1.38	2,230.08
Benin	1.17	1,890.72
Sierra Leone	1.52	2,462.78
Togo	1.42	2,294.72
Burkina Faso	1.13	1,826.08
Ivory Coast	1.19	1,923.04
Ghana	1.12	1,809.92
Guinea	1.40	2,255.94
Mall	1.44	2,327.04
Senegal	1.26	2,036.16
Liberia	1.10	1,777.60

#### Note:

#### PMS and AGO Pump Prices

- All USD per litre prices are sourced from Globalpetrolprices.com EXCEPT for Nigeria.
- Naira per litre price for ALL was calculated by MEMAN using exchange rate 1 USD = 1,616 NGN.