

Clean Energy[®]

TOUCHPOINT

A comprehensive
customer care program
for NGV fleets



Clean Energy's TouchPoint program is designed to make the operational transition from diesel to natural gas vehicles as easy and seamless as possible.

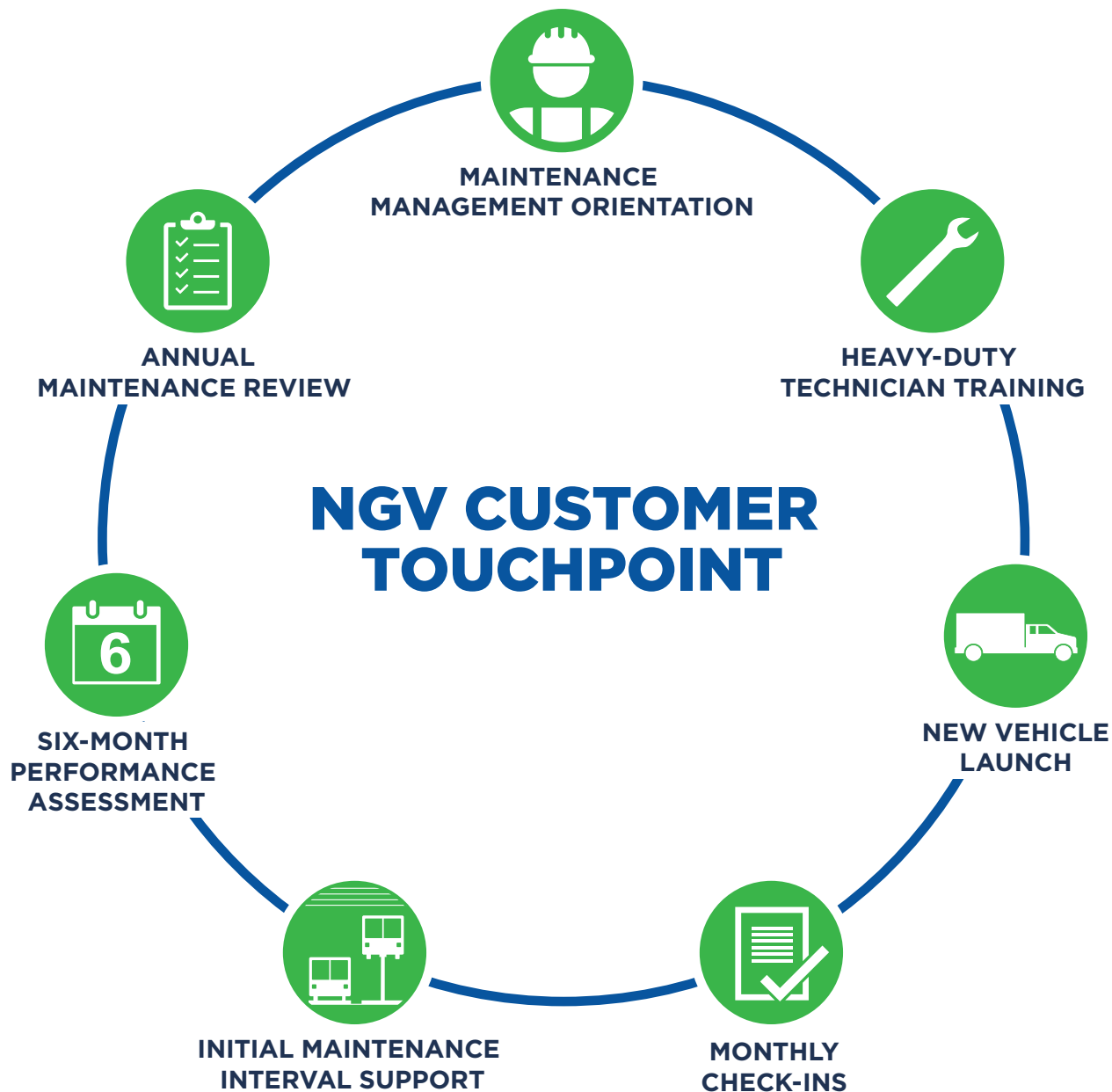
We've partnered with the **Natural Gas Vehicle Institute (NGVi)**[®] to develop a comprehensive customer care program for fleet managers, supervisors and technicians that includes a solid training platform and ensures all details are properly coordinated for a successful vehicle launch and beyond.

Additionally, the partnership team will continue to serve as an ongoing resource throughout the year, checking in along the way about vehicle maintenance and performance to answer questions and reinforce best practices.



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Maintenance Management Orientation

We begin by assembling appropriate fleet management and dealer team members to introduce the characteristics of natural gas engines, including maintenance requirements. We will also seek commitment to the maintenance practices by the appropriate management members and assure them that the details will be reinforced during our comprehensive technician training.



Heavy-Duty Technician Training

We will deliver a comprehensive technician program, which includes customized versions of NGV Essentials and Safety Practices as well as Heavy-Duty NGV Maintenance and Diagnostics training.



New Vehicle Launch

We will coordinate all details of the vehicle launch, including schedule, participants, channel partners and other important details.



Monthly Check-Ins

As time progresses with heavy-duty trucks in your fleet, questions will naturally arise from your technicians and management. To answer these questions, we'll conduct monthly check-ins to keep the lines of communication open about vehicle performance, maintenance best practices and any other key items.



Initial Maintenance Interval Support

Prior to the first oil change and valve adjustment interval, we'll schedule a meeting to answer questions and discuss any concerns to date and also to reinforce the need for and commitment to the initial oil change and valve adjustment.



Six-Month Performance Assessment

After the trucks have been in your fleet for approximately six months, we'll conduct follow-up meetings with your team, as well as service management and technicians, to collect feedback to date, identify issues to address and gain an overall evaluation of the vehicles from a maintenance perspective.



Annual Maintenance Review

One year into the process, we will conduct a follow-up meeting to discuss fleet satisfaction with its NGVs, determine any maintenance or performance issues that are outstanding and address any remaining items your team may have.

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Clean Energy Fuels Corp.[®] is the leading provider of natural gas fuel and renewable natural gas (RNG) fuel for transportation in the United States and Canada, with a network of approximately 530 stations across North America that we own or operate. We build and operate compressed natural gas (CNG) and liquefied natural gas stations (LNG) stations and deliver more CNG, LNG and RNG vehicle fuel than any other company in the United States. **Clean Energy** sells **Redeem**[™] RNG fuel and believes it is the cleanest transportation fuel commercially available, reducing greenhouse gas emissions by at least 70%. **Clean Energy** owns natural gas liquification facilities in California and Texas which produces LNG for the transportation and other markets.

For more information, go to www.CleanEnergyFuels.com.

Natural Gas Vehicle Institute (NGVi) is North America's leading provider of technical consulting and training on natural gas vehicles and fueling technologies. Established in 1989, **NGVi** has worked with hundreds of companies and government agencies to help successfully integrate natural gas into their transportation mix. To date, **NGVi** has successfully trained more than 22,000 students in the United States and worldwide and is currently the only ASE-accredited training provider in the natural gas vehicle industry.

For more information, go to www.ngvi.com.



4675 MacArthur Court, Suite 800
Newport Beach, CA 92660
Tel 949.437.1000 • Fax 949.724.1397
www.CleanEnergyFuels.com



3120 S. Durango Drive, Suite 304
Las Vegas, NV 89117
Tel 800-510-6484 • Fax 702-254-4630
www.ngvi.com