



15 QUESTIONS

TO ASK WHEN EVALUATING
MOBILE REFUELERS



When evaluating a mobile refueler, you might not know where to start. We created this guide of 15 questions that you can ask mobile refuelers to ensure that you find the perfect partner to meet your needs for regulatory compliance, safety, product offerings, price transparency, data & reporting, and customer service.

Why would I use a mobile refueler?

Fleets use mobile refueling to improve efficiency, reduce costs, and gain control of fuel spend. The reality is that the average gas station stop adds over 20 minutes and 2.2 miles to a daily route. Mobile refueling eliminates this needless stop, allowing companies to reduce mileage and recapture time to serve more customers or eliminate altogether. Additionally, the reduction of fuel cards in circulation consolidates fuel spend and curbs misuse, resulting in an up to 5% reduction in fuel purchased annually. Lastly, some companies choose mobile refuelers because they are more eco-friendly and sustainable**, helping lower their environmental impact instantly.

*According to Geotab's "Fleet Refueling: the impact of out-of-route and refueling time on business" study.

**<https://www.boosterfuelingchange.com/environment>



Compliance

As you begin the conversation, compliance should land at the top of your list. A mobile refueler may seem like a perfect fit, but if they aren't compliant with certain regulations, you might decide to rule them out.

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Do they follow all fire and air regulatory guidelines?

Abiding by fire and air regulations is critical to ensure that there are no interruptions to your service. For fire regulation, check if the mobile refueling company follows section 5707 of the International Fire Code. If they don't, you risk the potential for shutdowns, and the refueler may be fined.

For air regulations, every jurisdiction is slightly different. Be sure that the mobile refueler knows and abides by air regulation in your jurisdiction. If they don't, the fine for them can be 6 figures!

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Are they permitted to operate in my company's city?

Although most cities do not regulate diesel mobile refueling, many cities regulate gasoline mobile refueling. You'll want to ask the mobile refueler to check that your city has adopted recent versions of the International Fire Code which has specific regulations which allow mobile refueling of gasoline. If they aren't, you could be liable for fines, or a fire marshal might halt your service.

The bottom line?

Compliance is a necessary checkmark as you evaluate. Without it, you are looking at potential interruptions in services.

Safety

The next consideration is safety. Like compliance, it's important to ensure that your fleet and drivers are safe and that you limit risk to your business. Here are a couple of things to keep in mind.

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What are their licensing & training protocols for their drivers?

Because mobile-refueler drivers are likely to be on-site during your company's off-hours to fuel your vehicles, you'll want to establish trust with the drivers. To do so, you should make sure that the mobile refueling company:

- Runs thorough background checks on their drivers
- Hires drivers that hold Commercial Driver's Licenses and HazMat certifications
- Conducts thorough training and on-boarding
- Trains their drivers to fuel all types of vehicles and equipment properly
- Has a clear and effective spill mitigation and cleanup plans
- Has a transparent process to report incidents to you
- Utilizes proper technology that ensures the right type of fuel is dispensed into the right vehicles





“ There’s a million different ways that a spill can happen, and this is why we focus so much on perfecting our fueling protocols. ”

Dave Sandifer, VP Operations

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What are their spill mitigation and accident prevention protocols?

At the very least, they should be adherent to EPA regulation that requires reporting for certain instances. To take it further, you may want to make sure they have specific protocols, including:

- A strict, consistently enforced no-drip policy
- The necessary tools and processes in place to capture small drips and minor spills
- Thorough spill clean-up and reporting training to keep your yard looking pristine and clean



Pro Tip

There will always be some risk associated with fueling. Check the DOT website to find safety incident records of the mobile fueling company you're considering.

Alignment with your company's current & future needs

Once you have a good understanding of their compliance and safety protocols, you can shift your questions to simply finding the best fit for your company. Every business's priorities and needs are slightly different, which is why we've broken this section into questions around product offerings, transparency of price, data and reporting, and customer service.

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Do they deliver Gas, Diesel, and other energy products (EV Charging, Ethanol, or BioFuels) ?

With mixed fuel fleets being the new norm, check if they can service all of your fueling and energy needs. What is their ability to service your growing Electric fleet, or help you branch into other fuel alternatives such as BioDiesel and beyond?



Booster delivers Gas, Diesel, Red Dye, DEF, and EV Recharging to Fleets today, and has expanded into Ethanol, BioFuels, and beyond in select markets.

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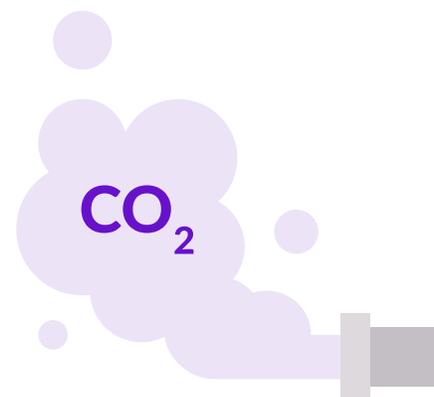
Do they offer services beyond refueling?

Some mobile refuelers offer other services such as DEF mobile refueling, tire pressure, tread checks, and other ancillary services. If this is something you think would be beneficial for your business, be sure to ask about any additional services and the pricing structure of such services.

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How do they help me reduce and account for Scope 1-3 emissions?

Given the growing need to shift to sustainable options, mobile refueling instantly cuts 1.1 lbs of CO₂ per vehicle fueled, and some mobile refuelers can help you take this much further. Ask if they offer carbon offsetting for your fuel purchased.



Transparency of price and volumes

Part of the benefit of mobile refueling should be insight and control into the fueling process. To be sure your business maximizes the benefit of a single provider, here are some questions to establish price transparency.

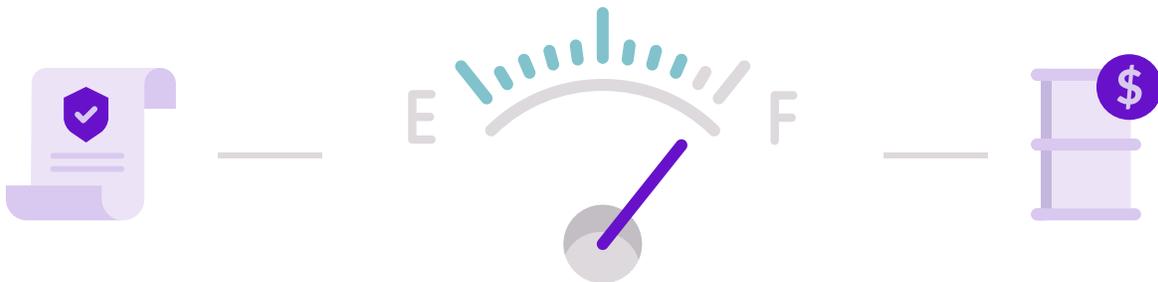
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How much does their fuel cost?

Three major factors make up end-consumer fuel price: product price, freight, and taxes.

- Freight and taxes should remain constant from day to day.
- Product prices can change daily based on market dynamics. To ensure you are paying a fair price, leverage a fuel price index such as OPIS.
- Additionally, ask the fueler if their contract will outline your specific pricing and how that can be audited.

Keep your eyes out: Some companies may not have contracts or margin increases stated explicitly in a contract. Be sure to understand if and when increases in price may occur.



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Are there monthly fees, minimum gallons per delivery, or other costs aside from fuel price?

Some providers add minimums, surcharges, and fees in the fine print or don't disclose them at all. It's important to document a transparent, fully disclosed price. For gas, a delivery fee per trip or per vehicle is common. For either, you'll just want to clarify what if any, these extra fees are so you have no surprises!

How are my volumes registered and transmitted?

Mobile refueling typically occurs in the middle of the night when you are not there to witness fueling activity. You need to have confidence both in the trustworthiness of the company and in their process. Rather than manually entering fuel volumes, look for companies who utilize technology to register volumes and transmit them into the cloud for processing. This takes human error out of the equation and ensures that you're paying for the right amount of fuel every time.

Data and Reporting

The most powerful part of switching to mobile refueling is the data and transparency it should bring to your fleet. Knowing how much data and insight you'll receive on your fleet fueling and how it is given to you is critical.

How will I see daily transactions details such as fuel consumed and price per gallon?

There are two potential areas where data can significantly help operationally: invoicing and a fueling insights dashboard.

For daily transactions and invoices, consider companies who:

- Bill digitally. Paper bills are hard to keep track off.
- Provide detailed, transparent statements.
- Allow you to easily access historical invoices for your own record.
- Have an easily accessed dashboard to see your company's fuel consumption trends and gas prices.
- Could give you even more insight and data to enhance your operation's efficiency.

Knowing all of that, keep in mind that mobile fuelers will potentially have your bank account information, credit cards, vehicle lists, fueling data, third-party data, etc. You'll want to be confident that they are taking the right precautions to protect your data.

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What fleet integrations do they support?

Some mobile refuelers will accept all major fuel cards such as Wex, Comdata, and Voyager. If you are hoping to use fuel cards or telematics, you'll want to select a mobile refueler that could integrate into your existing ecosystem. If they could, consider the following:

- Working with a mobile refueler with little or no additional charges to integrate with fuel cards or telematics.
- The time and effort it would take to set up the integration. It should be relatively quick.
- Choosing a mobile refueler that accepts your card provider's existing rebate program, if you have one.
- Making sure that the mobile refueler has a low error rate for processing and collecting third-party transactions. High rates could cause headaches in the future.



Booster integrates with all major Fleet Cards, including Wex, Comdata, and Voyager as well as major Telematics providers. This brings all fleet insights into a single location.

Customer Service & Support

Lastly, if everything else aligns with what you are looking for, you'll want to consider the support your team will have once you've decided on a mobile refueler.

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Will I have a dedicated account manager?

An account manager can be helpful for on-boarding, questions, and general support. If they don't have an account manager, ask about how they will support your team.

Do they have references that I can speak with?

Ideally, they might have a company that you can speak to that is similar to yours. This gives you a chance to ask any remaining questions you have to a company that was in your shoes not too long ago. Or, they might have metrics like Net Promoter Scores (NPS) they to share so you can verify customer happiness across the board.





Have more than 15 questions?
Schedule a free fuel consultation with our Fuel Consultants.
www.BoosterFuels.com/fleet



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