

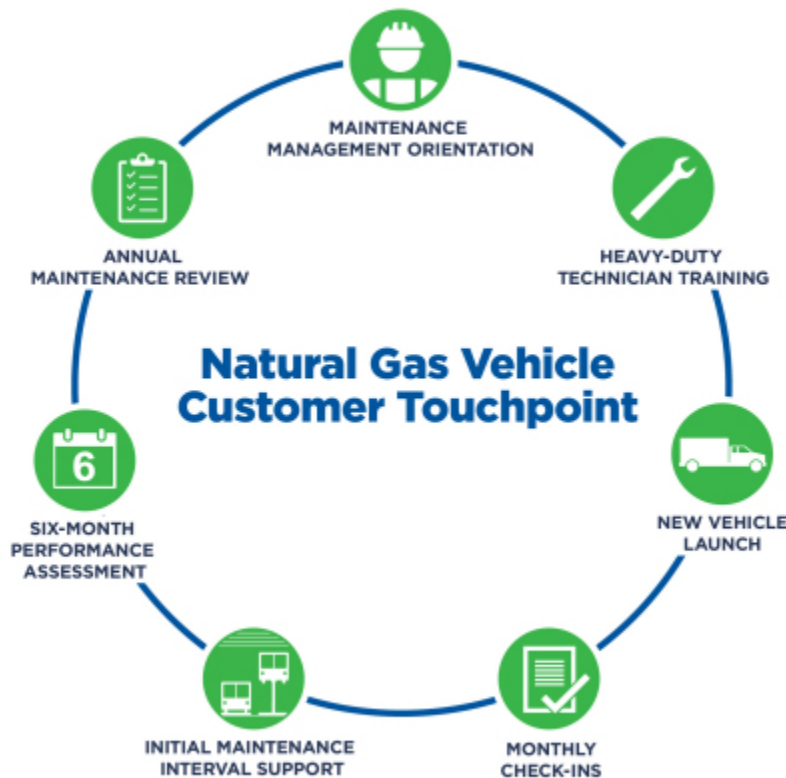


Clean Energy's TouchPoint Provides Easy and Seamless Operational Transition from Diesel to Natural Gas Vehicles

February 25, 2020

NEWPORT BEACH, Calif.--(BUSINESS WIRE)--Feb. 25, 2020-- Clean Energy Fuels Corp. (NASDAQ: [CLNE](#)) today announced it has partnered with Natural Gas Vehicle Institute (NGVi) to offer TouchPoint, a comprehensive customer care resource that ensures fleet managers, supervisors and technicians receive optimal training and support for a successful natural gas vehicle (NGV) launch and ongoing maintenance and operation.

This press release features multimedia. View the full release here: <https://www.businesswire.com/news/home/20200225005400/en/>



[TouchPoint](#) is an extension of Clean Energy's Zero Now, a program that makes the cost of leasing or purchasing a new natural gas heavy-duty truck equal to the price or even lower than that of the same truck equipped with a diesel engine. In addition, truck fleets financed or purchased through Zero Now are eligible to purchase Redeem™ renewable fuel with a fixed discount to diesel at a significant spread for the duration of the contract.

"Zero Now has made it affordable to [switch from a diesel to a natural gas truck](#). With the introduction of TouchPoint we're furthering our commitment by providing a complete toolbox for a smooth and efficient transition to clean, low-carbon natural gas fuel including training and maintenance," said Chad Lindholm, vice president, Clean Energy.

There are six key elements to Clean Energy's TouchPoint, beginning with *Maintenance Management Orientation* where appropriate fleet and dealer team members are introduced to the characteristics of natural gas engines, including maintenance requirements.

The next step, *Heavy-Duty NGV Technician Training*, is a comprehensive program that includes customized versions of NGVi's Essentials and Safety Practices and Heavy-Duty NGV Maintenance and Diagnostics Training. This is followed by the *New Vehicle Launch* which brings together participants and channel partners to initiate vehicle deployment.

As time progresses, the program offers *Monthly Check-Ins* to answer technician questions and keep the lines of communication open about vehicle performance and maintenance best practices. Prior to the first oil change and valve adjustment an *Initial Maintenance Interval Support* meeting will be conducted to discuss any concerns regarding those activities.

The program continues with a *Six-Month Performance Assessment* to collect feedback, identify issues and gain an overall evaluation of the vehicles from a maintenance perspective. One year into the process there is an *Annual Maintenance Review* meeting to discuss fleet satisfaction and identify any maintenance or performance concerns.

"Clean Energy's foresight to recognize the value of comprehensive training and ongoing technical support for heavy-duty NGV customers will significantly increase overall customer satisfaction with NGV technology," noted Annaloyd Thomason, Vice President, NGVi. "TouchPoint has the potential to revolutionize market expansion for natural gas vehicles."

About Clean Energy

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 540 stations across North America that it owns or operates. Clean Energy builds and operates compressed natural gas (CNG) and liquefied natural gas (LNG) stations and delivers 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 liquefaction facilities in California and Texas that produce LNG for the transportation and other markets. For more information, visit www.CleanEnergyFuels.com.

About NGVi

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, visit www.ngvi.com.

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Clean Energy Contact:

Raleigh Gerber
949-437-1397
raleigh.gerber@cleanenergyfuels.com

Investor Contact:

investors@cleanenergyfuels.com

NGVi Contact:

Annaloyd Thomason
702-810-1395
annaloyd@ngvi.com

Source: Clean Energy Fuels Corp.

Clean Energy Contact:

Raleigh Gerber
949-437-1397
raleigh.gerber@cleanenergyfuels.com

Investor Contact:

investors@cleanenergyfuels.com

NGVi Contact:

Annaloyd Thomason
702-810-1395
annaloyd@ngvi.com