

OPERATIONS & MAINTENANCE



THE TRILLIUM ADVANTAGE:

- 24/7 Rapid Response Team, Local to You
- 99.99% Up-Time
- Highly-Trained Mechanics
- Customized Preventative Maintenance
- Total Control over O&M Budget



SIMPLIFYING SUSTAINABILITY

MAINTENANCE PACKAGES

TRILLIUM TURNKEY PARTNERSHIP	All-inclusive extended warranty. All preventative maintenance, emergency call outs, consumables, parts, remote monitoring, transaction management, and reporting. Training provided.
TRILLIUM PLUS (T&M PLUS)	Customizable solutions that may include routine or emergency maintenance labor, remote monitoring and transaction management.
TRILLIUM BASIC (T&M BASIC)	Maintenance and parts as requested by customer.

LEVEL OF SERVICE AND TRAINING

Reliable fueling is a hallmark of Trillium’s operations, and we pride ourselves on having the highest customer satisfaction in the industry as well as 99.99% station uptime.

Our first line of support is our 24/7 service team. Our US based remote service desk is covered by highly-trained staff members that visually monitor Trillium stations, answer incoming calls, respond immediately to equipment faults, and work with our local service teams to diagnose and repair issues. To ensure quick repairs, we maintain a sizable inventory of parts. Our stock includes both routine and corrective maintenance parts and consumables to ensure that all services can be completed without delay.

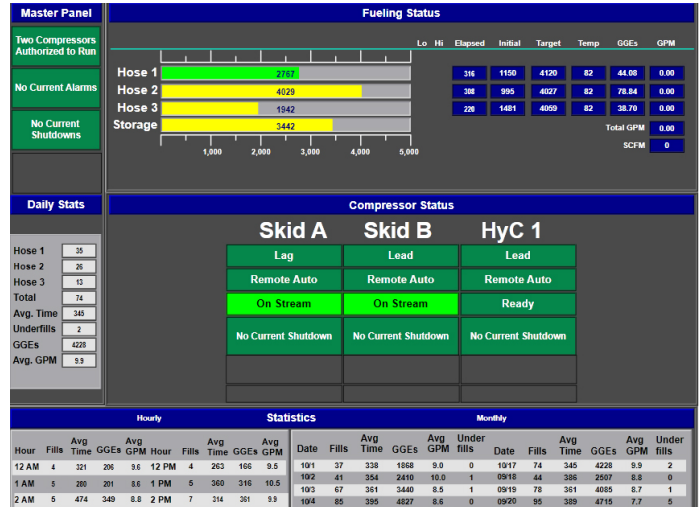
Maintenance practices are important, but our people make the difference. Our national network of trained professionals stay current on technology, attending internal equipment and safety training sessions, as well as classes held by manufacturers

PREVENTATIVE MAINTENANCE

Proper preventative maintenance is the key to equipment longevity. Trillium stays current on planned maintenance tasks, reducing the need for unplanned work and maximizing station reliability. Trillium’s maintenance program is based on service intervals defined by the equipment manufacturers and our own extensive experience in operating alternative fueling systems. We believe in fixing before failure, an approach that serves our provide your drivers the same secure, well-lit locations, without travel stop amenities.

CLIENT CONNECT PORTAL

Trillium Customers are provided the added service of remotely monitoring their own station through our Client Connect Portal. The station controller provides the ability for remote real-time monitoring by our team and our customers. Customers can use this tool to see daily statistics on number of fills, average fill times, which skids are running, and if there are any alarms at the station. The Client Connection website shows the status of the station including daily and hourly fueling statistics.



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IMPLEMENTATION STRATEGY

As sustainability requirements increase, we can help you design an Operations & Maintenance implementation strategy. Our fleet solutions experts are here to provide information to get you connected with our experienced staff to complete your maintenance and inspections.

