



Pacific

Cummins Natural Gas Engines

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“Natural Gas Customer Playbook”

- Specialized help making the right engine selection for maximum performance and savings

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2014 Natural Gas Customer Playbook
Initial Assessment

We suggest that your initial meeting with a customer to discuss natural gas should involve completing an Initial Assessment to discuss customer natural gas vehicle plans. This discussion will lead to opportunities for you to provide information to help the customer with their natural gas project, and ultimately improve their experience with Cummins Westport products.

The purpose of the Initial Assessment is to gain a better understanding of the customer's business. It is an introductory review of the Customers' natural gas vehicle, fuelling, engine requirements, and service plans to ensure a successful roll out and support of natural gas vehicles.

Date: _____
Customer: _____ Location(s): _____
Key Contact: _____ Location(s): _____

FLEET PROFILE:

Application:
 Truck Refuse Transit Vocational School Bus Other: _____
 Check Own or Private Lease
 Medium Duty: _____ Heavy Duty: _____

Preferred OEM/ OEM Dealer: _____
OEM/ OEM Dealer proximity to your location: _____

FUEL USAGE/ DRIVELINE:

Average # of miles/hours annually per vehicle: _____ Miles/KM _____ Hours
 What is your current range between fuelling stops? _____ Miles/KM _____ Hours
 Current fleet average fuel economy? _____
 What is the intended cruise speed? _____

For vehicle gearing what is your preference? Performance Balance Fuel Economy
 Fleet Top Speed in High Gear in MPH/KPH: _____
 What is your average idle time? _____% Tire Size? _____
 Transmission OEM: _____ Automatic Manual

ROUTES:


Is this a return to base fleet? Yes No _____
 Is there Service Support available on your dedicated route? Yes No _____

ENVIRONMENT AND TERRAIN:

Climate (Cold/hot/wet/dry weather operation): _____
 Environment (i.e. clean, dusty etc): _____
 Terrain (Flat, high grades, urban, highway): _____
 Time on soft surface: _____ %

ENGINE INFORMATION:

What engine do you typically specify? _____ HP: _____ Torque: _____
 What is your average GVW ? _____
 Do you currently run Cummins products? Yes No Cummins Rep: _____

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NATURAL GAS EXPERIENCE:

Do you have experience running natural gas? Yes No _____
 Number of vehicles in fleet looking to operate on natural gas: _____
 Fleet location(s): _____
 ISL G _____ ISX12 G _____ HP and Torque requirements: HP: _____ LB-FT: _____
 Planned natural gas application and GVW : _____

NATURAL GAS VEHICLE FUELLING STRATEGY:

Current diesel fuel pricing: _____ Expected natural gas fuel pricing _____
 NG Fueling Plan: Private: Public: _____
 Expected range between fills: _____ Miles/KM _____ Hours
 Is there natural gas available within planned routes? Yes No _____
 Is a new station being built for your fleet? Yes No _____
 What natural gas fuel will be used? CNG LNG _____
 Vehicle Fuel System manufacturer / OEM: _____
 Natural Gas Fuel System Capacity (DGE) : _____

Is there a vehicle fuelling training plan? Yes No _____
 Is there a fire and safety plan for the fuel station? Yes No _____

NATURAL GAS ENGINE MAINTENANCE:

Who will maintain the NG engines in the fleet? Fleet OEM Cummins _____
 Are you familiar with Cummins service procedures? Yes No _____
 Do you have a NG service/training plan? Yes No _____
 Are Cummins trained NG technicians available? Yes No _____
 Nearest Cummins Service location(s): _____
 Do you have a natural gas service facility upgrade plan? Yes No _____

Assessment completed by: _____
 Company: _____
 Email: _____
 Phone: _____

NOTES/COMMENTS/KEY CUSTOMER INFORMATION:

Return completed form to your Cummins Westport representative or email to info@cumminswestport.com



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What is Natural Gas?

Natural Gas Engines

Natural Gas Fuel Systems

How to Fuel a Vehicle

Natural Gas Engine Maintenance

Upgrading Your Facility for Natural Gas Vehicles

Natural Gas Academy Videos

Cummins Westport has created a series of instructional videos to provide a general overview of natural gas as a fuel and to answer commonly asked questions. If you are new to natural gas as a vehicle fuel this is a good place to start.

What is Natural Gas?

Learn about natural gas as a fuel

[WATCH VIDEO](#)

