



## Sales Team On-boarding

Session #1 9.18.18





## Introduction



#### Introduction - The Bell Performance Team



- . **Dan Bordui** *Director*; *National Partnerships*: Responsible for overseeing of all strategic components of strategic partnership.
- . **Bill Diver** Regional Account Manager: Responsible for implementation of strategic and tactical components. Manage client relationship and acts as interface between partners
- . **James Dunst**-Training & Mechanical Support: ASE certified Master Diesel Mechanic. Provides expertise in trouble shooting & fixing fuel-related mechanical problems.
- . **Erik Bjornstad** *Director, Technical Information*: Provides technical information related to any/all aspects of how and why the products work.



#### Introduction – Our Commitment



Provide a top quality line of products and support services specifically designed for your customers' needs & based on the Davidson Sales model.

#### Focus:

- " Products
- " Support
- " Profitability





## Team Training



#### **Bell Performs 360**







#### Who We Are





- Celebrating 109 Years
- Providing a Full Line of Specialized Chemical Fuel & Oil Treatments
- Commercial & Industrial Grade Applications
- Bell FTS Fuel & Tank Services

#### Bell FTS - Fuel & Tank Services





Three Components of Managing Fuel Quality

- 1. <u>In-field Sampling & Testing</u>
- 2. Chemical Treatment
- 3. Mechanical Tank Cleaning & Fuel Filtration





# Fuels Market Overview: Diesel Fuel Contamination



#### Diesel Contamination - Why?



Ongoing fuel quality management is essential to ensuring operations aren't impacted by contamination

#### **Why Contamination Occurs**

Effects of Contamination
Best Practices: Remediation &
Prevention



#### Why Contamination Occurs?



Quality of Crude

Advanced Refining Process

Government Regulation: Advent of ULSD

Water Intrusion

Introduction of Bio-Diesel







## Why Contamination Occurs - Advanced Refining Process



Strict specifications and goal to produce as much fuel at lowest cost creates an unstable fuel

Mostly distillation < 2006

More catalysts introduced after 2006, hydrocracking/hydrodesulfurization

Hydrodeoxigenation

Hydrodeoxigenation

Hydrodeoxigenation

$$H_{ij}$$
 $H_{ij}$ 
 $H_{i$ 



#### Why Contamination Occurs - ULSD

2006 EPA Clean Air Act: Required sulfur in diesel fuel to be reduced to from 5000ppm to 15ppm.

Hydrodesulfurization removes chemistry essential to preventing microorganism growth.

Sulfur – Lubricating Agent for Injectors & Seals





#### Why Contamination Occurs - Water Intrusion

Not a new issue, but new problem

Low sulfur and unstable fuel creates environment for microbial contamination and quick degradation

Microbes degrade fuel quality, advance tank and component corrosion







#### Water Intrusion - How?



More Water in Fuel from the Refinery

**Condensation Formed on Tank Walls** 

Tank Vents, Expose Fuel to Humidity & Water Absorption

Water from Fuel Distributor Tanker

Spill Buckets Full of Water





#### Why Contamination Occurs – Introduction of Biodiese



Most common biodiesel concentrations are B2, B5, & B20

Biodiesel has a higher lubricity rating than straight diesel but contains less energy

Biodiesel has one-fourth the shelf life that straight diesel has and is more susceptible to microbial growth

Biodiesel tends to gel at higher temperatures than straight diesel

Biodiesel chemistry bonds easily with water





#### Diesel Contamination in Generators - Effects

Ongoing fuel quality management is essential to ensuring operations aren't impacted by contamination

✓ Why Contamination Occurs <u>Effects of Contamination</u> Best Practices: Remediation & Prevention



#### Diesel Contamination - Effects on Engines

Fuel Filter Plugging
Combustion Chamber Deposits
Lacquering of Injection System Components & Valves
Excessive Soot Accumulation in DP Filters
Reduced Engine Power
Greater Engine Wear due to Particulate
Reduced Fuel Economy

Critical System Power Failure





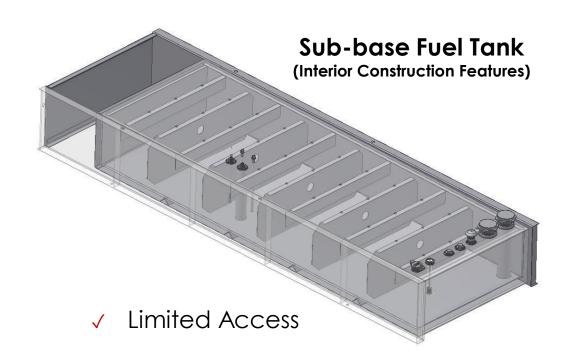
#### **Diesel Contamination - Effects**



#### **Critical Power Systems**



✓ Low Fuel Turnover





### Why Contamination Occurs - Water Intrusion

#### What we see in the field











#### **Diesel Contamination - Effects**





Plugged fuel filter caused by bio-mass & microbe excreted waste



Asphaltenes removed from tank bottoms developed due to unstable fuel



#### **Diesel Contamination - Effects?**





Biomass: Microbes can multiply from one cell to 246,000 in six hours



Microbes can come from the air, moisture or during tank filling









Corrosion on Submersible Turbine Pump



**Bottom of STP** 







Bacteria excrete acids that can corrode metal parts

Fuel tanks, pipes, injectors, injector pumps & fuel lines can be severely damaged









Ongoing fuel quality management is essential to ensuring operations aren't impacted by contamination

- √ Why Contamination Occurs
- √ Effects of Contamination

Best Practices: Remediation & Prevention



#### Diesel Contamination - Best Practices

**Initial Treatment** 

On-going Maintenance





#### Three Components of Managing Fuel Quality

- 1. <u>In-field Sampling & Testing</u>
- 2. Chemical Treatment
- 3. Mechanical Tank Cleaning & Fuel Filtration





## Sampling & Testing





#### Condition Monitoring & Sampling – Methodologies

Sampling practices
ASTM D4057 vs. D7464



Standard Practice for Manual Sampling of Liquid Fuels, Associated Materials and Fuel System Components for Microbiological Testing<sup>1</sup>

Proper handling of instruments
Sterilization between samples
Temperature Control
Time Sensitive Testing

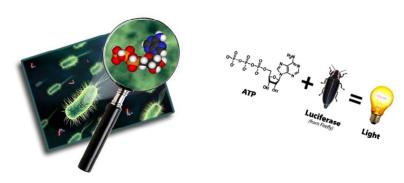






#### Condition Testing – ATP Microbial Analysis





ASTM D7687 – Measurement of ATP by Filtration

Isolation & measurement of microbial ATP

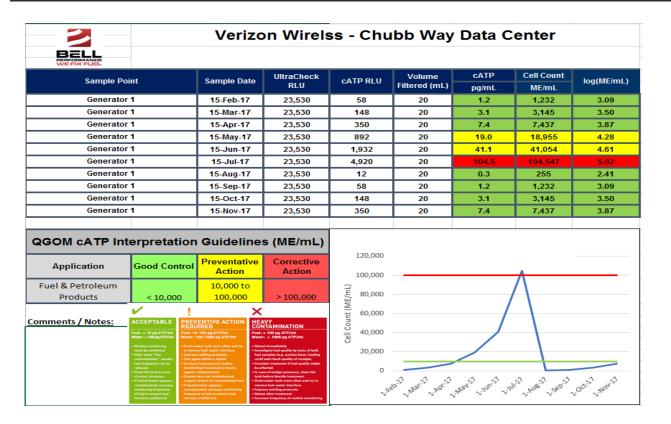
Filtration of sample, washing of impurities
Extraction of microbial ATP
Dilution and addition of light-producing enzyme

Detects 70% of microbes, instant and QUANTITATIVE results





#### Testing & Analysis - Fuel-Pulse ATP Reporting



Predictive Testing

Data Driven

Establishes
Fingerprint &
Trends

Provides Treatment Triggers





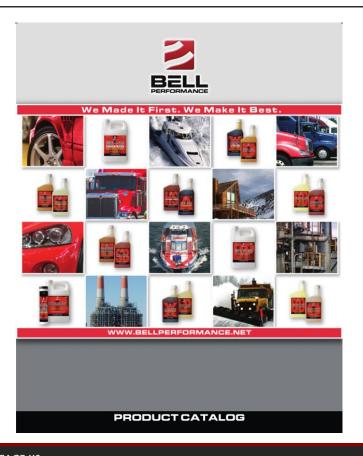


## Chemical Suite



#### **Chemical Suite**





#### Products Include:

- . Bellicide
- . Tank Treatment SDF
- . Demulsifier EB
- . Dee-Zol Life
- . Cold Flow Improver



#### **Bellicide – Single Function**





- " Broad-spectrum Fuel Micro-biocide
- A Must-have for Microbial Contamination
- " Recommended by EPA
- " Highly Regulated

#### Tank Treatment SDF – Multi-function





- Sludge Dispersant
- " Biomass Dispersant
- " Corrosion Inhibitor
- " Recommended by EPA

#### **Demulsifier EB – Single Function**



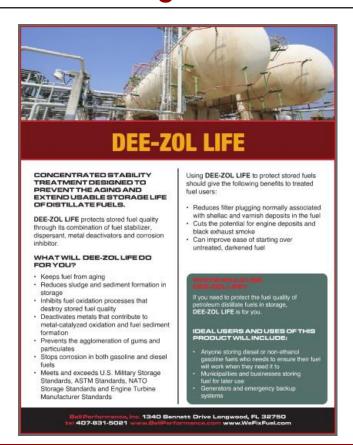


- " Water De-mulsifier
- " Drops emulsified water to tank bottom
- Aids in Mechanical Remediation
- Essential for HPCR Diesel Engines



#### Dee-Zol Life – Single Function





- " 3-4X Stability vs. Untreated Diesel Fuel
- " Reduces Formation of Solids & Particulates
- Essential for Standby Power Supply



#### Cold Flow Improver – Single Function





- " Diesel Fuel Anti-Gel
- " Drop in CFPP & Cloud Point of Approximately 20 Degrees F
- More Essential Today Given Evolved Diesel Engine Filtration



## Sales Support



#### **Bell Performs 360**



We work with our Partners to create a turnkey Fuel Treatment Vertical designed for your customers' needs that:

- 1. Solves Customer's Fuel-Related Problems
- 2. Helps Establish Value & ROI for Customers
- 3. Enhances Your Brand
- 4. Differentiates from Competitors
- 5. Creates a High-Margin New Revenue Channel



Let our dedicated team help provide the solutions your customers have been searching for!





Focus: Align, Integrate & Execute



#### Sales Calendar Commitments – Q & A



- The best way to ensure our success is to guarantee yours:
  - . Initial Team Training: Today
  - . Month 1:
    - " Weekly Conference Call
    - " Bi-Weekly Field Day/Training
  - . Months 2-3:
    - " Bi-Weekly Field Day/Training/Conference Call
  - . Months 4 & beyond:
    - " Monthly Field Day/Training/Conference Call





## Marketing Support



### **Marketing Support**



### **Fundamental Considerations:**

- " Unique Vision
- " Value Proposition
- " Multi-Faceted Process



### **Marketing Calendar**





Plan our work and work our plan:



Client Education SessionsPartner Events/Tradeshows
1-Quarterly



#### **Quick Reference Guide**





- Everything You Need to Know at a Glance
  - . Sales Agents
  - . Customer Service Representatives
  - . Field Technicians







- Utilize our expertise and training resources, bring customers together and maximize your efforts:
  - . On-Site Training Sessions
  - . Lunch & Learns
  - . Join.me Online Tutorials
  - . Webinars
  - . Group Conference Calls





#### **Email & Blog Content (Diesel Fuel Storage)**











Hi Dan

The cold weather can change the composition of some fuels, and effect **the performance** of your engine.

Whether its the idling to keep warm that's wrecking your mileage or your dieself uel gelling, the winter months can be a nightmare. You don't want your car or small engines to stop working when you need them the most.

If your car or truck breaks down, especially in the winter, attempting to fix any problems or waiting for help isn't much fun.



- · Winter car for stored equipment and engines
- · Winterizing a diesel engine
- · Prevent diesel fuel from gelling in cold temperatures
- · Additives for your propane in cold weather
- · Winter blend gasoline could be dropping your fuel mileage

<u>Click Here</u> to download your free resource, <u>"The Ultimate Guide to Get Your Engines and Fuel Through Winter"</u>

Sincerely,

The Bell Performance Team



<u>How To Ensure You Are Prepared For This Hurricane Season</u>
<a href="http://www.bellperformance.com/blog/how-to-ensure-you-are-prepared-for-this-hurricane-season">http://www.bellperformance.com/blog/how-to-ensure-you-are-prepared-for-this-hurricane-season</a>

<u>Ihe Importance Of Protecting Your Stored Fuel For Emergency Use</u>
<a href="http://www.bellperformance.com/blog/the-importance-of-protecting-your-stored-fuel-for-emergency-use">http://www.bellperformance.com/blog/the-importance-of-protecting-your-stored-fuel-for-emergency-use</a>

<u>Diesel Storage Shelf Life Isn't What It Used To Be</u>
<a href="http://www.bellperformance.com/blog/bid/117614/Diesel-storage-shelf-life-isn-t-what-it-used-to-be">http://www.bellperformance.com/blog/bid/117614/Diesel-storage-shelf-life-isn-t-what-it-used-to-be</a>

<u>Fuel Storage And Diesel Generator Problems: Fuel Microbes</u>
<a href="http://www.bellperformance.com/bell-performs-blog/diesel-generator-problems-fuel-microbes">http://www.bellperformance.com/bell-performs-blog/diesel-generator-problems-fuel-microbes</a>

<u>Diesel Fuel Degradation In Storage - The Signs</u> <u>http://www.bellperformance.com/blog/bid/117621/Diesel-fuel-degradation-in-storage-the-signs</u>

Low Sulfur Diesel Problems: Corrosion In Storage And Dispensing http://www.bellperformance.com/bell-performs-blog/ultra-low-sulphur-diesel-problems-corrosion-in-systems-storing-and-dispensing



**CONTACT US:**BELL PERFORMANCE, INC. ■ 1-877-231-6673



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### **Hurricane Preparedness-Direct Mail (Front)**





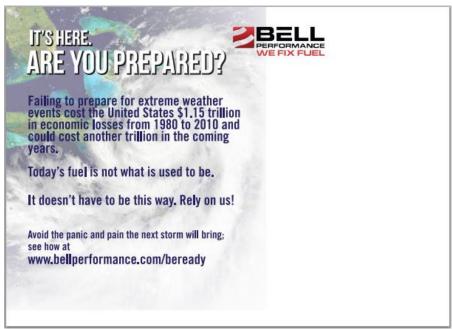




#### Hurricane Preparedness-Direct Mail (Back)









#### Social Media-Facebook.com/BellPerformance



The Importance of Protecting Your Stored Fuel for Emergency Use http://hub.am/1pJetP8



#### The Importance of Protecting Your Stored Fuel for Emergency Use

http://www.bellperformance.com/blog/the-importance-of-protecting-your-stored-fuel-foremergency-use

If you use fuel in emergency vehicles or a backup generator, the quality of stored fuel is needs to be within specification to run effectively.

Like . Comment . Share



Good news and bad news about your diesel fuel lubricity http://hub.am/1qKGJBz



#### Good news and bad news about your diesel fuel

http://www.bellperformance.com/bell-performs-blog/goodnews-and-bad-news-about-your-diesel-fuel-lubricity

The removal of sulfur from diesel has created lubrication problems in diesel engines. Learn more...

Like · Comment · Share



Bell Performance shared a link.

Fleet owners and managers have found a decrease in fleet engine performance under the new fuel standards. How can you improve the power and performance of your heavy truck? Find out here: http://hub.am/Tqpd79



#### Methods for Improving the Power & Performance of Your Heavy Truck

http://www.bellperformance.com/bell-performsblog/blog/effective-methods-for-improving-the-powerperformance-of-your-heavy-truck

Ultra-low sulfur diesel (ULSD) fuel decreases engine

Like · Comment · Share

Patrick Lemoine likes this.

**CONTACT US:** 

#### Bellperforms.com



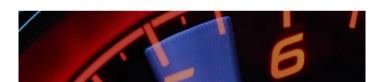












Shop Consumer Solutions Commercial Solutions Blog About Resources

#### **BELL PERFORMS 360 - YOUR HOME PAGE FOR RESOURCES & SUPPORT**

















- Available exclusively to our Strategic Partners 24 hours a day, 7 days a week, 365 days a year. Access includes:
  - **Training Documents**
  - Sales & Marketing Support
  - Video Library





## Next Steps: Q & A



## www.wefixfuel.com www.bellperformance.com



# Thank You!



