



Drivers of NEI Electric Vehicles - Vehicle Program

*NEI Electric uses Enterprise Fleet Management to lease and maintain our NEI Company vehicles.

NEI Electric's Expectations if you are assigned a NEI vehicle:

Complete preventive maintenance and cleaning of the NEI vehicle you are driving.

- Oil changes every 5,000 miles
 - Note: It is recommended to get every 3rd oil change at a dealer, where they will check and fix any active recalls on your vehicle.
- Tires
 - One set of tires on vehicles under 100,000 miles.
 - If your vehicle is over 100,000, then get tires when needed.
- Brakes
 - One set of brakes on vehicles under 100,000 miles.
 - If your vehicle is over 100,000, then get brakes when needed.
- Keep your vehicle clean
 - Use a manual car wash if you have a ladder rack and accessories on your vehicle that don't allow you to go through an automatic wash. The WEX card may allow you to pay for a car wash on the card. If it doesn't, you'll have to pay for it on your own and expense it.
 - Keep the inside of your vehicle clean.

Other Non-Preventive Repairs

- If your vehicle needs other repairs, bring it to a dealership that is part of the Enterprise program. You can find this information on the Enterprise Fleet Management App.
- Warranty or recall items need to be fixed at a dealership.
- If repairs are over \$1500, then Enterprise will call/email Larry Koenig for approval.
- If windshield cracks are a small star crack, find a full-service shop on the Enterprise App that will repair the crack.
- Windshield cracks that are larger than a small star crack, please call a glass company to replace the windshield. This will need to be paid with a credit card (NEI credit card-if you have one.) If not, please contact Tami Halliday and she will work with the company to get it paid.
 - Safelite is a common place for windshield repairs.
 - <https://www.safelite.com/> or 800-800-2727

DOT Inspections

- DOT Inspections are required annually. Someone from NEI corporate office will communicate with you towards the end of each year letting you know where to bring your NEI Vehicle in to get it DOT Inspected. This must be completed in a timely manner. Do not let your DOT inspection lapse. It needs to be updated before it expires.

What happens if you have an accident?

1. Stop the vehicle and check for injuries. If anyone is injured, call 911 immediately.
2. Gather and exchange information.
 - a. Driver contact information, phone # and insurance details. Take pictures of insurance card and other driver's license.
 - b. Take pictures of all the vehicles involved.
 - c. Gather information from any witnesses.
 - d. Note location, time, date and any other details of the accident.
3. Contact your Supervisor, Larry Koenig and Tami Halliday to let them know of the accident.

4. Complete the 'First Report of Injury/Accident/Incident/Near-Miss Form'. This can be found on the NEI Electric website, under the EMPLOYEE LOGIN at the top of the page.

Other Items to Note

- Do not make any modifications to the vehicle itself. These are leased vehicles and doing any modifications could void and affect the lease.
- Vehicle graphics – if graphics are fading or cracking, contact the office to discuss getting them replaced.
- No smoking in any NEI vehicle.
- When towing, know the capabilities of your vehicle and the weight of what you are towing. Do not over exceed the towing capacity of your vehicle.
- Only approved drivers may drive NEI vehicles.
- **Proof of insurance card and vehicle registration need to be in the glove box.**

Enterprise Fleet Management

Use either the **Enterprise Website** or the **Enterprise Fleet Management App** to find locations that you can bring your vehicle to and use the Enterprise Maintenance Card to have these charges billed directly to Enterprise. **Use only Enterprise approved vendors.**

- Enterprise Website - (<https://login.efleets.com/fleetweb/login>)
- Enterprise Fleet Management App (eFleets Mobile)
 - The app works on any Android or Apple device.

Features of the Mobile App



- Maintenance Locator
- Alerts and reminders
- Roadside Assistance
- Virtual Maintenance Card (show this card BEFORE any work is done).
- Enterprise contact information
- Insurance cards are saved on the app.

24/7 Enterprise Roadside Assistance (800-325-8838)

- If you're broken down and your vehicle isn't drivable and needs a tow, call the Enterprise Roadside Assistance.
- If you're in a rural area and Enterprise Roadside Assistance can't help, please call a local tow company. You will need to pay the tow bill or ask if they will send an invoice to NEI Corporate. You can turn the invoice in to get reimbursed.

Enterprise Fleet Management Contacts

Driver Help Line – If you don't find answers on the website or App, feel free to call the Driver Help Line with questions regarding mobile app, where to get oil change, or anything service related.

- 866-658-5017 / driverhelp@efleets.com

WEX Fuel Program

- Accepted at 99% of all gas stations.
- Each vehicle has its own dedicated card and must remain in the vehicle.
- Each driver is assigned a dedicated PIN.
- How to use card:
 - Enter PIN and correct odometer into the pump when prompted.
 - Pump may say 'Driver ID Number'. This is your PIN.

- Car washes can also be purchased on the WEX card, IF the location supports that. If it doesn't, you'll have to pay for it on your own and expense it.