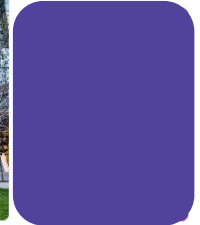


When the grid fails, your generators **keep running.**

The Ricochet Fuel Umbrella Program gives critical needs businesses priority emergency fuel dispatch, pre-storm readiness, and generator refueling continuity—so patient care never stops.

The strongest value isn't cheap fuel. It's not running out.

Umbrella program members get priority dispatch, pre-event top-offs, and a customized plan built for their site—before the outage ever starts.



Pre-Storm Readiness

Before major weather hits, we proactively reach out, review your tank status, and coordinate top-offs so you enter the emergency full—not scrambling.



Priority Emergency Dispatch

When demand spikes across the region, members are served first. Your facility moves to the front of the dispatch queue with a faster response than non-members.



Tank Visibility

Ongoing tank status review keeps on-site fuel levels documented and monitored, not guessed.



Continuity Playbook

A written site-specific generator fueling plan for your facility.

THE RESPONSE CYCLE

What happens before, during & after a storm

A repeatable readiness workflow — not a phone number you hope picks up when the lights go out.



BEFORE

Pre-storm readiness

- Proactive outreach ahead of major weather events
- Tank status review and top-off coordination
- Confirm escalation contacts and site access details

DURING

Priority dispatch

- Members receive priority over non-member call-ins
- Generator fill support during active outages
- Emergency dispatch coordinated to your site playbook

AFTER

Recovery & review

- Post-event review of fuel usage and response
- Refill scheduling to restore full readiness
- Plan adjustments based on real event learnings



Clear monthly plans. No quote-only games.

Choose the readiness level your facility requires. Fuel is billed separately at market rates—membership secures your priority and planning

ESSENTIAL

72-hour delivery window from time of order

Annual inspection of fuel tank(s)

Proactive tank fueling right before a predicted major event occurs

First –in-queue fuel priority

1 Pre-emergency outreach

PRIORITY

60-hour delivery window from time of order

Bi-annual inspection of fuel tank(s)

Proactive tank fueling right before a predicted major event occurs

First –in-queue fuel priority

Dedicated emergency response team

Customized emergency plan

CRITICAL

48-hour delivery window from time of order

Bi-annual inspection of fuel tank(s)

Proactive tank fueling right before a predicted major event occurs

First –in-queue fuel and tank priority

Dedicated emergency response team

Customized emergency plan

THE BUYER JOURNEY

From first call to fully protected.

A structured onboarding that turns emergency fueling from a scramble into a documented, repeatable operation.

01

Inquire

Your operations or continuity lead reaches out to start a site review.

02

Site Review

We assess tanks, generator count, expected gallons, and runtime needs.

03

Tier Assignment

Your facility is matched to the right readiness tier for its risk profile.

04

Plan Documented

Emergency fueling playbook and escalation contacts are written and filed.

05

Readiness Activated

Tank monitoring and readiness workflow go live for your site.

06

Pre-Emergency Outreach

We proactively prepare and top off ahead of major weather events.

07

Priority Dispatch

During outages you receive priority dispatch and generator fills.

08

Post-Event Review

We review usage and response, then refine the plan for next time.

Can your business afford to not be covered?

