

## Lent Hill Dairy Farm Experiences Improved Products and Service



Established in 1850, Lent Hill Dairy Farm is family owned and situated on 1,850 acres of rolling hills overlooking the countryside in Steuben County. In 1955, Charles Wolcott started building the dairy business with only 23 cows, not knowing just how successful the farm would become. By 1995, the herd had grown to 250 cows and the operation has always been known for its innovative approach to farming.

Using cutting-edge equipment, technology and processes, the farm has earned an exceptional reputation in the industry. In fact, the level of success Lent Hill Dairy Farm has experienced has drawn interested farmers from all over the world. Within a seven-month period in 2008, Lent Hill Dairy Farm hosted 10 international tours from Lithuania, Latvia, Ireland, Russia, Germany and Canada.

### The Challenges

More than a decade ago, Paul Wolcott, Charles's son and present owner of Lent Hill Dairy Farm, was frustrated with the quality of energy products and service his farm was receiving from its supplier. The farm experienced fuel gelling, propane runouts, and an overall decrease in customer service when communicating issues and concerns with their energy supplier. Problems were not resolved in a timely manner, if at all, and the immediate concern was for overall efficiency of the entire farming operation.

Paul Wolcott was looking for a more dependable product—and a more reliable company to provide it – and he approached Superior Plus Energy Services.

### The Solution

In order to meet and exceed Lent Dairy Farm quality requirements, Superior Plus Energy Services worked with the Wolcotts to ensure the proper blends of propane were delivered at the appropriate time of year. This eliminated the gelling problems and improved product performance over previous providers.

To address the concern that the Wolcott's had regarding service, Superior Plus Energy Services utilized a number of resources to deliver the level of service that they expected. The Customer Service Center Manager serves as the main point of contact and single point of accountability for the account. He is able to make certain that resources are available for ongoing support.

The combination of Smart Tank technology, which monitors tank levels and a dedicated driver who calls to check in on the farm, Superior Plus Energy Services is able to make certain that the farm is operating efficiently, and that appropriate fuel levels are maintained.

### The Results

Paul Wolcott and his dairy farming team could not have been happier with the quality of products and service experienced through the new relationship with Superior Plus Energy Services. Today—15 years later—Lent Hill Dairy Farm continues to be a satisfied Superior Plus Energy Services customer. Lent Hill purchases energy for applications across the entire farm, including gas and lubricants for equipment, on- and off-road diesel, propane for the barns, and heating oil and propane for the residence.

