

DAYTON POWER & LIGHT COMPANY

IDENTIFIES SIGNIFICANT BENEFITS IN FIVE KEY AREAS

“ Scott’s customer service helped us eliminate an unnecessary expense caused by internal transfer delays.”



DP&L's Hutchings River facility. Photo courtesy of Dayton Power & Light Company

“ Partnering with Scott Specialty Gases has resulted in extraordinarily positive outcomes for DP&L.

I can identify significant benefits to DP&L in five areas that are not always routine in other partnerships: rapid processing of orders, timely and accurate delivery dates, product content accuracy, look-ahead analysis to identify potential problems, and routine follow-up customer service. Beginning with placement of our first order for CEMS calibration mixtures in 2003, I have experienced a routine high level of product accuracy, delivery—and especially customer service.

As per DP&L's standard operating procedure, purchases for our Tait Station are processed through our Hutchings Station. All materials for Tait are shipped to Hutchings, then forwarded to Tait. Gas cylinders for Tait were being delivered by Scott on time to Hutchings, but they were not getting transferred to Tait

in a timely manner. When Rejeana, our Scott Customer Service Representative, learned of our problem, she took the time to personally visit both of our sites to meet all of the DP&L people involved and then made comprehensive recommendations to streamline the delivery process to our Tait Station.

Rejeana also helped establish a procedure for shipping cylinders directly to Tait, even though she had to assume additional responsibilities in order to satisfy DP&L receiving procedures. Without this level of 'above-and-beyond' service, delivery delays would have remained a constant problem for DP&L.”

This testimonial reflects factual personal experience and opinion, however it does not in any way constitute an endorsement of Scott Specialty Gases by Dayton Power & Light Company.

■ Dayton Power & Light Company West Central Ohio

Application: Air Quality Monitoring
Coal-Fired Generation: 2,829 MW
Natural Gas-Fired Peaking: 950 MW
Scott Products: Acid Rain CEM Zero Air, RATA Class™ NO, SO₂, CO₂ EPA Protocols