

February 11, 2009

Case Study - Switching to filtered water

Hi Tina,

So far the water switch has been a seamless transition! We have switched to Poland Springs' filtered water in our Medford office and are scheduled to have the filter installed in our Boston office this Friday!

Our implementation strategy was as followed:

- I prepared an outline of information on switching to tap (I have attached the information I used – see below).
- I also did a bit of research into common water filtration concerns so I would be available to answer any questions that came my way.
- My supervisor was on board and asked me to send out an email stating that we were looking into this option to help gauge feedback (resistance or support). Here is the email I sent:

Subject Line: "Water Filtration"

"Hi Everyone,

I wanted to let you know about an exciting change we are exploring for our office water supply. We are looking to switch from bottled water to filtered water (still from Poland Springs). The water filtration unit looks exactly like the unit we have now, except it will not have a bottle on top. Hot and Cold water options will still be available.

If you have any questions about the switch, please feel free to talk with me.

Thanks,  
Jeanne"

- Next I scheduled a walk through with Scott; a representative from Poland Springs, to make sure installation would be easy (which it was). Scott was extremely helpful and responsive and answered all of my questions promptly.

- I only received positive feedback from the email. People were really happy not to have to change the bottles anymore and it seems like there are many who feel that bottled water is unnecessary.

- I put our next water delivery on hold, got the final ok from the Vice Provost and scheduled the installation of the filter for last Thursday.

So far I have not heard any complaints and it seems to be a successful switch!

Just wanted to let you know of our success so far.

Best,  
Jeanne

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Jeanne E. Eisenhaure  
Operations Coordinator  
Office of the Vice Provost  
Tufts University

## Water Filtration:

### Background on Filtered Water Service:

- Currently Tufts has a preferred vendor contract with Poland Springs for 3 years (it is unknown when this contract is up).
- Given Poland Springs preferred vendor contract it is economically most beneficial to stick with them for filtered water.
- Tina Woolston from the office of sustainability is working with purchasing to add additional water filtration companies as preferred vendors and to work up estimated savings for offices if they switch to filtered water.

### Next Steps:

- Currently we can switch to Poland Springs filtered water service without breaking our contract or any repercussions.
- Poland Springs' filters are carbon core based, which is the standard for most water filtration and deals with the primary concerns with tap water – odor and taste.
- Service Offered by Poland Springs:
  - Installation is free up-to 25 feet from water source. Since our cooler a few feet from the sink, installation will be free and minimal set up. Water cooler is hooked up to existing plumbing. Installation will probably require drilling a small hole in the back of the cabinet around the sink to feed the tube to the filter.
  - Poland Springs' water filter is essentially the same as the cooler we have now, except there is a filter on the back instead of a bottle on top. Hot and cold water spigots will still be available for the filtered water.
  - Annual filter replacement is included in monthly fee; however, filter is good for 12-18 months depending on use. During the replacement the unit will also be cleaned – currently with our bottled water unit there is no cleaning schedule.
  - Scott Defeo, Tufts Poland Springs' rep, is available to do a walk through for installation as soon as we want. We can also postpone our next delivery so that we can use up the current water we have (b/c it cannot be reimbursed) and then have the filtration system installed.
  - **Fee is xx/month, which includes the hot/cold unit and annual filter change and cleaning. Yearly service will cost our office \$264.00. Last fiscal year we paid \$453.97 for bottled water. Based on last years' numbers, we will save \$189.97.**