CASE STUDY – National Cancer Institute at Frederick, MD

Objective:
Provide clean, bacteria-free filtered drinking water in high security, controlled clinical laboratory environment.

Background:
NCI-Frederick focuses on direct research aimed at identifying the causes of cancer, AIDS, and related diseases. NCI-Frederick is located within Fort Detrick (U.S. Army base) and is an FDA regulated animal and cancer research laboratory. For their office/laboratory filtered drinking water needs, NCI used delivery service, 5 gallon bottled water and coolers in multiple facilities.

Current Situation (2004):
Existing bottled water delivery service presented multiple challenges for NCI and the hurdles to switching to filtered, bottle-less water coolers were high:

- High overall cost of providing filtered drinking water to employees
- Security always an issue with delivery service and facilities protocols (must gown in & gown out as well as shower in and shower out with each delivery for each location
- Multiple workers compensation claim payments from injuries related to 5 gallon bottled water lifting (average claim was $25,000)
- Heavy employee reluctance to switch from delivery bottled water service
- Concern over lead in the facility's water supply and bacteria growth in the 5 gallon bottled water coolers
- Concern over installation of filtered, bottle-less coolers within the facility

Solution:
Find a bottle-less, filtered drinking water cooler solution that minimizes cost, security related issues, bacteria concerns and overcomes employee reluctance toward replacing 5 gallon bottled water service.

Spectrum Water Coolers installed trial coolers in multiple locations that successfully overcame employee and management's perceptions about filtered, bottle-less coolers

- NCI chose to have 120 filtered coolers installed using standard polyethylene tubing in multiple buildings.
- Service includes filter changes and sanitizing of the cooler's cold storage tank every six months
- NCI saved 46% with Spectrum Water Coolers filtered cooler service compared to their bottled water delivery service
- Security related issues were minimized by reducing deliveries and the filtration and sanitizing services addressed lead and bacteria concerns at NCI.