Simon French

Subject: FW: Water Cooler Covers

From: Caffell,Chris,OXFORD,Customer Services [mailto:Chris.Caffell@waters.nestle.com]
Sent: 09 May 2008 09:02
To: Simon French
Subject: RE: Water Cooler Covers

We do sanitise the machines on a quarterly basis, this is something that we would charge for on a monthly basis. We do not offer self sanitisation kits unfortunately.

Chris Caffel
Customer Support Team
Nestle Waters Powwow - HODU

From: Simon French [mailto:simon.french@whtlimited.com]
Sent: 08 May 2008 20:34
To: Caffell,Chris,OXFORD,Customer Services
Subject: RE: Water Cooler Covers

Sorry to be a pain but those people that buy their units and have to look after them will need to know what they have to do to maintain the unit. Can you provide a maintenance regime for your units so I can advise my clients and include frequencies.

From: Caffell,Chris,OXFORD,Customer Services [mailto:Chris.Caffell@waters.nestle.com]
Sent: 08 May 2008 09:23
To: Simon French
Subject: RE: Water Cooler Covers

Like any product, we cannot 'guarantee' anything about our water. The only way to do this would be to test every bottle we produce. Microbiological sampling is at best only a random selection from any given production run. We make a lot of assumptions in our testing, such as that any bacteria present will be evenly distributed throughout each bottle, and the entire batch. Of course, this may not be the case particularly when you introduce returnable bottles which will have a huge effect on the microbiology of each individual bottle.

We can say, however, that our chosen method of sanitisation (ozone) is an industry recognised and proven method of controlling bacteria, and a method with which we have great experience and excellent control over our process. We have great confidence that all the product leaving our factories is in compliance with the requirements laid down in UK legislation.

The above is true for our bottled water, but of course the consumer will use this water once it has passed through a water cooler. It is here that bacteria is most likely to enter, as we can have little or no control over how the cooler is handled in the field. It only takes an unwashed hand or a floor cloth used to wipe the dispensing taps to introduce bacteria into the cooler (and eventually back into the bottle on the cooler). There is obviously a risk here, but it is no greater then the risk to any food product once the packaging has been opened. When a bottle of water is placed on a cooler, it is effectively 'opened' to the environment, and any bacterial influences that may be associated with that.

Unfortunately we would not have an O & M manual to supply I am afraid.

Chris Caffel

From: Simon French [mailto:simon.french@whtlimited.com]
Sent: 06 May 2008 09:42
To: Caffell,Chris,OXFORD,Customer Services
Subject: RE: Water Cooler Covers

Thanks for your feed back. Can you guarantee no pathogenic bacteria? Do you have an O & M Manual for the bottled water as well as the mains fed units that I may use in the training I do.

From: Caffell,Chris,OXFORD,Customer Services [mailto:Chris.Caffell@waters.nestle.com]
Sent: 28 April 2008 09:13
To: Simon French
Subject: RE: Water Cooler Covers

Sun light/electrical lighting will have an effect on bottled water bacterial content, but this effect will be minimal. Our water may leave the factory with a low background bacterial count, and is checked by on site labs by batch to ensure that no pathogenic bacteria are present. This is achieved through the ozonation of the product at the point of bottling. Any bacteria in the sealed bottle may begin to multiply after filling, but at a slow rate, and as no pathogenic bacteria are present the water will not pose any harm to the consumer. To reduce the bacterial multiplication potential, our bottles contain an in-built UV light filter in the plastic that reduces the usable light for the bacteria. With these precautions, it is highly unlikely that the levels of bacteria in the water would cause a significant hazard to consumers. Indeed, the British Water Cooler Association (BWCA) have found that TVC levels of up to 1,000,000 CFU/ml are not uncommon from water coolers, with no adverse effect to consumer health or water taste.

A more likely reaction of the water to light exposure is the formation of algae. As our bottles are returnable, very occasionally algal spores may survive the bottle washing process. This may result in algal blooms under extreme light exposure. Although algae is not considered a health risk, it is aesthetically unacceptable. The precautions described above help reduce the risk of algal blooming, and for this reason we advise customers not to store water in direct light or near strong heat sources (e.g. radiators).

Chris Caffel

From: Simon French [mailto:simon.french@whtlimited.com]
Sent: 25 April 2008 14:12
To: Caffell,Chris,OXFORD,Customer Services
Subject: RE: Water Cooler Covers

I understand that bacteria multiplies even when not in direct sunlight, is this correct? Can you confirm that the fluorescent lighting may have an effect on bacterial multiplication. Do you give any customer guidance on storage of bottles and if so can you copy it to me. Reason for this is at Flybe they stored twenty bottles in direct sunlight and I need to provide some recommendations.

From: Customer Website,Feedback,OXFORD,Customer Services [mailto:CustomerWebsiteFeedback@waters.nestle.com]
Sent: 24 April 2008 16:40
To: Simon French
Subject: RE: Water Cooler Covers

Thank you for your email enquiry.

I can confirm that our water bottles should not be displayed in direct sunlight as this will increase bacterial multiplication. I can also confirm that we can supply individual bottle covers for when the bottles are sat on the coolers. These we can supply to you free of charge. However unfortunately we do not offer a large cover for bottles whilst they are in storage.

I hope that answers your query, however if you do have any more questions, please do not hesitate to contact me directly.

Chris Caffel

From: Simon French [mailto:simon.french@whtlimited.com]
Sent: 23 April 2008 12:18
To: Barrett,Julian,Oxford,Managing Director; Customer Website,Feedback,OXFORD,Customer Services
Subject: Water Cooler Covers

I have had enquiry about keeping your water safe when stored in your bottles. I assume you have some information that you could give me so I may pass this on to my clients. The following are some questions

1. Due to the possibility of sun light and/or florescent light fittings generating bacterial multiplication when reflecting onto the bottles when installed, is this actually a possibility or is it likely?

2. Do you provide a cover to protect the water stored?

3. Is it free to your customers?

4. If not, what is the cost and how do they go about buying them?