

Water Treatment Newsletter

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Facilities Managers: Are You Getting Your Money's Worth From Your Water Treatment Supplier?



As companies strive to remain profitable in an increasingly competitive marketplace, facilities managers are forced to scrutinize every aspect of their operation to assure that it runs as efficiently as possible. The savvy manager watches costs closely, but more importantly, carefully evaluates performance and value to make certain that every dollar is well spent.

An area where this type of evaluation is extremely important is the water treatment program for protection of the facility's boiler and/or cooling system. While water treatment program costs usually represent less than 1% of the facility's total operating budget, the performance of the program has a direct impact on what is typically the largest part of the budget – the utilities: fuel, electricity, water and sewer. A well-run water treatment program can save a facility tens of thousands of dollars or more in utility costs; conversely, trying to save a few dollars by choosing the low-cost water treatment program can cost a facility manager dearly by wasting thousands of dollars in utility bills.

So how can a facility manager be assured that he/she is getting his money's worth from his water treatment supplier? Here are some questions to ask that will help answer that question:

1. Is the service technician there when promised (monthly, bi-monthly, etc.), or is he/she occasionally late?
2. Does the technician meet with or communicate with all personnel concerned with the water treatment program?
3. Are service reports thorough and legible? Does technician discuss all problem areas?
4. Does technician return all phone messages promptly? Is he available to be in your facility on short notice in an emergency?

5. Is technician present for all equipment inspections?
6. Does technician submit scale and other deposit samples for laboratory analysis?
7. Does he evaluate softeners and other pretreatment equipment for optimum performance?
8. Does the program include corrosion monitoring?
9. Are regular microbiological analyses conducted?
10. Does technician conduct annual, bi-annual or quarterly program reviews?
11. Is the feeding and control equipment adequate for the system and in good working order? Has technician made adjustments/repairs or recommended replacement?
12. Has technician made recommendations for upgrades in chemical technology? Is the technology appropriate for your system and make-up water?
13. Does the technician show proof or documentation that the program is protecting your system against corrosion, deposition and/or microbiological fouling?
14. Has he addressed safety issues as part of the program?

If all or most of the answers are "Yes", you're probably getting your money's worth from the dollars you spend on water treatment. If the answer is "No" more than two or three times, it might be time to "hold your water treatment technician's feet to the fire".

This Newsletter courtesy of:

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