

## FAQ

1. *Who is the new strategic partner for bulk drinking water on campus? How do I start new service?*

### New Water Vendor:

TLC: (MBE) telephone#: 216-470-4446 Ask for Kazell Pugh or ask for George Mayberry at 216-903-0702.

Once you have scheduled pick-up of old supplies, (see 2 below), contact TLC directly and provide a speedtype with your order for billing purposes. TLC will provide details of dispenser and water types available.

2. *When and how should I arrange for pick up of my current non-TLC dispenser and supplies?*

Dispensers are charged monthly in advance so please try and use up your water from previous companies before the end of May. *Water companies will not give back money for full bottles, by state law.* You will only get the money as an empty bottle return, even if full. Please round up all water bottles for return to your old vendor. Empty water bottles are worth money. When you are ready to schedule a date for pick-up, email Mary Luburger at [mary.luburger@case.edu](mailto:mary.luburger@case.edu) and she will coordinate date and time with the old vendor.

3. *Will TLC charge for dispensers and/or delivery?*

Under the new contract, TLC will *not* charge for delivery but, just as all previous vendors, there will be a monthly charge for water dispensers.

4. *Why TLC?*

- TLC is a local, small business, minority vendor
- TLC will work with Case for direct departmental billing and a move towards being included in Smart Cart within the next few months.
- All TLC dispensers are energy star rated.
- All TLC dispensers will be provided with annual cleaning and maintenance as part of your contract.
- Reducing the number of vendors on campus, will move us towards the neutral carbon footprint that has been expressed by our University administration as a goal. In addition to reducing the number of vehicles on campus, TLC vehicles all use biodiesel fuel.
- TLC 3 and 5 gallon water bottles have handles for increased safety and maneuverability.

5. *Can I use a requisition to order water for my department?*

No new requisitions will be processed for the purchase of water, coffee, or tea. All existing blanket purchase orders will expire at the end of the fiscal year.

6. *Where will I see my departmental billings? How do I reconcile my charges?*

Charges will hit the monthly expense statement of the provided Speedtype and account line 531400. Please retain all delivery slips for reconciliation. DO NOT PAY from these slips.