

SETTING UP A WATER BOTTLE REFILL STATION

Setting up a water bottle refill station in your business **highlights your sustainability commitment** and supports a **culture of reuse + refill in Douglas**. Here are some **options and best practices** for establishing your station. In addition to budget, consider costs such as staffing, time, resourcing and maintenance.



LOCAL WATER IS BEST!

Install Options

ON TAP WATER SYSTEM



- Variety of branded system available
- Connects to existing tap
- Monthly rental or outright purchase options, including maintenance
- Chilled, filtered, sparkling options
- Can charge customers for refills
- Often accompanied with branded reusable table water bottles

PLUMBED TAP



- Needs connection by a plumber
- Variety of styles & prices available
- Suitable for counter & self-service
- Filtered, chilled or unfiltered
- Space/access considerations
- Could charge customers for refills
- Consider appropriate customer refill location ie. add a gully grate on bench

WATER COOLER



- Upfront costs & space required
- Barrels are delivered by a branded water company & refilled, reused
- Usually a hire charge for stand (refundable) & costs per barrel
- Minimal staff upkeep needed
- Considerations for staff/customer safety when loading barrel (bottom loaders available)
- Could charge customers for refills

FOUNTAIN WITH BOTTLE TAP



- Higher upfront & ongoing maintenance costs, including refrigeration & filtration
- Customer safety inherent in design
- Could charge customers for refills
- High tap best for water bottle refills
- Consider appropriate customer location
- Needs connection by a plumber

WATER CONTAINER



- Minimal upfront cost (\$20-80) from homeware or hospitality suppliers
- Suitable for counter & self-service
- Filtered or unfiltered tap water
- Staff to refill & maintain ie. fill ice
- Space required on counter or table
- Stability & access considerations for staff/customer when refilling (using a stand is optional)

BENCH TOP WATER FILTER



- A range of options (\$100 - \$250) from hardware stores or online
- Doesn't require plumber installation
- Connects to existing tap
- Requires minimal bench space
- Ongoing filter replacement costs
- Suitable for refilling reusable table water bottles

Best practice for setting up a successful refill station

ATTRACTIVENESS

- A refill station that is **attractive to use** is key to its ongoing success.
- Tap water can bring up negative perceptions on water quality - informing customers about **where your water comes from** provides transparency to overcome barriers.
- A sign outlining the type of refills offered will suffice, whether the station is visible or not.
- Label your station as filtered ambient or chilled tap water, or make it sparkling.

ACCESS & SAFETY

- Ensure your refill station is located in a **visible, safe and accessible location**, considering the needs of staff to maintain it and customer access and safety.
- Ensure refill stations are **secure and at an appropriate height** to support refills to minimise the risk of bumps and spills.

HYGIENE

- You may be concerned about maintaining hygiene around refill stations. A **'no touch' policy** between tap and the bottle could be adopted, or the station could be counter service only (i.e. staff controlled).
- Choosing **taps which easily support contactless refills** can assist.

COUNTER OR SELF-SERVICE

- The advantage of counter-service is that you **control and monitor access**, ensuring a high standard of hygiene and the ability to charge for refills. The downside is **staff time** to provide this.
- Self-service will require space with easy access, remember to maintain hygiene.

ENCOURAGE REFILLS

- Ensure to **sign your station properly** to encourage customers to utilise it - we have **free signage** you can download, or we can drop off a high-quality A5 sign.
- Use our **QR code** to promote the Water Bottle Refill Map.



PRICING STRUCTURES

- Many cafes already provide free table water for dine-in customers, but may sell single-use packaged water for takeaway.
- You can support free refills for your takeaway customers, and/or **sell reusable or refillable bottles** with free refills in store.
- Alternatively, you **could charge for all refills** at an affordable rate, whether BYO or bottles purchased in-store. This is more viable if you provide chilled, filtered or sparkling water.
- Counter service options make it **easier to charge** for refills.

SELL & ACCEPT REUSABLE BOTTLES

- There are **many options**, such as stainless steel, glass or plastic (though this is less preferred). Bottles **can be branded**. A few options offered at **different price points** is more attractive for purchase.
- A simple option is to purchase plain glass bottles from commercial hospitality or homeware stores for a few dollars and sell these at a reasonable price point, encouraging your customer to reuse.
- Ideally, reusable bottles sold in store should **support and encourage the use of the refill network** (see below).



ELIMINATE SINGLE-USE PLASTIC

- Consider removing any single use plastic water bottles from your fridge.
- Replace with refill education signage or sell reusable or refillable single use alternatives with less plastic such as glass or aluminium bottled water, visit plasticfreeplaces.org/water for options.

JOIN THE REFILL NETWORK

- Once your refill station is created, **add it to the [Water Bottle Refill Map](https://plasticfreeplaces.org/watermap)**.
- **include a photo** of your station and **any instructions** for customers
- Any businesses in Douglas can join.
- To view the map, visit plasticfreeplaces.org/watermap