

Give your water contract a WOF

Eight quick questions about the agreement you're already on. Tick as you go, add up your score, and see whether it'd pass. Takes about 90 seconds.

You wouldn't run a vehicle for six years without a warrant. Plenty of water cooler agreements go longer than that without anyone checking them. And the costs that hurt most are rarely in the monthly rental. Delivery charged separately. An establishment fee at the start, a collection fee at the end, a filter nobody's changed since install. Here's how to find them before your next renewal, not after.

How it works 1. Answer the eight questions, your last invoice and signed agreement will help. 2. Add up your points. 3. Read what your score means on page 3.

Section one: what you're actually paying

1 Is water delivery charged separately from the price of the water?

- | | |
|---|---|
| ☐ No, delivery's included | 2 |
| ☐ Yes, it's a separate line on the invoice | 0 |
| ☐ Not sure | 1 |

2 Did you pay an establishment, setup or installation fee when you signed?

- | | |
|---|---|
| ☐ No | 2 |
| ☐ Yes | 0 |
| ☐ Can't remember | 1 |

3 Is there a collection or removal fee if you end the agreement?

- | | |
|-------------------------------------|---|
| ☐ No | 2 |
| ☐ Yes | 0 |
| ☐ Don't know | 0 |

Not knowing scores zero here on purpose. If you can't answer it, neither can your budget.

4 In the last twelve months, have you had to query a charge on an invoice?

- | | |
|---|---|
| ☐ Never | 2 |
| ☐ Once | 1 |
| ☐ More than once | 0 |

Section two: what's actually on your cooler

5 When did you last see a sanitisation or service record for your coolers?

- | | |
|--|---|
| ☐ Within the last 12 months | 2 |
| ☐ Over a year ago | 1 |
| ☐ Never seen one | 0 |

6 Does your cooler have an up-to-date service sticker and a current filter?

- | | |
|--|---|
| ☐ Yes, both | 2 |
| ☐ One but not the other | 1 |
| ☐ No, or not sure | 0 |

Worth walking over and having a look. It takes ten seconds and it's the easiest question here to answer honestly.

Section three: what happens when you need them

7 If you opened a site in Tauranga or Christchurch next month, could your current supplier deliver bottled water there?

- | | |
|--|---|
| ☐ Yes | 2 |
| ☐ No, we'd need a second supplier | 0 |
| ☐ Haven't checked | 1 |

8 Last time you ordered a new cooler, how long until it was installed?

- | | |
|---|---|
| ☐ Under a week | 2 |
| ☐ One to three weeks | 1 |
| ☐ Over three weeks, or still waiting | 0 |

NOTES

Add up your score

Total the points from all eight questions.

out of 16

Your result

12 TO 16 POINTS

Passes comfortably

Your contract's in good shape. You know your terms, you're not being surprised by charges, and service sounds responsive. Nice work, that's rarer than you'd think.

Put a diary note two months before your renewal date, so the decision stays yours rather than the calendar's.

7 TO 11 POINTS

Passes, with a few advisories

You've got the basics covered, but there are loose threads. The two we see most often are fees that only show up at the end of a term, and servicing nobody's seen a record of in over a year.

None of it's urgent. It's worth twenty minutes with your last invoice and your agreement in front of you, before your next renewal rather than after.

0 TO 6 POINTS

Wouldn't pass, and that's worth knowing

There's a reasonable chance you're paying for things you didn't expect to, and locked in for longer than you realised. That's not unusual, and it's usually fixable.

Start with two things: what you're charged on top of the water each month, and what happens to the equipment at the end of the term. Then go and look at the cooler itself.

One more thing worth doing

Take these same eight questions to your current supplier and ask them directly. You'll learn as much from how quickly they answer as you will from the answers themselves.

Want a second opinion?

We'll give you a straight comparison on total cost, including delivery, installation and what happens at the end of the term. No obligation, and if you're already on a good deal, we'll tell you.

CALL

0800 BIG BLUE

EMAIL

info@bigblue.co.nz

ONLINE

bigblue.co.nz

ABOUT BIG BLUE

More than 26 years looking after workplace water in New Zealand, serving thousands of businesses nationwide. Bottled delivery, plumbed-in and under-bench systems, short-term hire and ActivePure air purification. Every cooler goes through our 25-step EnviroSafe sanitisation process, our monthly satisfaction survey sits around 97%, and we install nationwide within five business days.