

Roberta Place is a retirement facility with 130 units. Our facility is located in Barrie, Ontario. Our water is recognized as hard water. We were currently treating only the hot water side of our supply with 2 large capacity salt softeners. We were experiencing many inconveniences from the mixing of the soft hot water and the hard cold water. These showed up as scale deposition in wands, showers, tubs, etc. Altogether a lot of work to maintain and no end in sight.

I installed a Waterking WK4 electronic water softener unit on December 2nd, 2003. This unit softens water by putting electrical charges into the water at varying frequencies and amplitudes. Upon installation I bypassed the current system and backflow preventer to give it a fair test. The immediate benefit of this was that it increased the water pressure on the hot side equalizing static pressure on site.

The tubs are performing better. On the tubs I also installed new wands for disinfect and shower to check for scale build up. It is much improved with little or no scale evident. I am hoping that it will extend the life of our humidifier bottles and water heating elements with the softening and removal of the existing scale deposits that have accumulated over the past few years.

The operating costs of our old salt softener system (3 years), 20 bags of salt every three weeks, and the filling and regenerating every night are gone. The unit itself is zero maintenance and will even reset itself after a power outage, were as the salt system had to be reset if a power outage occurs while it is regeneration.

You can feel a difference when you wash your hands; it's a soft silky feeling while agitating the soap. Now we have softened all the water effectively, both hot and cold. I have not noticed any deterioration in the laundry or dietary in spotting or stain and I do believe the system is living up to its billing.

It has been several months since our installation, and the water has been constant without concern. We continue to enjoy the trouble free

benefits, water, energy, salt, maintenance-free, system. This is the first time we have gone through a full winter with our humidifier bottles. Also the water savings are considerable now that water costs are continuing to increase.

I am quite pleased with this simple system and have time to tend to other pressing matters, none of which are water use related. I expect the system to continue this highly acceptable performance without any effort other than an occasional glance to see that the unit is plugged in and working. The considerable savings in time, resources and money, along with the environmental supporting features, make this technology a must in every facility. The fact that our residents, many of whom are on sodium restricted medication, are not subjected to sodium rich water is another benefit. I believe our company's approach in placing these units in all our facilities is a demonstration of the superior care we place on providing the best for our "best".

**Steve Hersch
Environmental Manager
Roberta Place, Barrie Ontario.**