

# INDEPENDENT COOLING TOWER SYSTEM COMPLIANCE & TECHNICAL SUPPORT



## THE CHALLENGE FOR PROPERTY MANAGERS

With the adoption of public health standards for cooling towers by New York City and State, property managers are now challenged with ensuring building engineering staff and vendors are familiar with and are implementing water management programs. Across a diverse portfolio, there may be more than 20 different water treatment firms – each with a different approach to developing and implementing water management plans – providing services to your buildings. Some of the most common challenges we observe are:

- > Owners are liable for compliance of ALL cooling tower systems managed either by building or tenant staff.
- > Property managers may not have direct oversight and control over water treatment vendors and/or staff servicing cooling tower systems.
- > Property managers may not know cooling tower systems are non-compliant and causing outbreak risks until the fines are issued – forcing them to scramble to meet tight deadlines for cure periods.
- > Tracking consistency in meeting compliance requirements across vendors, tenants, service staff and subcontractors takes time away from preserving and increasing the value of their clients' real estate investments.



## DID YOU KNOW?

During a 2016 inspection of 288 New York City buildings, only 18% were fully compliant with new regulations.

The NYC Department of Health has issued more than \$17 million in cooling tower violations.

## HOW CAN NSF HELP?

Established in 1944, NSF International ([nsf.org](http://nsf.org)) is a global leader in protecting public health in water, food, health sciences and consumer products industries. NSF supports the private sector meeting all necessary public health and regulatory compliance goals. In fact, NSF performed over 1,000 compliance inspections across New York State alone in 2017. As an independent, not-for-profit, non-governmental organization, NSF is in a unique position to provide independent compliance support to property managers. Our staff is highly trained to identify areas of non-compliance and relay those issues to the facility contact. Since we do not recommend or promote specific treatment strategies, property managers receive an unbiased assessment of their water management programs across their entire portfolio.

# NSF ALLOWS PROPERTY MANAGERS TO FOCUS ON SOLUTIONS RATHER THAN TRACKING GAPS IN COMPLIANCE

When you work with NSF International, you will receive the following deliverables:

- > Compliance Assurance: NSF will perform compliance inspections at least every 90 days while the cooling tower is operating and will complete the annual certification requirements for NYS and NYC.
- > Water Safety Portal (WSP): NSF provides property managers with WSP access to track compliance and the status of corrective actions across all their buildings before a fine is issued.
- > Comprehensive Corrective Actions: When NSF finds a gap in compliance, we issue a corrective action to the water management team before the violation is issued.
- > Support Coming Into Compliance: Each building will have a committed NSF account manager that works with building staff and water vendors to correct a deficiency, verifies that corrective actions have been completed, informs team members of the status of corrective actions, and flags corrective actions that remain open beyond acceptable time frames. [This gives property managers the opportunity to correct a deficiency before it becomes a fine.](#)
- > Manage NYS and NYC Registration Systems for All Properties:
  - Record Submittal: NSF will manage the submission of all required records to NYCDOH and NYSDOH registration portals.
  - Registration Upkeep: NSF will review and update the cooling tower registration information on the NYS and NYC registration systems as necessary. If cooling tower systems need to be registered, NSF will coordinate the registration.
  - Track Regulator Communications: NSF will ensure the right members of your team are informed when NYS or NYC provide inspection results, Health Orders and other notices are issued through the registration portals.

If you are interested in NSF's services, please fill out and send the below slip to [buildingwaterhealth@nsf.org](mailto:buildingwaterhealth@nsf.org). Reach out to us at +1 (734) 214 6222 with any questions.

## COST ESTIMATE FORM

### Contact Information

Name: \_\_\_\_\_ Business: \_\_\_\_\_  
Street Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Phone: \_\_\_\_\_ Email: \_\_\_\_\_ Fax: \_\_\_\_\_

### Cooling Tower Risk Management and Compliance Support

Cooling Tower Systems Operating Annually:	#	X COST	<input type="text" value="\$2,000"/>	=	TOTAL
Cooling Tower Systems Operating Seasonally:	#	X COST	<input type="text" value="\$1,600"/>	=	TOTAL
<b>TOTAL COST OF SERVICE =</b>					

Additional notes/comments for our team:

*Please note that accounts with multiple locations will receive a discounted price.*