



Digital Transformation
Delivering A Healthier Tomorrow



2023 Emergency Water Preparedness

Trusted to Deliver



- ✓ 1.2 million customers
- ✓ Delivering over 400 million gallons of water
- ✓ 70 Distribution Centers across the U.S.
- ✓ Essential Service Provider

Emergency Water Preparedness

- ☐ Preparedness is the key to developing an effective emergency plan
- ☐ The American Red Cross has a simple formula to calculate the amount of bottled water to keep on hand in the event of an emergency
- ☐ ReadyRefresh will follow these guidelines and require the minimum recommended supply
 - ☐ 1-gal / per person / per day / 3-day
 - ☐ Storage plus daily water use supply



**American
Red Cross**



FEMA



Preparedness Partnership: need to know

- **Emergency Offerings**

- ☐ Case Products available: 1-Gallon, 700ml, .5L Regional Spring Water & Pure Life

- **Resources**

- ☐ We are not Emergency Responders. Availability to service additional customer needs depends on route drivers, truck capacity, supply and safe conditions

- **Emergency Water Agreement Update**

- ☐ Our ability to manage through surges in demand as a result of natural disasters, public emergency and crisis have led ReadyRefresh to require these changes to ensure we can accommodate our customers needs

Ready Refresh Emergency Water Program

Emergency Water Memorandum of Understanding Requirements:

- ☐ Must have a 72-hour supply of inventory on hand (Pre-buy)
- ☐ Must have an active account in good standing

MOU (BTB)



Microsoft Word
Document

Order Guide



Shelf Life Q&A Guide

- Does the water have an expiration date? How long is it good for?
 - ReadyRefresh products do have a “Best By” or recommended date to drink the water by. This is a recommended date as any product outside of the best by date will not have the same fresh taste customers have come to expect from ReadyRefresh by Nestlé. Below is the recommended shelf life of our products.
 - PET Case goods (Spring, Drinking, Distilled) – 18 months
 - PET Case goods (Sparkling, 1 and 2.5 Gallon, Splash Product) – 9 months
 - 3 and 5 Gallon bottles – 2 years
 - Glass (Sparkling and Regular) – 3 years
 - Glass (Flavored Sparkling) – 2 years
 - Bottled water should be stored in a cool (i.e. room temperature), dry environment away from chemicals such as household cleaning products, solvents such as gasoline, paint thinners and other toxic or odorous materials, and away from direct sunlight.
- Can you exchange out my bottles/cases?
 - Unfortunately, we are not able to exchange out your bottles or cases. We are able to skip or reschedule your upcoming deliveries if you have too much water on hand. ReadyRefresh products do have a “Best By” or recommended date to drink the water by. This is a recommended date as any product outside of the best by date will not have the same fresh taste customers have come to expect from ReadyRefresh by Nestlé.

RR₂X

