

# Hilton San Antonio Airport: Conserving Water to Protect the Environment

*Hilton: conserving millions of gallons of water with high efficiency toilets*

## Case Study Highlights

**Company:** Hilton San Antonio Airport  
San Antonio, Texas

### Problems:

- High monthly water usage
- Staff time required to fix toilet issues
- Maintenance for bathroom problems were too high

**Solution:** 384 Caroma Sydney 305 Elongated High Efficiency Toilets

### Benefits:

- More than 2 million gallons of water saved during a six month period - year over year
- Guest room usage reduced by more than 30 gallons
- Blockages eliminated



Located in beautiful San Antonio, the Hilton San Antonio Airport hotel is near all the major attractions the city offers, including the Alamo, SeaWorld, Six Flags, River Walk, and much more. The hotel has 384 modern guestrooms offering everything needed when travelling for business or pleasure.

The combination of population growth, a semi-arid climate, and drought conditions have forced San Antonio to enforce year round water restrictions. For many industries, water is a critical resource, and finding ways to conserve water has become an important issue. The Hilton Airport has accepted this challenge and become an industry leader in water conservation.

In 2008, the Hilton received the San Antonio Water System's (SAWS) WaterSaver award for taking the initiative and installing water-saving fixtures in their guestrooms, ultimately saving millions of gallons of water each year. According to Michael Sanders, General Manager of the Hilton San Antonio Airport, "Protecting the environment is important to the Hilton. Helping conserve water in an area that is prone to water bans due to drought conditions is one way we can help."

For the average home, toilets are responsible for the most water used indoors. Similarly, hotel guestrooms usually represent the biggest use of water on the premises. Older toilets use a considerable amount of water. The older single flush, the most common toilet in North America, uses 2.5 to 5.0 gallons of water for each flush. High efficiency toilets must average less than 1.28 gallons per flush – extreme water savings compared to older models. In San Antonio, the hospitality industry is the second largest water user, and with the environmental awareness of the Hilton, water conservation became critical.

*"We have received dramatically fewer calls for toilet problems than we used to. We may have had a blockage, but I honestly can't remember any."*

*Justin Allred  
Engineering Supervisor  
Hilton San Antonio Airport*

### **Caroma: the Hilton's choice**

The goal of the conservation project for the hotel was to help the city save water. In 2007, SAWS suggested dual flush toilets to replace the 3.5 gallon toilets currently installed. Dual flush toilets have a two button flushing system: half flush for liquid and paper waste and full flush for solid waste. After researching possible options, the Sydney 305 elongated toilets from Caroma were chosen for the project.

"The Caroma toilets offer significant water savings over the older toilets we replaced," stated Sanders. The Sydney two piece dual flush toilets use 1.6 gallons of water for a full flush and 0.8 gallons for the half flush, averaging only 0.96 gallons per flush. The toilets also have a large trapway, virtually eliminating blockages. The entire range of Sydney toilets is WaterSense-approved, meaning they have completed rigorous third-party tests for performance and efficiency. As of August 2008, Caroma has 41 WaterSense-approved toilets, more than any other manufacturer.

The installation process is very easy, whether for a new install or retrofitting. During the Hilton retrofit of 384 rooms, no room nights were lost, resulting in no lost revenue. The smooth lines of the toilet also enable easy cleaning.

## Results achieved

The installation of the Caroma toilets at the Hilton Airport has yielded impressive results! "Comparing January through June 2008 water consumption against 2007 for the same months, we have saved more than 2 million gallons of water," explains Sanders. "Water use has dropped by more than 30 gallons per occupied room and by more than 23 gallons per guest. If we were at full occupancy, that is a substantial water savings of more than 11,000 gallons per day."

In addition to the water savings, the Hilton has experienced other benefits from the Caroma installation. For example, "we have received dramatically fewer calls for toilet problems than we used to," stated Justin Allred, engineering supervisor at the hotel. "We may have had a blockage, but I honestly can't remember any. With such a large trapway, I don't see how anything could get blocked." Because service calls for toilets are minimal, the maintenance team has more time to spend on other projects.

"We have had nothing but positive feedback about our water conservation efforts and doing something to save and preserve the environment," explains Sanders. "We didn't have to compromise style for water conservation. Caroma toilets look stylish and modern and will save us millions of gallons of water just this year alone. Protecting the environment while saving money: it's easy with Caroma."



Hilton San Antonio Airport hotel receives WaterSaver award for water conservation (from left to right):  
Alexander Briseno, Chairman of SNWA Board of Trustees  
Michael Sanders, General Manager Hilton Airport  
Robert Puente, Interim SNWA President and CEO

*"Caroma toilets look stylish and modern and will save us millions of gallons of water just this year alone."*

*Michael Sanders  
General Manager  
Hilton San Antonio Airport*

# Sydney 305 Elongated



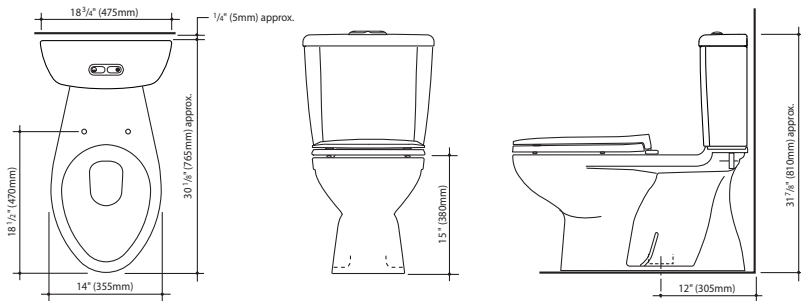
**Contemporary style, advanced performance**

- High efficiency toilet (HET) - 1.6/0.8 gallons (6/3 liters) per flush
- Two piece, two button dual flush toilet
- Elongated bowl
- Large trapway
- Virtually unblockable
- 12" rough-in
- WaterSense-approved

**Dimensions**

30 1/8" L x 18 3/4" W x 31 7/8" H (bowl height = 15")

Sydney 305 also available in Round Front Plus



**Additional information available**

Caroma  
 Phone: +1 800 605 4218  
 Fax: +1 503 681 2150  
 Email: info@caromausa.com  
 Website: www.caromausa.com

