# Culligan Success Story
# Our Pizza House

**"Water quality is a major part of what has made Our Pizza House the best in our county."**

**John Nahas, owner Our Pizza House, Pearl River, NY**

**Customer:**
Our Pizza House, Pearl River, New York

**Description of Business:**
Small restaurant/take-out deli

**Contact:**
John, owner Our Pizza House, Pearl River, NY

**Situation/Problem:**
"Sticky business with New York-style pizza dough"
In 1977, John opened "Our Pizza House" in Brooklyn, New York. He perfected his pizza dough recipe, as well as sauces and other Italian specialties while operating his business and working as a New York City Police Officer. In 2005, John closed his Brooklyn location, retired from the NYPD and opened Our Pizza House in Pearl River. In a highly competitive market, John recognized that his success in this very family-oriented community depended on the quality of his ingredients and the taste of his food and beverages.

The water in Pearl River, NY is disinfected with chloramines and averages 12 grains of hardness per gallon. John explains "From my first batch of spaghetti when the pot actually turned black, I knew I would need Culligan's help." Further, he knew that local water would result in poor tasting dough that lacked the consistency for authentic New York-style pizza as well as other Italian favorites. He was also concerned that the water hardness would ruin his dough tins with scale, and that untreated water would taste terrible. John wanted to have not only the best tasting, authentic pizza in town, but the most delicious and sought after sauce, fountain soda, ice, coffee, cappuccino, and espresso as well.

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## Superior service with every order.

Every customer is important. And every customer is different. With a partner like Culligan Commercial, you can expect a water treatment plan as original as you are. And like you and your business, we pride ourselves on supporting our solutions with ongoing expert service.

### Solution:

"The secret ingredient to perfect dough—water!"

John anticipated that he could replicate the water quality of New York City with Culligan's reverse osmosis system. He also needed a system that would produce enough water for his famous New York-style pizza dough, make fresh sauce and soups daily. Culligan agreed that reverse osmosis would provide the water quality he needed, and suggested the water softener for cleaning his pots, pans and dough tins and as a pretreatment for the reverse osmosis system. Lastly, Culligan recommended food service filters as the final ingredient for John to reach his goal of providing his customers with the best tasting food and beverages in his market.

### Equipment installed:

- Culligan Water Softener
- Culligan Reverse Osmosis System
- Culligan Food Service Fountain Beverage Filters
- Culligan Food Service Coffee/Espresso Filters
- Culligan Food Service Icemaker Filter

### The results/Customer Benefits:

"Rave reviews: the best in town"

John did reach his goal as "the best pizza in Rockland County" by local press, and receives daily compliments on his pizza's authentic New York-style taste. Even US Senator Chuck Schumer (a Brooklyn native), gave him rave reviews. "Water quality is a major part of what has made Our Pizza House the best in our county," notes John. "My ice and water is so filtered that my fountain sodas are actually preferred by my customers, so I removed my bottled soda cooler and added another customer table. I am now enjoying the added benefits of a thriving fountain beverage business, thanks to Culligan."

Behind the scenes, John spends less time and effort cleaning his restaurant. His hot water heater is now working at maximum efficiency and uses less energy, as well as soaps and detergents—an overall cost savings that he considers very significant. He is also pleased about Culligan's follow up: "My equipment is very well maintained, which makes such a difference. Culligan's approach to business is just not sales, but the whole issue of water safety and what I need."

John has been so satisfied with Culligan's products and services that he advertised Culligan's water as "clear, clean and delicious' for three months on the local radio station as a community service. He recalls that Culligan started in his own home and now helps his family through his business more than 15 years later. His daughter and mother-in-law recently moved back into the neighborhood, and at his suggestion, are adding reverse osmosis and softener systems to their own homes.

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