

Kennesaw State University Eliminates Chronic Toilet Clogs with Sofidel® Bio Tech® Paper



THE CHALLENGE

Kennesaw State University (KSU) was facing persistent restroom plumbing issues across campus that disrupted daily operations and placed a heavy burden on Facilities Services. Multiple buildings experienced recurring deep-pipe blockages sometimes several times a day caused by the toilet paper products in use at the time.

“We had so many problems on campus,” said Fola Teru, Executive Director of Facilities Services. “The disruption was horrible. At times, students were forced to use restrooms in other buildings. This wasn’t a great reflection on our maintenance and custodial crews.”

These incidents frequently pulled staff away from their routine responsibilities. Many backups occurred after hours, requiring the university to rely on contracted plumbers to quickly restore restroom functionality, driving up costs and increasing response complexity.

THE SOLUTION

To address the issue, KSU partnered with Sofidel and transitioned to Bio Tech paper, an active-tissue toilet paper infused with natural “good bacteria” designed to break down organic waste and continuously clean pipes after each flush.

Since adopting Bio Tech, KSU has seen dramatic improvement. The campus went from frequent, multi-building clogs to virtually no clogged pipes. This reduction significantly decreased the time plumbing, custodial, and maintenance teams spent responding to restroom-related emergencies resulting in measurable efficiencies and cost savings.

Previously, plumbing issues required coordination across multiple shifts and departments and often triggered additional cleanup and restoration work beyond basic repairs. According to Teru, the cumulative labor demands made the problem both costly and time-consuming.

The transition to Bio Tech was highly collaborative. Sofidel provided product samples, ongoing support, and hands-on engagement to ensure successful implementation, particularly in the buildings experiencing the most severe issues.

“The Sofidel team was excellent,” Teru said. “Our contact sent us a lot of samples, stayed very engaged, and truly wanted to help solve the problem. We worked through it together.”

RESULTS

Since switching to Sofidel Bio Tech toilet paper, KSU has achieved the following results:

- **Eliminated chronic clogs:** Reduced restroom and pipe backups from daily occurrences across multiple buildings to zero clogs over the past six months.
- **Significant cost avoidance:** Avoiding up to \$4,000 per week in labor costs previously associated with plumbing emergencies.
- **Improved workforce efficiency:** Custodians and plumbers are now able to focus on routine cleaning and preventative maintenance tasks.
- **Better working conditions:** Staff no longer must address unpleasant and disruptive restroom overflows and cleanup efforts.

Today, KSU operates with cleaner pipes, fewer maintenance emergencies, and more efficient use of labor delivering better restroom experience for students, faculty, and visitors while reducing overall facilities costs.