



Sampling protocol

DRINKING WATER

*****PLEASE READ CAREFULLY BEFORE PROCEEDING*****

You will find, attached, the necessary container(s) for your sample collection.

In the cooler provided by the laboratory, you will find:

- A sampling certificate;
The forms with a pre-printed sample number are for one-time use only, do not make photocopies
- An icepack;
- One or more sealed bottles, which may be sterile and contain a preservative. They may also have a barcode label. This barcode is linked to your request for traceability purposes. If you need to take more than one sample, make sure to use the bottle with the number corresponding to the right analysis request;
- A prepaid transport voucher for return to the laboratory via courier service (if required)



Any questions ?

Contact the environmental customer service team at
1-877-977-1220

Before sampling :

Keep the icepack in the freezer (for at least 6 hours, until completely frozen).

ANALYSES REQUEST FORMS

Identify the sample container (sample number, address of the sampling, or other information to associate it with the analysis request form).

Complete the analysis request form with all required information, including:

- Name(s) of the responsible person(s) and contact details;
- Date of sampling;
- Sampling location/Sampling point;
- Name of the sampler;
- Requested analysis parameter(s).

*Note: If the sample collection is carried out under the application of the Drinking Water Quality Regulation (RQEP), and the installation has been assigned an installation number under the aforementioned Regulation, this number **MUST** be mentioned on the analysis request form, and the form must comply with the model provided by the Minister.*

SAMPLES RECEIVED WITHOUT AN ANALYSIS REQUEST FORM OR WITH AN INCOMPLETE FORM WILL RESULT IN LONGER PROCESSING TIMES AND MAY BE REJECTED.

SAMPLES RECEIVED MORE THAN 48 HOURS AFTER COLLECTION OR WITH SIGNS OF FROST (ICE) MAY BE REJECTED (DEPENDING ON THE STORAGE TIME OF THE REQUESTED ANALYSIS PARAMETERS)

CHOICE OF TAP

- Collect the sample from a tap that is not connected to a water treatment device or individual system (besides the centralized treatment system installed near the water inlet, if applicable) (e.g., individual filter attached to the kitchen tap, which does not represent water from other taps in the building);
- Collect the sample from a tap located inside a building or in a place protected from wind and weather.
- Do not collect the sample from an outside tap or an outdoor tap used for connecting a hose;
- Do not take the sample from a mixer tap (tap that combines hot and cold water at a controlled temperature, such as optical reader taps);
- Do not collect the sample from a seldom used or unsanitary location.

GENERAL SAMPLING RECOMMENDATIONS

- Wash and dry hands before collecting any sample.
- Make sure the hot water tap is properly closed and choose a cold water tap.
- Open the cold water tap and let it run at moderate flow for at least 5 minutes.
- In cases where the tap has a valve controlling both hot and cold water, let the hot water run for at least 2 minutes before letting the cold water flow for 5 minutes.
- Then reduce the water flow for the sampling.
- Open the bottle, holding the cap in one hand and the bottle with the other. When filling, ensure the bottles do not come into contact with the tap to prevent contamination. It is important not to place the cap on the countertop and to avoid touching the inside of the neck or cap.
- Fill the bottle to the shoulder, leaving about 2.5 cm of air space between the liquid surface and the cap. Do not overfill the bottle. Do not empty the bottle if it has been overfilled. Do not let the water spill.
- Tightly seal the bottle and store at approximately 4°C.

MICROBIOLOGY	PHYSICO-CHEMISTRY
<ul style="list-style-type: none"> - Water samples intended for microbiological analyses must be collected in sterile containers. Do not use if the safety seal is broken. Do not rinse the sampling containers, as they contain a preservative (sodium thiosulfate). - Remove any device located under the faucet, such as an aerator, mesh, spray nozzle, etc. If it cannot be removed, choose a different faucet. - Clean the outside and inside of the faucet spout with a clean cloth soaked in a commercial bleach solution before letting the water run for at least 5 minutes. - Aseptic conditions must be maintained during sampling (i.e., wash and dry hands thoroughly, do not open the sample container before sampling, do not contaminate the inside of the container’s neck or lid with hands or any other object, limit the container’s exposure to open air as much as possible, and minimize unnecessary handling during sampling). 	<ul style="list-style-type: none"> - Special care must be taken as some of these containers may contain a preservative (either a strong acid or a strong base). Avoid contact with skin and eyes. Avoid inhaling vapors. Do not rinse the containers. - For lead and/or copper analyses, let the cold water run at a moderate flow for at least 5 minutes. Turn off the faucet and let the water stand for 30 minutes, taking necessary precautions to ensure the water is not used elsewhere in the building. Collect the first liter of water after the standing period. - For organic chemistry analyses (e.g., VOCs, BTEX, THMs), do not smoke during sampling or transport, avoid using mosquito repellent, do not collect the sample immediately after handling fuel, and avoid sampling in a bathroom that may contain a chemical air freshener with a composition identical to an organic compound being measured. - Fill the containers up to their shoulder, unless otherwise indicated. For organic chemistry analyses, fill without air space and keep in the dark after sampling.

SAMPLES SHIPPING

- If possible, refrigerate the samples before shipping, especially during summer. **Never freeze a sample.**
- For transport, place the samples in a cooler with a pre-frozen ice pack.
- Send to our laboratories **as quickly as possible (ideally within 24 hours)** and not exceeding 48 hours.
- If you use the shipping slip included in your cooler, please call the phone number on the waybill the day before sampling or in the morning (Monday to Wednesday) to schedule the pickup.
- Samples must be delivered to our laboratories during business days/hours.