

DRINKING WATER SAMPLING PROTOCOL

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

- A sampling certificate (This is a single use form, do not copy);
- An icepack;
- One or a few containers that may be sealed, sterilised or contain a preservative. They are labelled with a bar code. For traceability purposes, this bar code is associated to your sampling certificate. Should additional samples be needed, make sure to pick the right bottle with the appropriate sampling certificate
- A prepaid transport voucher for the return to the laboratory via courier service (if required).

Before sampling: Freeze the icepack (at least 6 hours, until it is completely frozen)

FROM THE TAP

- Collect the sample from a tap that is not linked to a water treatment system (in addition to the centralized system installed near the water inlet, if applicable) ;
- Do not collect the sample from an outside tap or a garden hose ;
- Do not collect the sample from a seldom used or unsanitary location.

REQUIRED IDENTIFICATION AND INFORMATION

On the sampling certificate, **clearly indicate the sampling date and location, as well as the name of the person who gathered the sample.** Ensure that the contact details to be used for sending the certificate of analyses are indicated in the space provided for this purpose.

Samples received without the sampling certificate may be rejected.

SAMPLE SHIPPING: If you use the prepaid transport voucher provided in the cooler, please call the courier number listed on the voucher a day before sampling in order to schedule the pickup. It is mandatory that we receive microbiology samples within 48 hours of sampling. If otherwise, they may be rejected. Samples may be delivered to our laboratories, Monday to Friday between 8 am and 5 pm.

YOUR RESULTS: For microbiology analyses, you should receive your results within 5 to 10 business days following the date of receipt of your samples at our laboratory. For physico-chemical analyses, you should receive your results within 10 to 20 business days following the date of receipt of your samples at our laboratory.

Sampling Procedure

PHYSICOCHEMICAL

When manipulating the containers, proceed with care as they may contain a preservative (either a strong acid or a strong base). Avoid all contact with skin and eyes, as well as breathing vapors.

- The preservative, if present, is essential. Under no circumstances should the container **be rinsed or the preservative discarded of**.
- When sampling for organic chemistry analyses, avoid smoking and using mosquito repellent. If you have been handling fuel, do not sample immediately;
- For lead and/or copper analyzes, run cold water at a moderate flow for at least 5 minutes. Close the tap and let the water stand for 30 minutes before taking the sample;
- Fill the containers to the shoulder, unless otherwise indicated. **When applicable, fill without a headspace**;
- In order to avoid contamination, the containers should not come into contact with the faucet when sampling;
- Keeping the samples in a dark cool place at 4°C is recommended.
- Using the cooler and icepack provided, ship the samples to our laboratories as soon as possible;

MICROBIOLOGY

CONTAINERS HANDLING

- When sampling for microbiology analyses, the use of sterile containers is mandatory. Do not use containers presenting a compromised seal. Do not rinse the sampling containers as they contain a preservative (Sodium thiosulfate);
- Aseptic conditions must be respected during sampling (e.g., thorough washing and drying of hands, opening the sampling container prior to collecting, avoid contaminating the inside bottle neck or lid with hands or any other way, minimise exposing the inside of the container to air, reduce unnecessary handling with taking samples);

SAMPLING

- Make sure the hot water tap is closed and select a cold water tap that is not connected to an individual water treatment system. Remove any device connected to the spout, such as an aerator, a grid, a nozzle, etc. If they cannot be removed, select another tap;
- Clean the outside and inside of the tap spout with a clean cloth soaked in commercial bleach solution;
- Let the water run on moderate pressure for at least 5 minutes before collecting a sample. For taps presenting a single valve that controls both cold and hot water, first let the hot water run for at least 2 minutes before letting the cold water run for 5 minutes;
- Reduce the water flow;
- Open the bottle by holding the cap in one hand and the bottle in the other. Fill to the shoulder. **It is essential to leave a headspace**. Do not empty the bottle if it is too full;
- It is important to avoid putting the cap on the countertop as well as touching the inside of the neck or cap;
- Close the bottle tightly, store at 4°C and send it to our laboratories within 24 to 48 hours. **Samples received more than 48 hours after sampling may be rejected (hold time exceeded)**.
- If possible, cool the samples in the refrigerator prior to shipping, especially during summer. **Never freeze a sample**.
- Using the cooler and icepack provided, ship the samples to our laboratories as soon as possible;