

At the Ontario Water Testing Centre (OWTC), we strive to provide you accurate, compliant and timely sample results. To ensure conformance with applicable standards (ISO 17025:2017), we request that your samples meet the following minimum criteria:

- Sample containers must be approved, sterile devices containing a preservative (*ie.* sodium thiosulfate), and received directly from the MOH, MECP or OWTC. Do **NOT** rinse the bottle before use as this will wash away the preservative.
- Record all required information so that it is clear and legible, on the corresponding Chain of Custody (LCF 3.1.1). Identification on sample must correspond with information on your Chain of Custody.

Invoice & Report to Information (Company name, Contact, Address, Email & Phone)
Purchase Order # (<i>If applicable</i>)
Sample Identification
Matrix - Type of Water (Raw, TW, DW, Private)
Sample Collection Date & Time
Required Analysis
Chlorine Values (<i>If analyzed – performed by water system operator</i>)
Adverse Notification Information (If different than ‘Report to’)
Relinquished & Sampled by

- The provided sample volume must be at least 200 mL (to the fill line).
- Samples must be submitted to lab < 24 hours since the time of collection.
- Refrigerate samples before transport to lab. Samples must be kept cool during transport but ensure sample **does not freeze**. Optimal temperatures are below 10°C
- Samples must be stored appropriately upon transport, preventing contamination or breakage.

Failure to comply with our requirements may result in refusing samples. **All samples will be withheld until completion of all analytical tests, especially those yielding an adverse result (exceedance of 0 CFU/100 mL TC, EC or overgrowth of background bacteria).** OWTC does not provide statements of conformity on microbiological analysis samples (with the exception of regulated waters under the safe water drinking act, where values are reported without uncertainty calculation). OWTC does not provide acceptance criteria for its selected methods. An acceptance criterion is dependent on the client’s requirements and is the duty of the client to determine their acceptance requirement needs. OWTC will only report the analyzed value as determined.

Cooler Packing

1. Ensure the cooler is clean and in good condition.
2. Wrap each ice pack in paper towel to prevent sample freezing. Place icepacks in bottom of cooler.
3. Place samples in the cooler. Use bubble wrap when appropriate to prevent breakage and fill gaps.
4. Place more ice packs on top. Ensure everything is secure for transport.
5. Place the sample requisition forms (in sealed bag) in the top of the cooler.
6. Seal the cooler and set for transportation.