

Wholly Water

ECan Laboratory's Newsletter



Issue No. 7

December 2007

CHRISTMAS/NEW YEAR HOURS

Our offices are closed for the Christmas/New Year period from 24 December – reopening on 3 January 2008.

As our valued customer we hope we are managing to meet all your laboratory needs – if we aren't then please do not hesitate to give us a call or send an email to lab@ecan.govt.nz. We do appreciate receiving feedback (positive and negative) regarding our service to you.



MERRY CHRISTMAS AND A HAPPY NEW YEAR TO YOU AND YOUR STAFF.

WE LOOK FORWARD TO ANOTHER BUSY YEAR IN 2008.

Regards
The Laboratory Team

REPORTING

Some of you will have noticed that we have recently changed the format of our reports. This has been initiated due to requests for electronic reports. We have now incorporated our logo, address details and electronic signatures of our technicians. We are continually improving and updating these as we go.

HOLDING TIMES FOR MICROBIOLOGICAL SAMPLES

The time delay from the collection of microbiological water samples to analysis is important as it affects the bacterial population.

The following are some helpful tips for you:

- For most accurate results, keep samples at $<10^{\circ}\text{C}$ during transit to the laboratory.
- Do not exceed 8 hours holding time for collection to analysis for:
 - ♦ Non potable water for compliance purposes
 - ♦ Enterococci
 - ♦ Heterotrophic plate count (HPC) (drinking water for compliance purposes)
- Do not exceed 24 hours holding from collection to analysis for:
 - ♦ Other water types for non-compliance purposes
 - ♦ HPC (other than potable).

With summer here, you may need to add extra chilly packs to ensure the samples stay cool. These packs will be sent back to you with your next chilly bin. Please ensure you do not freeze the samples though as this affects the bacterial population count.

OUTSOURCING OF ANALYSES

Occasionally the Laboratory may need to outsource some analyses due to unforeseen circumstances which could extend our turnaround times. Because of this, we are looking at introducing backup instrumentation and/or methods to lessen the impact on you. Should we need to outsource any analyses for this reason, where possible they will be sent to an IANZ Accredited laboratory. We are in the process of changing our analysis request forms to seek your agreement in allowing us to outsource any tests that we do for you, should the occasion arise. You will however be kept informed of these situations.