Scottish Water Scientific Services

Customer Information

1. Introduction

Thank you for trusting Scottish Water Scientific Services to perform your analysis.

Scientific Services provide an ISO 17025 Accredited analytical service for a wide range of parameters in a number of matrices. This document is intended to clarify what you need to do to allow us to perform your analysis

2. A Step by Step Guide to Performing Your Analysis

Step 1: Obtain a valid Quotation

The first step is to ensure that you have a valid quote for the work you require.

Please contact our customer management team by email ScientificServicesProjects@scottishwater.co.uk to obtain your quote or to amend any current quotes.

An example quote is presented in *Appendix 2.*

Step 2: Register a sample

Our laboratory handles hundreds of samples each day. Each sample has to be registered with the laboratory before they are submitted so that we can ensure that we can have the resources in place to perform the work. We also need to ensure the samples are handled efficiently on arrival and can be tracked during the analysis.

To register a sample phone our sample registration line on 0800 121 4914 or email sampleregistration@scottishwater.co.uk to obtain a sample number.

Our sample registration line is open between 08:30 and 17:30 Monday to Friday and 09:30 and 16:30 on Saturday and Sunday.

If you are requesting more than 5 samples please send your request by email. We aim to provide a response to your email in 24 hours. If you require Scottish Water to supply labels and paperwork please allow 5 working days for pick up from our other locations.

Step 3: Sampling

If you are taking the samples yourself, please check the following

1. Have you got the sample labels or a sample registration number from Scottish Water? If not please see our sample registration section before taking the sample. See *Appendix 3* for understanding sample labels

2. Have the correct bottles for the analysis (see our bottle guide for information, or ask when you register your sample). If you require sample bottles for your sample please complete a bottle request form (MCL 1594) and send it to edinburghbottlerequests@scottishwater.co.uk or invernesssamplerecep@scottishwater.co.uk. The bottle codes and number of bottles required for your sample will be noted on your quote.

   Please allow at least 3 working days from your request for pick up from our laboratory locations in Edinburgh and Inverness or a week for pick up from our other locations.

   If samples are supplied in the incorrect bottle type or insufficient numbers of each type of bottle is supplied it may delay or even prevent us performing your analysis

3. Taking the sample – fill each bottle ensuring that there is no airspace in the bottle. Exceptions to this are the MET_SILVER bottle which should only be filled to the 100ml mark and the CLEAN TPH bottle which should only be filled to the 1L glass ridge.

4. Identify the sample using either the labels supplied or by clearly marking each sample bottle supplied with the sample registration LIMS number using an indelible marker.

   If using labels supplied by Scottish Water please ensure that the bottle description on the label matches the bottle used. Failure to do so may result in the parameters not being analysed.

5. Complete paperwork – See *Appendix 4* or *Appendix 5* for Example paperwork

It is important that we obtain all the information on the paperwork at the time of sample submission. We cannot usually add missing sample information data to the sample records retrospectively or amend any the information provided on the form. Failure to provide all this information may lead to the sample results being invalid.

6. Samples should be stored at the appropriate conditions (usually 2-8°C) and delivered to a sample drop-off point or one of our laboratories on the day of sampling before the courier leaves.
   The drop-off points and courier times are detailed in *Appendix 6.*
   With the exception of our laboratory locations in Edinburgh and Inverness the sample drop off points are unmanned so there is no facility to formally receive the samples until they arrive at the laboratory. We will endeavour to contact you as soon as possible to clarify any anomalies

If you require Scottish Water Scientific Services can provide a sampling service to take the sample for you please ask for a quote for this service.

3. Results

The standard turnaround times for each analytical parameter are provided on your quote.

Unless otherwise agreed, test reports will be issued by email on completion of all analysis requested on a sample.

For potable water sample analysis the test reports will identify when the results generated are outside either a Prescribed Concentration Value (PCV) or Threshold Limit Value (TLV).

The PCV is based on the list of parameter limits published in the Public Water Supplies (Scotland) Regulations 2014. A link to the list of parameter limits is provided below:

http://www.legislation.gov.uk/ssi/2014/364/schedule/1/made

It is Scottish Water's practice to identify a result is greater than of 50% of the Prescribed Concentration Value as a Threshold Limit Value.

4. Invoicing

Unless otherwise agreed, Scottish Water shall invoice all accounts exceeding £50 on a monthly basis. A minimum invoice value of £50 will apply on a rolling 3 month basis if the account does not reach £50 in 3 months then the invoice will be issued for £50.

5. Complaints

If you are not happy with the way the services have been provided or with the service itself please call the customer management team representative on your quote or email: ScientificServicesProjects@scottishwater.co.uk and provide us with details of your concern.

Our Complaints process.

When a complaint is raised we aim to reply to you within 1 working day.

Immediate mitigating actions will be completed and an internal investigation will be held. The investigation will be held by an individual independent of complaint subject matter and we will report back to you with the result of the investigation within 10 working days.

6. Use of Data

We're committed to protecting the data and information of our business, employees, customers, contractors and members of the public. Our policies and notices also set out our commitment to safeguarding personal information held about individuals.

The Customer warrants to Scottish Water that it has obtained any necessary consent and provided any necessary notice to individuals whose Personal Data the Customer shares with Scottish Water for the purposes of the Contract. Scottish Water will act as a Controller and perform the Services in accordance with the applicable UK Data Protection Legislation. Scottish Water will process the Personal Data as reasonably required to provide the Services and for the business purposes of the Contract.

7 . Impartiality Policy Statement

It is the policy of Scottish Water Scientific Services to conduct all of its activities with impartiality, confidentiality, integrity and in an ethical manner independent from any other part of Scottish Water activity. It is the responsibility of all Scientific Services employees to uphold and adhere to an approach of complete impartiality, free from any conflict of interest and financial pressures during the performance of their duties, whilst maintaining strict confidentiality of any data or reports produced and maintain the highest ethical standard of professional conduct in the performance of all duties.

Appendix 1: Glossary

Matrix/Matrices – the matrix is the sample type supplied. It is important to have the correct matrix type for your sample as there are likely to be different methods required for each type of sample. Selecting the incorrect sample type can cause delays in your analysis or damage our analytical equipment

Descriptions of the common matrices we analyse are:

Matrix	Description	Matrix	Description
Potable Water	Drinking water	**Final Effluent**	Fully treated Sewage
Raw Water	Untreated or partially treated water	**Crude Sewage**	Untreated or Partially treated sewage
Swimming Pool	Water from Swimming pools, Jacuzzi's etc.	**Raw Sludge**	Untreated Sludge
Bathing Water	Untreated swimming water e.g. sea water.	**Treated Sludge:**	Sludge which has been treated.
		Trade Effluent:	Sewage from a corporate customers premises.
		Raw Trade Effluent:	Untreated sewage from a corporate customers premises
		Leachate:	A liquid with possible contaminants due to leaching, usually from soil or landfill.

Appendix 2: Example Quote

Quote Expiry Date: We cannot perform any analysis without a valid quote. The customer management team will usually contact you approaching the completion of your quote to check if you require this to be updated. However, If your quote is out of date, please contact the customer management team for an updated quote. See Step 1: Obtain a valid Quotation

Quote Reference: Please quote your quote reference in any communication

Scottish Water
Trusted to serve Scotland

Scottish Water Scientific Services
Juniper House,
Heriot Watt Research Park
Avenue North
Edinburgh, EH14 4AP

Tel: 0131 5597137
Fax: 01382 563459

Date of Issue : 16-Mar-2016
Quote Expiry Date : 9-Mar-2017

FAO: Mr. Peter Jones
Peter Jones Industries LTD
Address 1
Address2
Address 3
Address 4
Address 5
Address 6

Dear Peter,

Quote Number: Q/016/0022
REF: Private Water Supply

I am pleased to supply you with the enclosed Schedule of Rates.

All prices are exclusive of VAT and are subject to our standard terms and conditions, which are attached for your perusal . Please refer to the attached guidance documents prior to submitting samples.

If you require any further information please contact myself on 0131 5597137 or 07501 471617 with regard to any technical queries. The Customer Management Administration Team handle account or payment issues and can be contacted on 01382 563151 or 0131 5597201. Our Inverness Laboratory can be contacted at ScientificServicesInvernessLab@scottishwater.co.uk.

Information on our UKAS Accreditation is available on our Website or by request.

Should you wish to proceed with your order the enclosed Quote Acceptance form must be signed and returned to our Customer Management office, by post to the above address, by fax to 01382 563459 or by email to ScientificServicesProjects@scottishwater.co.uk prior to samples arriving at the laboratory.

If this form is not returned Scottish Water Scientific Services will proceed as per original quotation.

Yours sincerely

Ross Taylor
Customer Management

LIMS code – This is a code name for the analysis on our data management system. This can be used to when registering samples.

Matrix – The type of sample to be analysed. Different types of sample have different methods See Appendix 1: Glossary

UNITS – analysis will be reported using these units

LOD - Limit of Detection this is the lowest limit we can report measure

UKAS- this column shows the Accreditation status of the analysis See additional information on quote for codes.

Cost per sample: Where an analysis consists of multiple components each component will be listed but only one price listed. In the highlighted price coliforms/E.coli consist of 4 components but would cost the value stated in the first component for each sample submitted.

Miscellaneous Charges- Any non analytical charges will be detailed here e.g. Equipment hire, sampling or pick up charges

Quote Reference: Q/016/0022

Analysis Charges

LIMS Code	Matrix	Component	UNITS	LOD	UKAS	Cost Per Sample
CFMS_ECOLI	POT_WATER	Coliform bacteria	CFU100ML		T	£#.##
CFMS_ECOLI	POT_WATER	E. coli	CFU100ML		T	-
CFMS_ECOLI	POT_WATER	Presumptive E coli	CFU100ML		T	-
CFMS_ECOLI	POT_WATER	Presumptive coliforms	CFU100ML		T	-
CONDTIVITY	POT_WATER	Conductivity	USCM2O	<5	T	£#.##
FSTREP	POT_WATER	Enterococci	CFU100ML		T	£#.##
FSTREP	POT_WATER	Presumptive Enterococci	CFU100ML		T	-
METFE	POT_WATER	Iron	UGFEL	<7	T	£#.##
METMG	POT_WATER	Magnesium	MGMGL	<0.1	T	£#.##
METPB	POT_WATER	Lead	UGPBL	<0.2	T	£#.##
PH	POT_WATER	Hydrogen ion	PHV		T	£#.##
TON	POT_WATER	Nitrate	MGNO3L	<1.00	T	£#.##
TON	POT_WATER	TON ratio	NONE		T	-
TON	POT_WATER	Total oxidised nitrogen	MGNO3L	<1.00	T	-

Miscellaneous Charges

LIMS Code	Description	Cost
Autosampler	Autosampler Hire per week	£#.##
Sampling charge per	Sampling charge per hour	£#.##

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Bottle Type – This is the list of bottle types required to be submitted to perform all the analysis on the quote.

Volume required – required to be submitted to perform all the analysis on the quote

Turnaround time– This indicates the number of working days for the analysis to be completed. In this example the analysis on the quote will be completed in 10 working days from submission of the sample bottles to the laboratory.

LIMS code – This is a code name for the analysis on our data management system. This can be used to when registering samples.

Description – Full description of the test

Bottle Type	Volume Required	Turnaround Time
CHEM_250	1 x 250ml	6
CHEM_500	1 x 500ml	6
METALS	1 x 125ml	6
MET_ANI	1 x 125ml	10
MICROT	1 x 500ml	4

LIMS Code	Description
CFMS_ECOLI	Detection and enumeration of Total Coliforms and Escherichia coli in Potable, Raw and Polluted waters by Membrane Filtration.
CONDTIVITY	Conductivity
FSTREP	Detection and enumeration of Enterococci in Potable, Raw and Polluted waters by Membrane Filtration
METFE	Iron
METMG	Magnesium
METPB	Lead
PH	pH
TON	Total oxidised nitrogen and Nitrate

Additional information – Any quote or sample specific information will be provided here. This may include indication if any of the analysis is subcontracted or if there is specific instruction for samples

Additional Information:

It cannot be guaranteed that the temperature of samples transported from the islands can be maintained between 2-8 degrees C.
UKAS Codes. T= accredited, F=unaccredited, FS = Accredited under Flexible Scope*
LOD quoted above may vary due to the matrix of the sample. Significant variances will be notified to the customer
Samples may be analysed at any Scottish Water Laboratory. This may be due to instrument downtime or workloads.

*Scottish Water's Chemistry Laboratories have been deemed competent by UKAS to claim accreditation for specific new tests even though they do not appear on the laboratory 's UKAS schedule; this is referred to as Flexible Scope.

Unless previously agreed our Standard Sample Turnaround time is as follows:

- Samples received in our laboratory before 12 noon will be 10 working days.
- Samples received in our laboratory after 12 noon will be 11 working days.
- Samples with only Microbiology analysis will be reported after one day of sample completion.
- Samples with both Microbiological and Chemical analysis will be reported on completion and authorisation of all analysis.
- Samples subcontracted will be reported on receipt of subcontractor 's results.

Quote Acceptance – Please Sign and return this to Scottish Water.

QUOTE ACCEPTANCE - TO BE RETURNED TO SCOTTISH WATER BY FAX / POST / EMAIL

To: Scottish Water Fax: 01382 563459

Quote Reference: Q/016/0022

Amendments	Quantity/ Cost	Test Suite	Turnaround Time

Details:

Signed: _____ Company: _____ Date: _____

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Appendix 3: Understanding Sample Labels Supplied by Scottish Water

Submit completed log sheet (See examples in *Appendix 4* or *Appendix 5*) and labelled sample to the laboratory together.

1. When taking a sample, find ALL of the labels associated with that sample (keep moving up or down the set of labels until the sample number changes.) All of the labels with the same sample number are needed for 1 sample.
2. Fill ALL of the required bottles according to the instructions in the bottle list. If not all bottles are received some tests will be missed.
3. Affix the correct label to the correct bottle type. **Use only 1 label per bottle.** Sample Registration 01382 563699

Project Code - this is the name of the file that the samples relating to this survey are held in. A project can hold all samples for a Customer or a customer could have several Project Codes for different pieces of work they are carrying out.

Sample Text ID - the name given to that sample. This is a general name not a specific address, and is used as a quick reference for sampling purposes. Many samples can have the same text id. More detailed information that is provided to distinguish samples from each other (e.g. date or specific address) can be linked to the sample when it reaches the laboratory.

Customer - This is the group of people that owns the sample and its results.

Bottle Code - this is the name that the system uses to identify the bottle type to which this label should be attached. If more than one of a certain bottle is required for a sample then subsequent labels will be appended with -2.

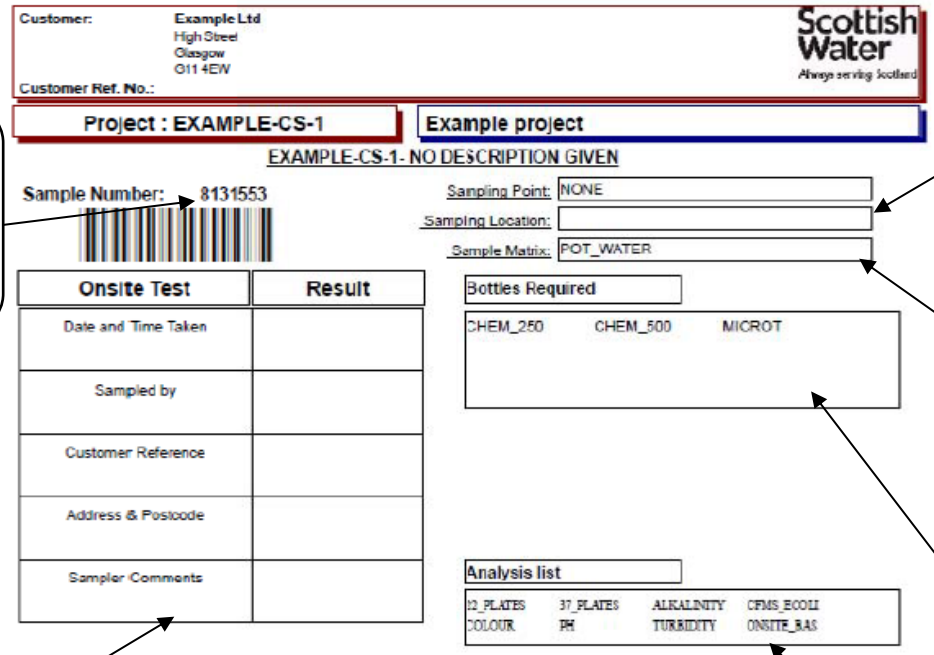
Bottle Number - this is unique to that label, and is used by the system to know which tests can be performed once this bottle has arrived. If one of the bottles doesn't arrive the system will know that the tests that were to be carried out from that bottle cannot be analysed.

Bottle Description - a simpler way for identifying the correct bottle to attach this label to. (Please see official bottle list).

Sample Number - a sample can require 1 bottle or many bottles. All bottles for a sample will have the SAME Sample Number, but each will have a different bottle number. Therefore there may be multiple labels with the same sample number. This is the number that should be quoted when discussing a sample.

Appendix 4: Example of Sample Log Sheet for a Pre-Registered Sample

Submit completed log sheet and the appropriate labelled sample bottles to the laboratory together.



Sample Number – this number MUST match the number on the labels you are using for this sample. It is the only way to link the information on this sheet with the results from the sample. There will only be one sheet per sample.

Sampling Location – the location you have provided that describes where the sample was taken from. This will match the Sample Text ID of the labels.

Sample Matrix – The type of water being sampled and tested

Bottles Required – lists the "Bottle Codes" required for the sample. Failure to submit any one of these bottles may result in some tests not being carried out or the results being jeopardised.

Analysis List – a list of the tests assigned to this sample.

Onsite Test & Results – These fields MUST be filled in with the following information:

1) Date & Time sample was taken, if one or both are not supplied the sample will be classed as deviating.

2) Who took the sample

3) Any unique reference you want linked to this sample. This info will appear on the test certificate.

4) The address and postcode of the sample if taken from a property.

5) Any extra information you want linked to this sample. This info will NOT appear on the test certificate, but will be stored in the system.

Appendix 5: Example of Sample Log Sheet

LIMS Sample Number – this number can be obtained from our sample reception line (See Step 2 Register a sample) Only submit be one sheet per set of sample bottles.

Sample location/Address –Please add the full location of the sample including postcode

Date &Time Sampled– this must be added to ensure a validated result

Free/total Chlorine - Results of onsite analysis should be added here (New mains customers only)

Sampler name – enter who took the sample

Company name - Enter the name of the company requesting the analysis (if appropriate

Report Results To: Add email and telephone of person to report these results to on completion

Name of Scottish Water Depot where sample dropped off : Enter Drop off point used here for tracking purposes

Number/Type of bottles supplied – Enter the number and type of bottle used for collecting the sample. (Bottle type codes can be found on your quote)

Date and time sample dropped off –Add when this was left at the dropoff point.

Storage transport conditions–Add the storage during transport to the Scottish Water Depot. Unless indicated samples should be stored between 2-8°C unless indicated

Scottish Water
Always serving Scotland

MCL2099 - SAMPLE PROFORMA

LIMS Sample Number (write this number clearly on each bottle)		
Sample Location/ Address		
POSTCODE		
Date & Time Sampled: THIS IS VERY IMPORTANT.	Date :	Time :
Free Chlorine:		
Total Chlorine:		
Sampler's Name:		
Company Name:		
Report Results To:		
Name of Scottish Water depot where sample was dropped off.		
Number of bottles for this sample and bottle type supplied (if known)*		
Date & Time of when sample was dropped off.	Date :	Time :

* This information is required to confirm the number of each bottle type used and provide improved chain of custody. The appropriate code for each bottle type used for this this can be found on the sample labels (if supplied) or in the bottle guide. Additional bottles can be referenced below.

STORAGE / TRANSPORT CONDITIONS: -
Record below conditions used to transport/store the sample if not delivered immediately to the lab.

SAMPLE REGISTRATION :- 01382 563699
sampleregistration@scottishwater.co.uk
If you are registering more than 5 samples request MUST be by email.

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Appendix 6: Sample drop off locations and courier operating times

Any samples dropped off after the final courier pickup time will not be collected until the following day.

Location	Monday - Friday	Sat+Sun
The Bridge, Buchanan Business Park, Cumbernauld Road, **Stepps**, G33 6FB	13.45pm / 16.45pm (Mon-Thurs) 15.45pm (Fri)	13.45pm
Marchmont Depot, **Dumfries**, DG1 1PW	14.15pm	N/A
Galafoot Depot, Winston Road, **Galashiels** TD1 3HH	14.15pm	N/A
Bullion House, Invergowrie, Dundee, DD2 5BB	14.30pm / 16.45pm	16.00pm
14 Gowan's Terrace, **Perth**, PH1 5AX	13.30pm	13.00pm
Tullich WTW, A816 Oban – Lochgilphead Road, **Oban**, Argyll, PA34 4SB	14.00pm 15.45pm (Tuesday Only)	N/A
Turriff WTW, Shandscross, **Turriff**, AB53 7PL	14.45pm	13.45pm
Kingshill House, Arnhall Business Park, Westhill **Aberdeen**, AB32 6UF	15.00pm	On demand 12noon
31 Henderson Drive, Longman Road North, I**nverness**, IV1 1TR	11.15am	11.15am
Elgin Depot, Moycroft Road, **Elgin**. IV30 1XE	15.45pm	On Demand
Fort William Office and Depot, Carrs Corner. Lochy Bridge, **Fort William**, PH33 6TQ	14.30pm	N/A
Broadford Depot, Old Corrie Industrial Estate, **Isle of Skye**, IV49 9AB	13.15pm	N/A
Halkirk Depot, Hoy, Halkirk, Caithness, KW12 6XF	14.30pm (Mon-Thurs) 13.30pm (Fri)	On demand
Dornoch Depot, Shore Road, Dornoch, Sutherland, IV25 3LS	15.45pm (15.15pm Fri)	N/A
Ullapool Depot, Morefield Industrial Estate, North Road, Ullapool, IV26 2SR	15.15pm (13.45pm Fri)	N/A
Orkney Area Office, Seafire Road, Kirkwall, Orkney, KW15 1WE	14.15pm	N/A

Shetland Area Office, Duncan House, Upper Sound, Lerwick, Shetland, ZE1 0SU	13.30pm	N/A
Scottish Water Ddepot Barvas Road; Newmarket **Stornoway** Isle of Lewis HS2 0SD Collection time to be confirmed at time of sampling.	13.30pm (Mon and Fri) 14.30pm (Tue-Thurs)	N/A
Benbecula Depot, Market Stance, Benbecula, Western Isles, HS7 5LT	14.15pm (Tues-Thurs Only)	N/A

Appendix 7: Sample Stability

Method Code	LIMS test	Sample Matrix	Sample Stability Time/days	Temperature Dependent (store at 5°C)	Comments
O002	SOLV_ADD1	Potable Water, Raw Water; Crude Sewage, Final Effluent, Leachate, Trade Effluent	14	yes	Stability time/temperature is for guidance only, data not validated
O007	FAME	All	14	Yes	Stability time/temperature is for guidance only, data not validated
O009	FLUMETHRIN	Potable Water, Raw Water	7	yes	Stability based on internal data
O010	ORG_CL	Sludge	7	yes	Stability time/temperature is for guidance only, data not validated
O019	FLUORIDE	Potable Water, Raw Water	14	yes	Stability based on internal data
O019	CHLORITE	Potable Water, Raw Water	14	yes	Stability based on internal data
O019	BROMIDE	Potable Water, Raw Water	14	yes	Stability based on internal data
O019	CHLORATE	Potable Water, Raw Water	14	yes	Stability based on internal data
O019	BROMATE	Potable Water, Raw Water	14	yes	Stability based on internal data
O028	SEM	Crude Sewage, Final Effluent, Leachate, Trade Effluent	14	yes	Stability based on internal data
O030	FLUORIDE	Crude Sewage, Final Effluent, Trade Effluent	21	yes	Stability based on internal data
O030	SULPHATE	Crude Sewage, Final Effluent, Trade Effluent	21	yes	Stability based on internal data
O031	TPH_GCFID	Potable Water, Raw Water, Crude Sewage, Final Effluent, Leachate, Trade Effluent; Raw Sludge	14	yes	Stability based on internal data
O033	DEHP	Raw water, Crude Sewage, Final Effluent, Leachate, Trade Effluent	8	yes	Stability based on internal data
O040	PAH-CIP	Raw water, Crude Sewage, Final Effluent, Trade Effluent	7	yes	Stability based on internal data
O040	PBDE	Raw water, Crude Sewage, Final Effluent, Trade Effluent	5	Yes	Stability based on internal data
O041	STERIOD	Raw water, Crude Sewage, Final Effluent	14	Yes	Stability based on internal data
O042	THMS_SOLV and BTEX	Potable Water, Raw Water	14	yes	Stability based on internal data
O043	PEST_POS01	Potable Water; Raw Water	14	yes	Stability based on internal data
O044	PEST_02	Potable Water; Raw Water	15	yes	Stability based on internal data

Method Code	LIMS test	Sample Matrix	Sample Stability Time/days	Temperature Dependent (store at 5°C)	Comments
O048	PAH	Potable Water, Raw Water	7	yes	Also light dependent
OC024	VOCS	Potable Water, Raw Water; Crude Sewage, Final Effluent, Leachate, Trade Effluent	7	yes	Stability time/temperature is for guidance only, data not validated
OC025	ALCOHOLS	Crude Sewage, Final Effluent, Leachate, Trade Effluent	7	yes	Stability time/temperature is for guidance only, data not validated
OC037	GEOS_MIB	Potable Water, Raw Water	7	yes	Stability time/temperature is for guidance only, data not validated
OC052	VOL_ACIDS	Crude Sewage, Final Effluent, Leachate, Trade Effluent	Day of sampling	yes	
OC066	GCMS_SCAN	All	7	yes	Stability time/temperature is for guidance only, data not validated
OC067	PCBS_GCMS	Potable Water, Raw Water; Crude Sewage, Final Effluent, Leachate, Trade Effluent	7	yes	Stability time/temperature is for guidance only, data not validated
OC070	APES	Crude Sewage, Final Effluent, Leachate, Trade Effluent	7	yes	Stability time/temperature is for guidance only, data not validated
RAD1	GROSS_AB	Potable and Raw Water	15	yes	Stability time/temperature is for guidance only, data not validated
RAD2	TRITIUM	Potable and Raw Water	15	yes	Stability time/temperature is for guidance only, data not validated
RAD3	RADON	Potable and Raw Water	3	Yes	Stability based on ISO 13156-4
GIC003/IC002	COLOUR (Unchlorinated samples)	Raw Water	12	yes	Stability based on internal data
GIC003/IC002	COLOUR (Chlorinated samples)	Potable water, Raw water, Swimming Pool;	4	yes	Stability based on internal data
GIC003/IN33	TURBIDITY	Potable water, Raw water, Swimming Pool, Crude Sewage, Final Effluent, Leachate, Trade Effluent	4	yes	Stability based on internal data
GIC003/IN37	PH	Potable Water; Raw water, Swimming pool	5	yes	Stability based on internal data
IC073		Crude Sewage, Final Effluent, Leachate, Trade Effluent	7	Yes	Stability based on internal data

Method Code	LIMS test	Sample Matrix	Sample Stability Time/days	Temperature Dependent (store at 5°C)	Comments
IC081		Sludges	6	YES	Stability based on internal data
GIC003/IN38	CONDUCTIVITY	Potable Water; Raw water, Swimming pool	5	yes	Stability based on internal data
IC084		Crude Sewage	7	yes	Stability based on internal data
		Final Effluent, Leachate, Trade Effluent	14	yes	Stability based on internal data
IC006	AN_DET	Final Effluent, Crude Sewage, Trade Effluent Trade Effluent,	17	yes	Stability based on internal data
IC008	CYANIDE	Potable Water, Raw Water, Final Effluent Leachate, Trade Effluent	6	yes	Stability based on internal data
IC009	AMMONIUM, NITRITE, TON, SRP	Potable Water, Raw Water Swimming Pool	13	yes	Stability based on internal data
IC009	CHLORIDE	Potable Water, Raw Water, Swimming Pool Final Effluent Leachate, Trade Effluent;	28	yes	Stability period based on BS ISO 5667:3
D40	TOTDIS_SDS	Potable/Raw	14	no	Stability based on internal data
D45.1 / IC063	TOC	Potable Water, Raw Water, Crude Sewage, Leachate	8	yes	Stability based on internal data
		Final Effluent;	12		
GIC007	AMMONIA, NITRITE, TON, SRP	Final Effluent, Crude Sewage, Trade effluent, Leachate*,	3 *1 Day Leachate Nitrite	yes	Stability based on internal data
GIC007 / IC009	CHLORIDE	Potable Water, Raw Water, Swimming Pool, Crude Sewage; Final Effluent; Leachate	28	yes	Stability based on internal data
IC071	COD	Potable Water; Raw Water, Final Effluent, Leachate, Swimming pool	8	yes	Stability based on internal data
		Crude Sewage	15	yes	Stability based on internal data
		Trade Effluent	10	yes	Stability based on internal data
IC074	SUSPSOL	Raw water, Final Effluent, Crude Sewage	7	yes	Stability based on internal data
IC074	SUSPSOL	Potable Water, Swimming Pool, Leachate, Trade Effluent	2	yes	Stability based on internal data

Method Code	LIMS test	Sample Matrix	Sample Stability Time/days	Temperature Dependent (store at 5°C)	Comments
IC075A	BOD	Crude, Trade, Leachate,	8	yes	Stability based on internal data
		Final Effluent,	4	yes	Stability based on internal data
		Potable and Raw,	2	yes	Stability based on internal data
IC077	TOTN	Final Effluent, Crude Sewage, Trade Effluent, Leachate, Sludge	10	yes	Stability based on internal data
IC078	ALKALINITY	Potable Water, raw water, Swimming Pool, Crude Sewage, Final Effluent, Leachate, Trade Effluent	4	yes	Stability based on internal data
		Raw/treated Sludge	14	yes	Stability period based on BS ISO 5667:3
IC083	AMMONIA	Sludge	3	yes	Stability based on internal data
GIC001	METAL, METAS, METCD,METCR, METCU, METFE, METMN, METNI, METP METPB, METSB, METSE, METZN,	Potable/Raw	28	no	Stability period based on BS ISO 5667:3
ICPMS1	METHG	Potable/Raw	21	no	Stability based on internal data
ICPMS5	METAL_LR, METAS_LR, METCD_LR, METCR_LR, METCU_LR, METFE_LR, METMN_LR, METNI_LR, METP_LR METPB_LR, METSE_LR, METZN_LR,	Raw / Final Effluent	28	no	Stability period based on BS ISO 5667:3
ICPOES1	METAL,METFE, METMN	Potable/Raw	28	no	Stability period based on BS ISO 5667:3
ICPOES2	METCA, METMG, METK, METNA, METB, METP, SULPHATE	Potable/Raw	28	no	Stability period based on BS ISO 5667:3
IC036	METAG, METAL, METAS, METCA, METCD, METCO, METCR, METCU, METFE, METK, METMG, METMN, METMO, METNA, METNI, METP, METPB, METS, METSE, METZN	Final, Crude, Trade, Leachate,	28	no	Stability period based on BS ISO 5667:3
IC037	METSN, METTI	Final, Crude, Trade	28	no	Stability period based on BS ISO 5667:3

Method Code	LIMS test	Sample Matrix	Sample Stability Time/days	Temperature Dependent (store at 5°C)	Comments
LSM90	METAL, METAS, METCA, METCD, METCR, METCU, METFE, METHG, METK, METMG, METMN, METMO, METNA, METNI, METP, METPB, METSB, METSE, METV, METZN	Sludge	28	yes	Stability period based on BS ISO 5667:3
MD08	CFMS_ECOLI	Potable/Raw/Swimming pool	24 hours	yes	Stability period based on BS ISO 5667:3
MD07	COLILERT	Potable/Raw/Waste	24 hours	yes	Stability period based on BS ISO 5667:3
MD03	22 /37 PLATES	Potable/Raw	24 hours	yes	Stability period based on BS ISO 5667:3
MD05	CLOSTRIDIA	Potable/Raw	24 hours	yes	Stability period based on BS ISO 5667:3
MD04	FSTREP	Potable/Raw	24 hours	yes	Stability period based on BS ISO 5667:3
MW009	PSEUD	Swimming pool	24 hours	yes	Stability period based on BS ISO 5667:3
MP18	CRY_GENERA	Potable/Raw/Swimming pool	72 hours	yes	Stability period based on BS ISO 5667:3
AM 23	GENOTYPING	Potable/Raw	N/A	No	N/A
AM21	N/A	N/A	N/A	No	N/A
MD011	CHLPHYLLA	Potable/Raw	1 day	Yes	Stability period based on Blue Book method
MD12	TOXIN_ELISA	Potable/Raw	1 day	Yes	Stability period based on Blue Book method
MD13	FLOWCYT	Potable	1 day	Yes	Stability period based on Blue Book method
MW007	SALMONELLA	Potable/Raw	1 day	Yes	Stability period based on Blue Book method
MW007B	SALMON_SLD	Sludge	1 day	Yes	Stability period based on Blue Book method
MW054	ALGAE	Potable/Raw	1 day	Yes	Stability period based on Blue Book method
MW055	CTUBE_SLG	Sludge	1 day	Yes	Stability period based on Blue Book method