

Drinking Water Sample Acceptance Policy

- 1.0 The Vermont Department of Health Laboratory accepts drinking water samples, as represented by the sampler, and as such, the sampler is responsible for following the sampling instructions, and meeting the laboratory and regulatory sampling requirements.
- 2.0 **Sample Acceptance**
 - 2.1 Required Information: Drinking water samples submitted to VDHL must be accompanied by the following information by completing the Water Sample Collection Information form (CHEM 202) using indelible ink:
 - 2.1.1 Name and mailing address where the report is to be sent (usually pre-printed on the form);
 - 2.1.2 Date of Collection (required for all tests);
 - 2.1.3 Time of Collection (required for all tests);
 - 2.1.4 Name of person taking the sample and daytime phone number (phone number requested, but not required for testing to be completed);
 - 2.1.5 Physical Location and Address where sample was collected;
 - 2.1.6 Sampler remarks if needed;
 - 2.1.7 Private or homeowner samples should note Source and If chlorine has been used to disinfect the water system in the past two weeks in the section under "Private Sample Information Only".
 - 2.1.8 Regulated water systems must completely fill out the lower section of the Water Sample Collection Information form that is for "Regulated Public Water System Use Only".
 - 2.2 Laboratory personnel may try to contact the submitter or the person taking the sample to request the missing information.
 - 2.3 Samples must be delivered to the laboratory within the timeframes that are defined in the sampling instructions.
 - 2.4 **The following situations may result in the sample being rejected:**
 - 2.4.1 If the sample is not received at the laboratory within the timeframes that are defined in the sampling instructions (i.e. too old to test);
 - 2.4.2 If any of the required information is missing from the Water Sample Collection Information form (see 2.1);
 - 2.4.3 If the sample is not properly thermally preserved, or other sampling instructions are not followed;
 - 2.4.4 If the sample is received frozen;
 - 2.4.5 If there are oxidizers present (such as chlorine);
 - 2.4.6 If the sample volume is not sufficient for testing;
 - 2.4.7 If the sample shows signs of damage, contamination, or inadequate preservation;
 - 2.4.8 If the sample is a composite – taken from multiple locations using the same sample container;
 - 2.4.9 If the sample is discolored;
 - 2.4.10 If the sample is not drinking water, for example - a very turbid sample or heavy sediments in the water, or sewage;
 - 2.4.11 If the sample is stored or submitted in sampling containers not provided by VDHL.
 - 2.5 Testing will not proceed for rejected samples unless there are written or verbal instructions from the customer asking the VDHL to proceed with testing and the VDHL Program Chief or designee agrees to accept the samples for testing and qualify the results.
 - 2.6 The final laboratory test report will document any non-conformity with qualifiers.
 - 2.7 Any submitter/laboratory discussions and/or decisions related to how the laboratory was going to proceed with sample rejection or analysis will be documented and retained with the Water Sample Collection Information form.
- 3.0 If the laboratory is unable to analyze a drinking water sample and will need to subcontract the sample testing to another accredited laboratory, the laboratory will contact the customer or request the customer to submit a new sample. Please be sure to provide adequate contact information on or with the Water Sample Collection Information form.

If you have questions or suggestions regarding VDHL's sample acceptance policy, please call or write to us.