

Well Water Sample Drop-Off Hours

Casselman	8:30 am - 12 pm
872 Principale St.	1 to 1:30 pm
Hawkesbury	8:30 am - 12 pm
134 Main St. East	1 - 2 pm
Rockland	8:30 am - 12 pm
2229 Laurier St.	1 - 1:30 pm

Please note:

- Well water samples cannot be accepted on Fridays.
- Well water samples cannot be accepted between 12 and 1 pm.
- Well water samples cannot be accepted on the day preceding a statutory holiday (e.g. if Friday is a statutory holiday, samples cannot be accepted the Thursday before).

How to take well water samples

1. Obtain a free water-test bottle from the nearest Eastern Ontario Health Unit (EOHU) office. These bottles contain a special preservative to maintain the water until it's tested. Do not rinse out the bottle before taking the sample.
2. Before taking the water sample, wash your hands and avoid touching the rim of the bottle or the inside of the cap.
3. When taking the first sample:
 - a. Remove the screen or other attachments from the tap.
 - b. Run the cold tap for 2 to 3 minutes.
 - c. Disinfect the end of the faucet with an alcohol swab or dilute bleach solution (1 part household bleach to 10 parts water).
 - d. Run the cold tap for 2 to 3 minutes more before collecting the sample.
 - e. Fill the bottle to the line indicated.
 - f. Fill out the laboratory requisition form found on the sample bottle. Make sure the form contains:
 - i. Name and return address
 - ii. Location of the water source, including county identification and the civic number
 - iii. Date and time collected
 - iv. EOHU office number where water sample was collected
 - v. The daytime telephone number of the person taking the water sample
 - vi. Indication of whether you will pick up the report at the Laboratory (see address on reverse) or if you want the report mailed to you

4. Refrigerate the bottled water sample until you are ready to leave. If it's a really hot day, place your sample in a cooler during transportation. Bring it along with the completed laboratory requisition form the same day it was collected to the nearest EOHU office (see Well Water Sample Drop-Off Times). Water samples are then transported to a Public Health Laboratory. Avoid bringing in a sample during extremely cold spells because a frozen sample cannot be analyzed.
-

Test results

Test results are returned by mail or can be picked up at the laboratory. Only the person whose name appears on the Water Bacterial Analysis Form can pick up the results at the laboratory. If you want another person to pick them up, an appropriate release form must be filled. You can obtain these forms at the Public Health Laboratory (see address below), or at the nearest EOHU office.

You can also obtain your results by telephone by calling 1 877 723-3426, three business days after having brought the water sample to the EOHU office nearest you. The automated voice message system allows you to retrieve your results using the numbers from the bar code found on the bottle. See instructions on the blue card available with the Bacteriological Analysis of Drinking Water form.

Public Health Laboratory :

OTTAWA LAB

2380 St. Laurent Blvd.

Ottawa, ON K1G 5A4

613-736-6800

Open Monday to Friday from 8am to 5pm