

SOUTH WEST WATER LABORATORY

CHRISTMAS AND NEW YEAR OPENING HOURS 2020/21

Please note the following important changes over the Christmas and New Year period.

• SAMPLE RECEPTION AND LABORATORY CUSTOMER SUPPORT TEAM

Sample Reception times will be as follows:

23rd December 2020 Normal opening times (08:30 -16:30)
24th December 2020 Closed
25th December 2020 Closed
28th December 2020 Closed
29th December 2020 Normal opening times (08:30-16:30)
30th December 2020 Normal opening times (08:30-16:30)
31st December 2020 Closed
1st January 2021 Closed
4th January 2021 onwards Normal opening times (08:30-16:30)

• BOD ANALYSIS

Samples requiring BOD analysis will not be accepted after the 17th December 2020. After this day any BOD test received before the 04th Jan 21 will be cancelled, and associated tests as part of the same sample will proceed and be reported as usual.

• RADON ANALYSIS

The last date for receipt of Radon samples which are not already agreed, will be 17th December 2020. Samples can then be submitted by prior arrangement from 4th January 2021.

• TASTE AND ODOUR ANALYSIS

Samples requiring Taste and Odour analysis will only be accepted by prior arrangement. Please contact labcommercial@southwestwater.co.uk & labcustomersupport@southwestwater.co.uk if an urgent sample is required.

• LEGIONELLA ANALYSIS

The last day for the receipt of samples for Legionella analysis will be 17th December 2020 by arrangement. Samples can then be submitted as usual from 4th January 2021.

• DIPSLIDE ANALYSIS

Samples requiring Dipslide analysis will not be accepted during the period 18th December 2020 to 3rd January 2021 unless by prior arrangement. Samples can then be submitted as usual from 4th January 2021.

• CONTRACTED OUT ANALYSIS

The availability of couriers and the sample receipt deadlines of our 3rd party laboratories limit the potential for sub-contracting analyses. We therefore suggest that you contact our Laboratory Customer Support section if you intend to submit samples for sub contracted analysis between the 16th December 2020 and 4th January 2021.

WE WOULD LIKE TO TAKE THIS OPPORTUNITY OF THANKING YOU FOR YOUR BUSINESS DURING THE PAST 12 MONTHS. WE WISH YOU AND YOUR STAFF A VERY MERRY CHRISTMAS AND PEACEFUL NEW YEAR



Christmas 2020 Courier Timetable

Date	Tolgus Departure Time	Bodmin Departure Time	Crownhill Departure Time	Roundswell Departure Time
21/12/20	12:30	13:45	12:30	13:15
22/12/20	12:30	13:45	12:30	13:15
23/12/20	12:30	13:45	12:30	13:15
25/12/20	No Courier	No Courier	No Courier	No Courier
26/12/20	No Courier	No Courier	No Courier	No Courier
27/12/20	No Courier	No Courier	No Courier	No Courier
28/12/20	No Courier	No Courier	No Courier	No Courier
29/12/20	12:30	13:45	12:30	13:15
30/12/20	12:30	13:45	12:30	13:15
01/01/21	No Courier	No Courier	No Courier	No Courier
02/01/21	No Courier	No Courier	No Courier	No Courier
03/01/21	No Courier	No Courier	No Courier	No Courier

