

# Do you have a well or cistern?

# How to take a drinking water sample

**Do not submit samples from high-risk water supplies, such as lakes, rivers or streams, unless water has been treated first.**

**1. Use an approved water sample bottle**

Pick up a water sample kit from a location in your area. Only water collected in these bottles are accepted.

**2. Sample at the right time**

Sample your water when you can drop it off the same day you collect it. Water samples left sitting for a long time can have inaccurate results. Samples can be dropped off Monday to Thursday.

**3. Sample from an indoor tap**

Take a sample from an inside tap with no aerator, or remove any aerator, screen or other attachment from your faucet. Don't take a sample from an outside tap or garden hose.

**4. Disinfect the faucet spout**

Disinfect the end of the tap with an alcohol swab or swab with diluted bleach solution (1 part household bleach to 10 parts water) to remove debris or bacteria before running water. Do not disinfect the tap with a flame, this could damage any plastic parts of the faucet.

**5. Run water for 3 to 4 minutes**

Turn on cold water and let it run for 3 to 4 minutes before taking the sample to remove standing water from your plumbing system.

**6. Handle the bottle carefully**

- Remove the sample bottle lid
- Do not touch the inside of the lid or put the lid down
- Do not rinse out the bottle

**7. Fill the bottle**

Fill the bottle to the level marked, as described in the enclosed instructions, and close the lid tightly.

**8. Keep sample in cool place**

Keep the sample cool (not frozen) until it is delivered to the drop-off location. Do not store samples in warm places such as a car trunk.

**9. Deliver the sample the same day it is collected**

Drop off the sample at one of our drop-off locations on the same day it is collected. Proper handling will help to ensure test results are accurate.

**Getting your results**

- 4 to 5 business days after dropping off your water sample: Call 1-877-723-3426, enter PIN number from the bottle to hear your results
- 5 to 10 business days after dropping off your water sample: Your results will be mailed to you directly

[niagararegion.ca/water](http://niagararegion.ca/water)

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# Well and Cistern Test Kits Pick-Up & Drop-Off Locations

Pick-up and drop-off well & cistern test kits  
at these locations **FREE OF CHARGE**

City/Town	Location	Hours	Pick-up Testing Kits	Drop-off Samples
Fort Erie	Town of Fort Erie (Gibson Centre) 1818 Pettit Road	Monday - Thursday 8:30 a.m. - 4:30 p.m.	✓	✓
Grimsby	West Lincoln Memorial Hospital 169 Main St. E	Monday - Thursday 8:30 a.m. - 4:30 p.m.	✓	✓
Lincoln	Town Hall 4800 South Service Rd.	Monday - Thursday 8:30 a.m. - noon	✓	✓
Lincoln	Fleming Centre 5020 Serena Dr.	Open seven days a week 9 a.m. - 5 p.m.	✓	✗
Niagara-on-the-Lake	Town Hall 3 Lorraine St.	Monday - Thursday 8:30 a.m. - 4:30 p.m.	✓	✗
Niagara Falls	Niagara Region Public Health 7835 McLeod Rd.	Monday - Thursday 8:30 a.m. - 4:30 p.m.	✓	✓
Port Colborne	City Hall 66 Charlotte St.	Monday - Thursday 8:30 a.m. - 4:30 p.m.	✓	✓
Thorold	Niagara Region Public Health Campbell East Building 1815 Sir Isaac Brock Way	Monday - Thursday 8:30 a.m. - 4:30 p.m. Friday 8:30 a.m. - 11:00 a.m.	✓	✓
Wainfleet	Township of Wainfleet 31940 Highway 3	Monday - Thursday 8:30 a.m. - 4:30 p.m.	✓	✓
Welland	Niagara Region Public Health 200 Division St.	Monday - Thursday 8:30 a.m. - 4:30 p.m.	✓	✓
West Lincoln	Town of West Lincoln 318 Canborough St.	Monday - Friday 8:30 a.m. - 4:30 p.m.	✓	✗

Niagara Region Public Health  
905-688-8248 ext. 7590 or 1-888-505-6074

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