

November 1, 2024

Dear Valued Client,

A laboratory error recently occurred that will result in your system receiving a violation for Haloacetic Acids (HAA) analysis. A small number of sampling kits were sent out with incorrectly preserved vials for HAAs. The laboratory did not discover the error until after receiving your system's samples and was unable to send out a new kit in time to allow for resampling during your monitoring period.

We apologize for the error and are taking corrective actions to prevent this from occurring in the future. We wanted to provide this letter as documentation that the violation was not due to any oversight by the facility so that you may include it in notification to your customers if you choose. Please feel free to contact me if you have any questions.

Sincerely,



Jennifer Solomon  
Client Services Manager  
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