



December 1, 2023

UC Laboratory Clients,

Thank you for choosing UC Laboratory for your laboratory services.

Holiday Weeks

Please look over the list of days that UC Laboratory is closed which you will find on our website. Depending on the day of the week that it falls on, we may need to adjust our route days. If you are unsure of when you are being picked up on those days, please feel free to ask your route driver or call the lab.

Weekend Hours

Please take note of the following changes in our Weekend (Friday noon-Sunday) hours.

Friday: Samples will be accepted until the lab closes (Summer & Winter hours vary). Any total coliform bacteria samples received after 12:00 noon on Friday will be set up on Saturday morning.

Saturday/Sunday: US Postal Service and drop box will be checked but no samples will be processed until Monday.

We understand that emergencies do come up. Please contact someone on the management team if this applies to you.

- Ben Schreader – CEO 507-995-2995
- Amy Schreader – QA/QC 507-202-4985
- Samantha Weston – Tech. Dir. 507-995-0200
- Crystal Blasing – Lab Manager 507-351-5282

Online Survey

UC Laboratory strives to give superior service to all of our customers. We are asking you to take a couple of minutes out of your busy day to take part in an online survey. I can assure you that we will look at every response in order to make everyone’s experience with UC Laboratory great. The survey will be available from now until the end of March 2024.

Please go to this link: <https://www.surveymonkey.com/r/DS85H5L>. You should be able to complete the survey on your computer, tablet or mobile device.

Biosolids

The laboratory staff has a favor to ask of you when you are getting ready to send in your biosolids. If at all possible, please contact the lab to let us know when we can expect your sample to arrive. We want to make sure we are staffed to take care of your samples. This is especially important when you are including fecals which have a short holding time. For those of you that have already starting do this, **“THANK YOU”**.

Rate Increase

UC Laboratory is very conscientious of the budgets and costs you all are required to adhere to. As you are aware, prices for supplies, shipping, labor costs, etc. have risen substantially recently. After much discussion, we have determined that we will need to increase our pricing. Effective January 1, 2024, a 3% increase will be implemented. Please feel free to contact our CEO, Ben Schreader @ 507-995-2995 with any questions or concerns you may have.

Subcontracted Analytes

A current list of UC Laboratory MDH accredited analytes is always available to you by either contacting us or at the MDH website. On occasion you will need a sample tested for something that is not on our current scope/certificate. Please know that if this is the case, we will subcontract those samples to an appropriately accredited laboratory. A list of the most common subcontracted analytes and the methods can be found on our website: www.uclaboratory.net If you are needing a method not listed, please contact our office to make arrangements.

Website (www.uclaboratory.net)

You will find the following forms/information on our website: Chain of Custody example, current list of analytes & certified methods, 2024 holiday closures, subcontracted analyte list, sample acceptance policy, modified procedure authorization form and contact information update. We will also be using this tool to also keep you updated on current hours of operation.

Update Contact Information

You will find our contact information form located on our website. If your facility has experienced any changes (operator, phone numbers, billing information), please fill out that form and return it to us as soon as possible.

At UC Laboratory, standard turnaround time for most analytical services is 7-10 working days. If analytical results are needed sooner, or a project contains a large amount of samples, please contact UC Laboratory to make arrangements in advance.

All of us at UC Laboratory truly appreciate the opportunity to serve you. Customer service is something we pride ourselves in. Always feel free to contact us with any questions or concerns.

Sincerely,



Amy K. Schreader
Quality Assurance Manager