

# Watercare

## Laboratory Services

### Watercare Services Limited

Laboratory Services  
52 Aintree Avenue  
Airport Oaks  
Mangere, Manukau 2022  
New Zealand

Telephone  
+64 9 539 7600

PO Box 107028  
Airport Oaks, Manukau 2154

Facsimile  
+64 9 539 7601

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Dear Customers,

As announced yesterday New Zealand will move into COVID-19 Level 2 from 14 May. We are working towards transitioning from essential service operations to resuming full laboratory testing and sampling operations, normal operational capacity will resume **on Tuesday 19<sup>th</sup> May**.

For our Auckland Sampling and Laboratory operations this means we continue to have some capacity constraints until next Tuesday whilst we operate the COVID-19 rosters and unwind that arrangement with over 60 staff members.

We ask if you have non-routine or low priority testing requirements that you delay undertaking this testing until the week commencing 25 May so that we can ensure adequate capacity to meet your testing requirements.

However, if you have a specific urgent need to start or resume other activities please contact our Sales Manager, Bruce Winter.

Our Invercargill, Queenstown and Wellington laboratories have maintained full operations throughout and customers serviced from these sites will continue to receive full normal services.

Please feel free to contact us directly if you have any specific concerns regarding our sampling and laboratory services provided to you. email us at [clientsupport@water.co.nz](mailto:clientsupport@water.co.nz) or call Bruce Winter on 021 508 018.

Yours sincerely,



Chris Kinley

**Head of Laboratory Services**