

Safety Runs Deep
The Story of the Nation's Drinking Water Laboratory...
EHL

Shots of people drinking water from a faucet, from a water cooler, from bottled water...

It's easy to take for granted...
And yet, it doesn't happen by accident.

When you turn on the tap...when you drink from the cooler, when you open the bottle... you expect it to be safe

On the surface, hardly a reasonable expectation...

If possible, shots of oceans, then fresh water running from natural sources, ie a river over rocks

While water covers $\frac{3}{4}$ of the earth, only 1% is usable...

And within even the clearest water, invisible harm can lurk

EHL logo comes up

What does it take to be sure?...

It takes EHL

Original site on North Michigan if it still exists or pan of old photo

Since 1986, Environmental Health Laboratories has worked to assure that water is safe.

Any South Bend local shots

From its beginnings with only one customer in South Bend Indiana it has grown to become "the Nation's Drinking Water Laboratory", a lab whose sole mission is to protect over 50 million Americans whose drinking water is tested by EHL.

Exterior of EHL, any signage

General shots inside laboratory, or, if possible, shots of incoming samples with varied postmarks and locations visible

External Northbrook shots including sign

In 2001, EHL merged its mission of water safety with the safety mission of Underwriter's Labs

Today, with UL's added resources EHL is

Title comes on over both logos, over running water

able to assure that, where water is concerned

Safety Runs Deep

Any additional shots of water, ie bottled water in supermarket or tap water or general lab shots in EHL

Today, as a part of UL's safety mission EHL continues to search for better ways to make the world's water safe...

Centering on the crucial task of analyzing drinking water for public water supplies throughout the nation

Questions for Jerry:

So how was it when UL knocked on your door? What went through your mind?

What did UL see in EHL? EHL in UL?

What really excites you about being part of UL?

What do both companies have in common that makes them great partners?

What are you going to be able to accomplish as a part of UL that you couldn't do before?

What are you most proud of accomplishing at EHL?

What are some examples of how UL and EHL will work together?

Interview with Jerry Thomas—

(Jerry talks about safety mission of both companies and how proud and excited EHL is to be part of UL; also the power of the UL/EHL alliance;

EPA logo

In the US, drinking water is regulated by the federal Environmental Protection Agency through the Safe Drinking Water Act which sets standards on allowable levels of 79 potential contaminants and 15 other key parameters.

Stack of regulatory papers on a desk

Map with states filling in

These federal standards are enforced by individual states, which certify laboratories based on audits and performance.

EHL, certified by 48 states and Puerto Rico—is certified by more states than any other commercial laboratory in the

	country
	providing it the depth and the breath to deal with a variety of safe water testing challenges
Incoming samples	Over 75,000 samples, requiring over 140,000 analyses pass through EHL's expanding facility
Ongoing construction?? Visible new additions??	
Additional shots of various types of incoming samples Wide shots and any tags, etc. that indicate different types	Here, skilled engineers (chemists??find out right term) search for dangerous organic chemicals. These chemicals, which can cause disease and other harm to people, animals, and ecosystems-- include gasoline and petroleum products; semi volatile chemicals, such as pesticides and industrial waste; metals and inorganics, such as lead, arsenic and mercury; and harmful micro-organisms such as bacteria, pathogens and radioactive .
Any shots in Custom Analytical Department, any signage indicating name of department	EHL conducts tests to detect these contaminants and work to develop new tests as new threats and regulations appear
Relevant lab shots	For example, recent work on endocrine disruptors—chemicals which disrupt the body chemistry of mammals, birds and aquatic life discovered that these chemicals were present in residential well water
Questions for Ed: <i>Describe the recent work on endocrine disruptors. What did it tell us that we didn't know?</i> <i>Why is that important?</i> <i>Why is it important for EHL to be proactive in dealing with potential new threats?</i> <i>How does EHL help public water</i>	Ed George: Comments about how EHL is proactive in developing tests to deal with new situations so that public water supplies can be prepared

<p><i>supplies by being ready?</i> <i>What does EHL have to do to be proactive?</i> <i>What are some examples of how this has worked?</i> <i>How do EHL's efforts contribute to public safety?</i></p>	
<p>Pan of various regulations spread out on desks, or pan over web site screens with regulations listed</p>	<p>While the federal government sets standards, the interpretation of regulations varies by states and types of public water supply</p>
<p>Any kinds of books or documents from different states</p>	<p>It is a complex task—the variety of states and local agencies require over 400 reporting formats</p>
<p>People on phones</p>	<p>EHL service often begins by helping potential customers—normally municipal water suppliers—to better understand regulations and potential analyses</p>
<p><i>Questions for Paul:</i> <i>What is a typical call to EHL?</i> <i>How is EHL a consultant to customers?</i> <i>Do customers fall into categories?</i> <i>What is the goal of the client service staff in helping customers?</i> <i>What do clients find valuable about EHL service?</i></p>	<p>Comments by Paul Bowers about different types of customers and how EHL can help</p>
<p>Testing kits being prepared and going out</p>	<p>Once it is determined that testing is required, a sample kit is developed with appropriate containers and appropriate preservatives which are added to bottles before they're sent out in several layers of protective packaging.</p> <p>For customers that require it, on-site kits are shipped that enable advanced sampling and filtration of water supplies</p>
<p>Any footage of customers collecting</p>	<p>(if footage available a few sentences about</p>

samples—or can you do that with them somewhere when you're out there???

collecting samples)

Samples are sent back, usually overnight to maintain the 4 deg C temperature necessary for the testing procedures

Once the samples are returned, time is often of the essence. Some samples must be analyzed within 8 hours or less.

Shots of sample prep, samples going from liter bottles into funnels, then to lipstick sized containers

In some cases, the samples must be further prepared before they can be tested

Liquid chromatography Lab

EHL maintains a wide array of laboratory facilities to do so

(for all labs—get any shots of signs that indicate title of lab)

Here, high performance liquid chromatographs determine the presence of analytes, or harmful microorganisms in pesticides, disinfection byproducts and other compounds that can contaminate water

Inorganic chem. Lab

Other labs test for inorganic substances such as metals...

Machine with interesting instrumentation

Microbiology lab
Various petri dishes, centrifuges in operation, etc.

Or organic pollutants such as e.coli and additional bacterial species.

Questions for Jim:

What is significant about enteral viruses?

What threat to they pose?

What needs to be done to be prepared for the future?

How does EHL play a role?

Jim Larkin:

Comments on enteral viruses, future energy contaminants

Radiochemistry lab

In the radio chemistry area, we are able to help our customers test for radon or other radionuclides

Audio: sounds of testing equipment

Metals lab

While additional lab setups give us the capability of testing for metal pollution, or:

here in the gas chromatography, mass spectrometry lab, the presence of over 250 semivolatile organic compounds such as pesticides; or volatile organic compounds such as those found in gasoline.

Various people working in quality assurance

In every lab, and throughout the company, there is commitment—to quality

Customer service people on phones, etc.

And customer service

Any pans of marketing materials, any shots that indicate customers (materials with municipality titles, map showing where customers are located, etc.)

As a lab dedicated to the drinking water suppliers in the country, we understand their pressures...

People at work on the phones or in labs

and we know that timeliness and accuracy that make a difference

People at work on the phones or in labs

And we have organized our operation to serve their needs...

Return to shots as in the beginning

Today, with the resources of Underwriters Labs behind us, working together in a joint commitment to public safety, we are better positioned than ever to make sure that the nation's drinking water is healthy pure...

Running water
UL logo over water

Joined by EHL logo

EHL...the nation's drinking water laboratory...

Additional water shots

Today and in the future, the place that assures that in public water supplies throughout the country...

Title and EHL and UL logos hold

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