

Frequently Asked Questions (FAQ) for Aerosol Generating Systems (AGS) Registration and Submission of Water Quality Test Results

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[From 1 Oct 2024] Latest Changes to the Regulations

Before 1 Oct 2024, AGS owners are required to submit results for both Heterotrophic Plate Count (HPC) and Legionella Bacteria Count (LBC). We would like to inform that from 1 October 2024, AGS owners are **only required to submit the quarterly results of Legionella Bacteria Count (LBC) to NEA. While Heterotrophic Plate Count (HPC) results are no longer required for submission to NEA, this parameter must still be tested monthly by AGS owners, with the test results kept for at least 12 months**

AGS owners will be given a 6-month period from 1 October 2024 to 31 March 2025 to adapt to this revised submission requirement. Please refer to circular [NEA-SCD-OM-CIR-ENVHYG-006](#).

AGS Registration

1. What are the types of AGS to be registered?

Operational AGS that is a cooling tower (CT) in which atmospheric air is passed through sprayed water to lower the temperature of the water by evaporative cooling is required to be registered. The registration of these CTs will facilitate traceability in the event of a water-borne disease outbreak.

2. Can owners/occupiers register more than one CT in a single application?

In a single application, up to 5 CTs located within the same premises can be registered using the same postal code can be registered.

3. Will there be a fee for registration of AGS?

There will be a one-time registration fees of \$70 per CT system and no GST will be incurred. One CT system consists of one or more cells sharing one common basin. (Please refer to **Appendix A** for illustrations of various configurations of CT systems)

4. Who should be the person in charge (PIC) in the registration form?

Person in charge (PIC) is a person assigned by the company to coordinate day-to-day running of CT operations. (e.g. from facility management).

5. What is an NEA ID and what do we do with the NEA ID?

NEA ID is the alphanumeric ID (i.e. NEACT2X00XXXX) assigned by NEA and issued to your company's CT. NEA IDs will be emailed to you via system after successful CT registration and payment. The NEA ID shall be **physically labelled** on the CT clearly in a conspicuous position. The NEA ID is also required for the submission of laboratory results.

6. Can 2 or more CT basins connected by equalising/balancing piping or common pump suction header be considered as 1 CT system, i.e. which requires only 1 registration?

Where 2 or more CT basins are connected by equalising/balancing piping or common pump suction header, if the basins are fully partitioned, they are considered separate CT systems as different basins might have different water quality due to differing conditions of each basin (e.g. tendency of microbial growth/biofilm accumulation, scaling and corrosion condition). Thus, each fully partitioned basin is required to have an NEA ID.

7. What is the validity period of a registration?

The registration of any CT shall remain valid unless under the following scenarios in the table below:

S/N	Scenario	What do owners/occupiers need to do?
1	Change of ownership of the premises where CTs are installed	- The outgoing owners/occupiers are required to de-register their CTs in NEA ePortal. - The new owners/occupiers are required to register these CTs in NEA ePortal.
2	Change of location (postal code) of the premises where CTs are installed	- The existing owners/occupiers are required to de-register their CTs in NEA ePortal. - The existing owners/occupiers are required to register these CTs, using the new postal code, in NEA ePortal.
3	Adding more CT(s) to the existing configuration	Referring to Appendix 1, if required, the existing owners/occupiers are to register these additional CTs in NEA ePortal.
4	1-for-1 replacement of CT(s) (Overall CT system configuration unchanged)	- Apply for temporary shutdown of the CT(s). - Amend and update the registration details of the affected CT(s) on NEA ePortal once replaced.

If in doubt on any of the above scenario, please write in to NEA at <https://www.nea.gov.sg/feedback>.

For de-registration in ePortal, owners/occupiers will not be able to de-register individual CT if more than one CT are registered under the same submission ID/application number. Owners/occupiers are advised to approach NEA to de-register one or some of the CTs registered previously under the same submission ID/application number.

8. What is a schematic diagram and how do I submit into the registration?

The schematic diagram shows the connectivity between different components of the CT system to illustrate the number of CTs declared. If the schematic diagram cannot be found, you may wish to

draw the layout (not to scale is accepted) or take reference from the simple drawings in **Appendix 1**. The upload of schematic diagram is a necessary field for the registration of CT in NEA ePortal.

9. If owners/occupiers have previously registered their CT(s) through submission of a manual form in Appendix A of Code of Practice for the Control of *Legionella* Bacteria in Cooling Towers, do they still need to register these CTs again in ePortal and pay the registration fee?

Owners/occupiers who have previously registered manually are still required to re-register their company's CT(s) through the NEA ePortal, and the registration fees will apply.

10. Since siting requirements for CTs are in COPEH now, what will happen to the Code of Practice for Control of *Legionella* in Cooling Towers ("COP") and does QP still need to comply with it for CTs at building plan stage?

The Code of Practice for The Control of *Legionella* Bacteria In Cooling Towers ("COP"), covers CT design, servicing, maintenance, monitoring of cooling system and workers' safety during servicing and maintenance have rescinded. The design components in COP (siting requirements) are transferred to COPEH under Section 4 Cooling Tower. The relevant operational requirements are published as 'Guidelines on Cleaning and Disinfection of Cooling Towers for the Control of *Legionella* Bacteria'.

Administrative Matters for Registered AGS

11. Who is responsible to ensure that the CTs are registered?

Owners/occupiers of the premises where the CTs are installed, are responsible for the registration of CTs, even if they are outsourced to a contractor.

12. Whose CorpPass account should be used for registration?

CorpPass accounts of owners/occupiers are to be used for registration.

13. Which service from NEA should the company's CorpPass admin grant access to the staff doing the registration of AGS?

Your company's CorpPass administrator needs to grant access to 'NEA E-SERVICES' to the staff doing the registration of AGS.

14. Can owners/occupiers amend their registration details in ePortal?

Owners/occupiers can amend all fields, except for the following fields: 'postal code', 'organisation name' and 'UEN' of CT and CorpPass details. For these fields, the owners/occupiers are required to de-register the CT in NEA ePortal and re-register the CT in NEA ePortal, using the updated information. For amenable fields, use NEA-ID to retrieve the CT's registration detail and amend accordingly.

Testing and Submission of Water Quality Test Results for AGS

15. Who is responsible to ensure that water quality results are submitted on time?

Owners/occupiers of the premises where the CTs are installed, are responsible for the submission of the water quality results, even if the maintenance is outsourced to a contractor.

16. Whose CorpPass account should be used to submit the water quality test results for CTs?

The CorpPass accounts of either owners/occupiers or SAC accredited laboratories engaged by the owners/occupiers, are to be used for test result submissions. The list of SAC accredited laboratories can be found at <https://www.sac-accreditation.gov.sg>.

17. When will owners/occupiers be required to start submitting the water quality test results in NEA ePortal, after registering their CTs?

After registering CT, owners/occupiers shall commence the following.

- a. Start testing Heterotrophic Plate Count (HPC) for the following month, after registering their CTs; and
- b. Start testing and submitting *Legionella* Bacteria Count (LBC) within the following 3 months.

Example: CT Owner A registered their new CT in October 2024. Within the subsequent three months (i.e., November-December-January), the owner shall arrange for their quarterly test in **January 2025**. Test result for January 2025 must be submitted **no later than 14 February 2025**.

18. Do I need to submit both monthly and quarterly laboratory test results to NEA?

As of 1 October 2024, owners of registered AGS are no longer required to submit HPC results to NEA monthly. However, owners are still required to test and keep a record of the HPC results for at least 12 months. Owners are still required to submit LBC results on a quarterly basis. Please refer to table below for ease of reference.

S/N	Parameter	Testing Frequency	Submission Frequency	Record-keeping duration
1	HPC	Monthly	Not required	12 months from date of testing
2	LBC	Quarterly	Quarterly	12 months from date of testing

19. When is the deadline to submit water quality test results?

The water quality lab results for CTs, for samples collected and tested in a particular month shall be submitted no later than 14th of the following month.

20. Will there be a fee for submission of water quality test results for CTs?

There is no fee for submission of water quality test results for CTs.

21. Can more than one test result be submitted in a single submission?

A standard excel template through bulk upload function in the NEA ePortal can be used to submit more than one test result. This excel bulk-upload template is retrievable from the NEA AGS webpage (<https://www.nea.gov.sg/our-services/pollution-control/water-quality/aerosol-generating-systems>).

22. Will NEA take enforcement actions for late submission of water quality test results?

NEA will take enforcement action for test results of a particular month submitted after 14th day of the following month.

23. Can laboratory test result submission reminders be sent to the laboratory engaged by the owners as well?

Laboratory test result submission reminders are sent to owners as they are responsible to ensure that their engaged laboratories submit the lab test results to NEA at the stipulated frequency.

24. Are we able to view the submission status if the test result is submitted by the laboratory engaged by my company?

Only the CorpPass account that is used for laboratory result submission can view the submission status. E.g. If the laboratory's CorpPass account is used to submit the lab results, only the laboratory's CorpPass account can be used to view details of the submission status in NEA ePortal.

Collection of Water Samples for Testing

25. Where do we collect water samples for CTs with completely partitioned basins?

Water samples for CTs with completely partitioned basin can be collected from the drain pipe of each CT.

26. Why do we collect water samples for CT from the basin, and not from the drain pipe?

The water of CT should be collected from the basin where the contaminants are most likely to accumulate at, and hence most representative of the CT's actual water quality. Dedicated sampling ports can be used to collect water samples if these ports are located along the return pipe (where water is leaving CT returning to dosing system).

Failed Water Quality Test Results

27. What happens if AGS water quality test results fail the regulatory limits?

If the CT does not comply with the requirement limits for water quality, the owners/occupiers may take the following steps:

- i. Disinfect CT as soon as practicable within 3 days after date of failed test result; and
- ii. Do another round of water quality sampling within 24 hours after disinfection and ensure that the water quality complies with the regulated limits; and
- iii. Submit the test results to NEA via NEA ePortal within 7 days after completion of test (date of test results).

28. If there is only 1 failed parameter in water quality test results of a CT, does owner need to re-test both required routine parameters or re-test the failed parameter only?

If one or more water quality test parameters were found not in compliance with regulatory limits, owner should thoroughly clean and disinfect the AGS and re-test **all** required routine test parameters (monthly and quarterly) as the water quality may not be the same as of the last test.

Temporary or Permanent Shutdown of Registered AGS

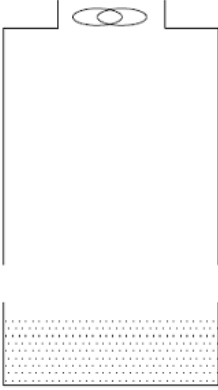
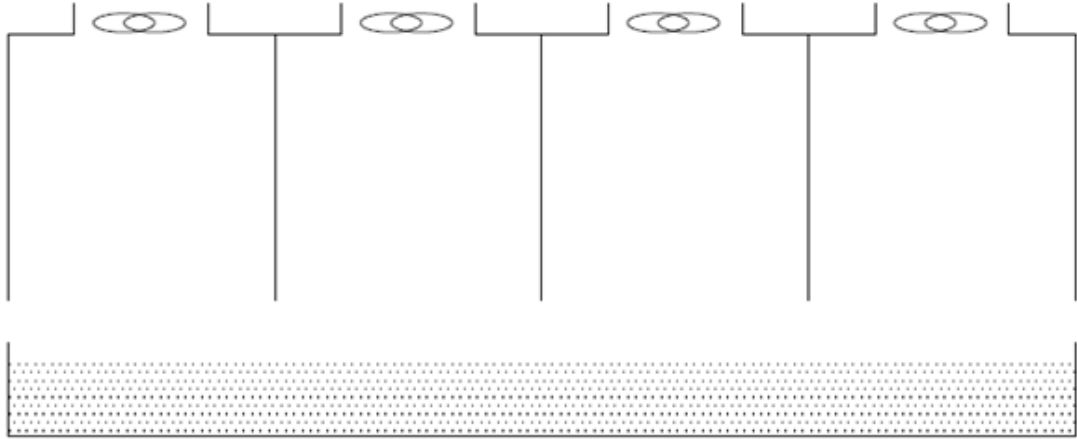
29. [Temporary Shutdown] If my registered CT is shut down temporarily for more than 5 consecutive days, what should I do?

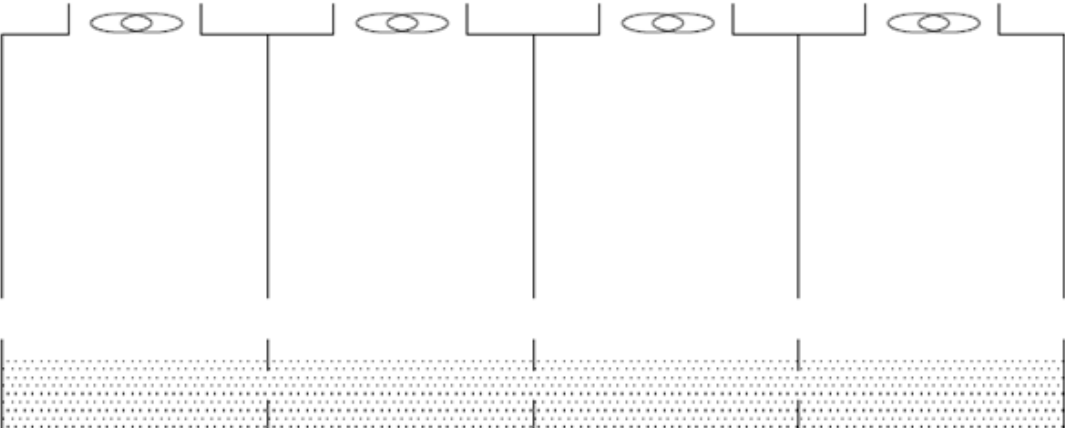
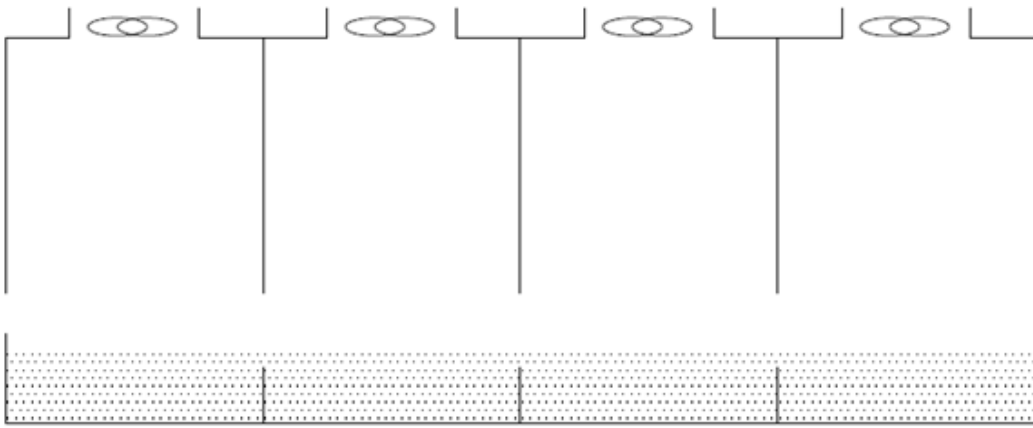
If your registered CT is shut down for more than 5 consecutive days, you will need to log in to ePortal with the NEA ID of the affected CT and select the option 'Temporary Shutdown' in the Submission category of AGS Registration to notify NEA on the period of shut down.

30. [Permanent shutdown] What do owners/occupiers need to do if their registered CT is permanently shut down or demolished?

The owners/occupiers are required to de-register their CT in NEA ePortal. For de-registration in ePortal, owners/occupiers will not be able to de-register individual CT if more than one CT are registered under the same submission ID/application number. Owners/occupiers are advised to approach NEA to de-register one or some of the CT registered previously under the same submission ID/application number.

Appendix 1: Illustrations of Various Configurations of Cooling Tower (CT) Systems

S/N	Various Configurations
1	Configuration: 1 cell with 1 basin NEA's assessment: 1 CT system (1 registration required)  The diagram shows a single rectangular cell. At the top, there is a circular fan symbol. Below the fan, the cell is divided into two sections. The upper section is empty, and the lower section is filled with a stippled pattern representing water in a basin.
2	Configuration: 4 cells sharing 1 common basin NEA's assessment: 1 CT system (1 registration required)  The diagram shows four rectangular cells arranged side-by-side. Each cell has a circular fan symbol at the top. Below the fans, the cells are connected by vertical lines that lead down to a single, wide rectangular basin at the bottom. The basin is filled with a stippled pattern representing water.
3	Configuration: 4 cells with partially partitioned basins (water can pass through partition from 1 basin to another basin) NEA's assessment: 1 CT system (1 registration required)

	
4	Configuration: 4 cells with partially partitioned basins (water can flow over partition from one basin to another basin) NEA's assessment: 1 CT system (1 registration required) 
5	Configuration: 4 cells with completely partitioned basins (water cannot flow through or over partition from one basin to another basin) NEA's assessment: 4 CT systems (4 registrations required) 