



**Steven W. Troxler**  
Commissioner

North Carolina Department of Agriculture  
and Consumer Services  
*Metrology Laboratory*

**Stephen Benjamin**  
Director

June 2, 2021

To: Customers and concerned parties

Re: Calibrations at the NCDA&CS Metrology Laboratory

As of the date on this letter, the NCDA&CS Metrology Laboratory is expecting to move to a new location in Mid-July 2021. Once that is completed, we must collect data over a 5-6-week period in order to re-establish NIST recognition and then NVLAP accreditation prior to resuming customer work. While both organizations are being kept informed of our situation, at this time neither can commit to how quickly their process may be. Any complication prior to our expected move, or once we are in the new building will affect this timetable, but we certainly hope that will not be the case. As we cannot definitively provide a date for the customer work to resume, we have decided to cancel appointments for the rest of 2021. If you have an appointment scheduled with us during the remainder of 2021, we ask that you arrange for calibration at another state lab or another accredited facility.

The laboratory usually stops accepting customer work in early November, so that work can be completed before we begin calibrations of our standards. These internal calibrations run through January, with the goal of beginning customer work in February of each year. Our current goal is to have NIST recognition and NVLAP accreditation by November, so that we can perform our internal calibrations. Otherwise we must send our standards elsewhere for calibration, which could delay our ability to begin customer work in February.

We plan to forward cancelled customers appointments from 2021 to a similar 2022 date. This fall, we will have a better feel for our situation, and I expect to be able to make a firmer commitment. At that time, we will be contacting customers to confirm the "new" appointments, beginning with those scheduled in February.

Our intent is to make this process as smooth as possible and we ask that you remain patient as we make this transition. We share your frustration as by this time we expected to be within a month or so of re-opening the laboratory, but there are many circumstances involved that are out of our control. Please follow our website for any additional news or when we will officially open for service. In addition, we will issue another letter announcing our NVLAP accreditation and our re-opening date. All areas of measurements will be affected during this process.

If you have any questions Sharon Woodard will be available to answer your call at (919) 733-4411 or we can be reached via email at [standards@ncagr.gov](mailto:standards@ncagr.gov).