

DEAR CUSTOMER,

At EPCOR, our primary responsibility is to provide clean, safe drinking water to our customers and we take that responsibility seriously. Our water quality experts have been closely following the national study of man-made substances called per- and polyfluoroalkyl substances (PFAS), often associated with fire-fighting foams and other commonly used household and daily use products. Because these man-made substances are so common across the United States, independent scientific research suggests almost everyone has had contact with PFAS at some point.

The Environmental Protection Agency's (EPA) Safe Drinking Water Standards are considered the world's gold standard for drinking water safety. While there is no current EPA requirement to treat PFAS substances, the EPA has issued a recommendation that concentrations of two individual PFAS contaminants in drinking water – PFOS and PFOA – not exceed 70 parts per trillion (ppt), combined. To put that into perspective, one part per trillion is the equivalent of a single drop of water in an Olympic-size swimming pool. The EPA has determined that its recommended level provides even the most sensitive populations with a margin of protection from a lifetime of exposure to PFOA and PFOS from drinking water.

We recently received results that, for the first time, indicated an extremely low presence (between 4 and 7 ppt) of PFAS at an entry point to the drinking water system for several wells. Of the 82 wells that provide water for Clovis, 90% show no indication of these man-made substances and the handful that did measured at very low levels. None of the sample results came close to the EPA's health-based recommended advisory level, and none of the water EPCOR supplies to you comes from the area surrounding the Cannon plume reported in October 2018.

There is no health concern but we've taken extra steps just to be on the safe side.

We took the wells where these samples were taken out of service, we're continuing our rigorous water quality testing program, and we've begun a study to determine the best way to treat for these substances to ensure that we are staying ahead of any possible future issues. We've also reached out to the New Mexico Environment and Health departments to share these results and our decision to take these select wells out of service while we evaluate them.

Your water continues to be safe, and our team of experts is keeping a close eye on it to make sure it stays that way. If you wish to learn more about PFAS, please visit www.epcor.com.

Sincerely,

A handwritten signature in blue ink that reads "Mark Huerta". The signature is written in a cursive, flowing style.

Mark Huerta
Operations Supervisor, Clovis