

UPDATES FROM EPCOR

JUNE 2022

AN IMPORTANT NOTICE FOR OUR CUSTOMERS

YOUR 2021 WATER QUALITY REPORT IS NOW AVAILABLE

We're committed to providing you with safe, quality water. Every day, our team of experts analyze samples of the water we treat and deliver to you to ensure that it meets or exceeds all drinking water requirements. You want to know what's in the water you're drinking. That's why each year you receive an annual water quality report from us. We hope it will help you understand your community's water a little better, and what we're doing to protect it.

Sharing this Information

Reading this report and understanding your community's water is the first step. And if you're a landlord, business, school or hospital, please also share this report with water users in your community.

What's in Your Water Quality Report?

The report complies with state and U.S. Environmental Protection Agency (EPA) drinking water regulations. In it you'll find information on:

- Where your water comes from
- Protecting your water
- What's in your water

Information in the report is compiled, in part, from analytical data generated by laboratories certified in drinking water analysis.

Read Your Water Quality Report Online Now

www.epcor.com/ClovisWaterQualityReport

www.epcor.com/EdgewoodThunderMountainWaterQualityReport

To receive a printed copy of your report, call 1-800-383-0834.



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NEW CUSTOMER CARE HOURS

We're devoting more call center resources to the hours you're most likely to call us. For general service and account questions, reach a live agent during these times:

- Monday – Friday
8 a.m. to 7 p.m.
- Saturday
8 a.m. to 4:30 p.m.

Report water emergencies
24/7/365

ALL CALLS: 1-800-383-0834



QUESTIONS?

We're Here for You.

Emergencies
24/7 Phone line:
1-800-383-0834

**Customer Service – Billing
and Service Questions**
24/7 Phone line:
1-800-383-0834

Email:
mywater@epcor.com

SOURCING YOUR TAP WATER

With information about New Mexico's drought making news, you may be wondering where the water in your tap comes from. All water for our Clovis, New Mexico customers currently comes from the Ogallala (also called High Plains) Aquifer. Additionally, long-term plans for the City of Clovis include surface water from Ute Reservoir through the City's membership in the Eastern New Mexico Water Utility Authority. All water for our Edgewood and Thunder Mountain, New Mexico customers currently comes from the Estancia Basin Aquifer.

Surface water, generally, is considered to be a more sustainable type of water than groundwater. In New Mexico, underground aquifers are used for storage of excess water as well as sources of groundwater.

As EPCOR looks to the future for our New Mexico customers, we are focused on diversifying our water supply sources and integrating those sources effectively for continued reliable delivery of safe, clean and affordable water for you.

