



2021 WATER QUALITY REPORT

CLOVIS

epcor.com

PWS ID NM3527305



Safety. Quality. Community.

You'll hear these words spoken often around EPCOR.

At EPCOR, we're committed to providing you safe, quality, reliable drinking water every day. It's our mission, and it's an honor. Water fuels our economy, quenches our thirst, and breathes life into our daily routines.



But we can't take it for granted. Our water system needs a steward, one who's there behind the scenes 24 hours a day, 7 days a week to manage, maintain and invest in it.

EPCOR takes this responsibility seriously. From daily water quality checks that ensure safety and quality to investing in your water system, we're ensuring that water will be available for years to come, whether your water source is deep underground or from rivers and lakes.

While the COVID-19 pandemic has created many uncertainties, we want to remind customers that your water is safe. The virus has not been detected in drinking water supplies, and there is no evidence to suggest that it survives the standard disinfection process.

In addition to monitoring the water that comes out of your tap, we're also maintaining and improving the miles of pipelines, water mains, wells and hydrants that make up your water system. We're ensuring that water isn't wasted, and that it's a resource that will be there for the long term.

Because every drop matters.

Sincerely,

Joe Gysel

President, EPCOR USA, Inc.



YOU WANT TO KNOW WHAT'S IN THE WATER YOU'RE DRINKING

As your water service provider, we're committed to ensuring the quality and safety of that water. That's why you are receiving this 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.

WHAT WILL I FIND IN THIS REPORT?

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

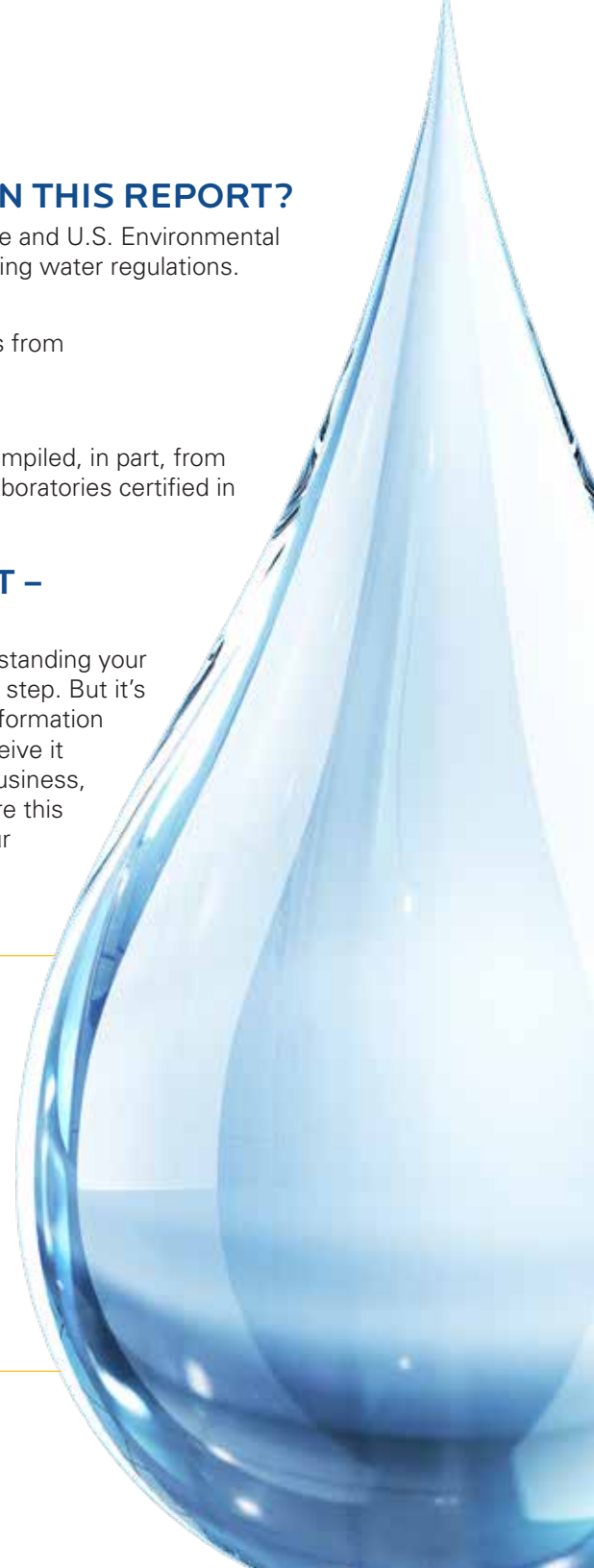
READ THIS REPORT – AND SHARE IT!

Reading this report and understanding your community's water is the first step. But it's also important to share this information with those who might not receive it directly. If you're a landlord, business, school or hospital, please share this report with water users in your community.

QUESTIONS?

EPCOR Customer Care:
1-800-383-0834
mywater@epcor.com

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien.



ABOUT YOUR WATER

CLOVIS

ABOUT YOUR DISTRICT

- EPCOR provides water service to approximately 16,325 service connections in the Clovis service area.
- The Clovis district is located in Curry County in the high plains of eastern New Mexico, approximately nine miles west of the Texas border.

WHERE YOUR WATER COMES FROM

- Groundwater pumped from the Ogallala Aquifer

Additional Information About The Groundwater In Your Area

The Ogallala Aquifer, also referred to as the High Plains Aquifer, spreads across portions of New Mexico, Texas, Oklahoma, Colorado, Nebraska, South Dakota and Wyoming. Approximately 1.5% of the aquifer's volume resides in New Mexico.

How We Protect Groundwater Together

Both groundwater and the associated pumping and delivery facilities are part of a complex system that needs not just monitoring, but also maintenance. From pipelines to water mains, wells to hydrants, we're ensuring that the groundwater supply is protected and accessible.

How You Can Help

Properly dispose of hazardous household chemicals on hazardous material collection days and limit your pesticide and fertilizer use. For information on household hazardous material collection days in your area, contact the **New Mexico Recycling Coalition (NMRC)** at **575-224-2630** or **Earth911.com**.

NOTICE OF SOURCE WATER ASSESSMENT

The Susceptibility Analysis of the EPCOR-Clovis water system reveals the water system is well maintained and operated, and sources of drinking water are generally protected from potential sources of contamination based on well construction, hydrogeologic settings and system operations and management. The susceptibility rank of the entire water system is Moderate. Please call 575-763-4485 for more information on this assessment. Copies of the Source Water Assessment can be obtained by calling the **New Mexico Environment Department – Drinking Water Bureau (NMED-DWB): 1-877-654-8720**. Please provide your name, address and telephone number.

Note: The NMED-DWB may charge a nominal fee for paper copies.



GETTING INVOLVED

Consulting with the community is important to us. If you have a question, concern or suggestion about your local water system, please contact our Customer Care team at **1-800-383-0834**.

WHAT YOU CAN EXPECT TO FIND IN YOUR WATER

SOURCES OF DRINKING WATER

The sources of drinking water—both tap water and bottled water—include rivers, lakes, streams, ponds, reservoirs, springs and wells. As water travels over land surfaces or through the ground, it can acquire naturally occurring minerals. In some cases it can also acquire radioactive material and substances resulting from the presence of animals or from human activity.

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of these contaminants does not necessarily indicate that the water poses a health risk.

More information about contaminants and potential health effects can be obtained by calling the **EPA's Safe Drinking Water Information Hotline** at **1-800-426-4791**.

DID YOU KNOW?

- ▶ **One-Part-Per-Million** (mg/L or ppm) is equivalent to one inch in 16 miles.
- ▶ **One-Part-Per-Billion** (ug/L or ppb) is equivalent to a single 4-inch hamburger in a chain of hamburgers long enough to circle the earth at the equator 2.5 times.
- ▶ **One-Part-Per-Trillion** (ng/L or ppt) is equal to a single drop of water being diluted into 20 Olympic-size swimming pools.



SUBSTANCES THAT MAY BE PRESENT IN SOURCE WATER

Microbial Contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations or wildlife.

Inorganic Contaminants, such as salts and metals, which can be naturally occurring or may result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining or farming.

Pesticides and Herbicides, may come from a variety of sources, such as agriculture, urban stormwater runoff and residential uses.

Organic Chemical Contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and may also come from gas stations, urban stormwater runoff and septic systems.

Radioactive Contaminants, which can be naturally occurring or may be the result of oil and gas production and mining activities.



ENSURING YOUR WATER IS SAFE

To ensure that tap water is safe to drink, the EPA prescribes regulations limiting the amount of certain contaminants in water provided by public water systems. To ensure bottled water is safe to drink, U.S. Food and Drug Administration regulations establish limits for contaminants in bottled water.

WHAT YOU CAN EXPECT TO FIND IN YOUR WATER

SPECIAL HEALTH INFORMATION

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly and infants may be particularly at risk from infections. These people should seek advice about drinking water from their healthcare providers. EPA/CDC (Centers for Disease Control and Prevention) guidelines on appropriate means to lessen the risk of infection by cryptosporidium and other microbial contaminants are available from the **EPA's Safe Drinking Water Information Hotline** at **1-800-426-4791**.

Lead

EPCOR monitored the water for lead and copper in 2021 at 30 residences throughout the community and met the federal lead and copper standards. The 30 houses sampled were representative of the types of houses throughout the system. If your house was sampled you would have received the analysis results. If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. EPCOR is responsible for providing high-quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods and steps you can take to minimize exposure is available from the **Safe Drinking Water Information Hotline** or at **www.epa.gov/safewater/lead**.



DID YOU KNOW?

Tap water costs a lot less than what you pay for other beverages.

A gallon of water costs you about 1 penny.



Compare that to the cost of a gallon of these beverages*:

- Milk = \$3.29/gallon
- Orange Juice = \$2.55/gallon
- Beer = \$15.00/gallon
- Bottled Water = \$1.21/gallon
- Wine = \$25/gallon

* Costs for milk, orange juice and bottled water obtained from Bureau of Labor Statistics and Beverage Marketing Association reports. Other costs determined by calculating average supermarket pricing for bottles of soda, wine and beer and converting to a gallon.

HOME WATER TREATMENT UNITS

Failure to perform maintenance on your home water treatment unit can result in poor water quality. If you installed a home water treatment system such as a water softener or reverse osmosis system, please remember to follow the manufacturer's instructions on operation and maintenance. For more information, contact the manufacturer of your treatment system for maintenance instructions or assistance. Additional information about home water treatment systems is available from the **Water Quality Association** at **630-505-0160** or by visiting **wqa.org**.

FREQUENTLY ASKED QUESTIONS

WHAT IS THE WHITE OR COLORED DEPOSIT ON MY DISHES OR FAUCETS?

In most cases, the deposits or sediments left behind after water evaporates are calcium carbonate. The amount of calcium in the water is referred to as hardness. Cleaning with white vinegar can help to dissolve and remove deposits. Using a commercial conditioner, liquid detergents or the “air-dry” option in dishwashers can help to decrease the calcium carbonate found on dishes.

ARE THE DEPOSITS OR HARD WATER HARMFUL?

Hardness and/or the deposits left by hard water don't pose a health concern and may have health benefits. We don't treat drinking water for water hardness that can result in hard water deposits.

WHAT IS THE LEVEL OF HARDNESS IN MY WATER?

The hardness in your water ranges from 10 to 21 grains per gallon (gpg).

Degree of water hardness range (gpg)

Soft	Less than 1
Slightly Hard	1 to 3.4
Moderately Hard	3.5 to 6.9
Hard	7 to 10.4
Very Hard	Greater than 10.5

WHY IS MY WATER CLOUDY OR MILKY IN APPEARANCE WHEN IT COMES OUT OF THE TAP?

Water that appears cloudy or milky is typically caused by trapped air (very small air bubbles) in the water. If this occurs, simply let the water stand for a few minutes—the air will dissipate leaving a clear glass of water.



The quality of your water depends on the source water itself as well as factors such as the geology and biology of the area where the water came from. For some elements that are known to have an effect on the aesthetics of the water quality parameters, the EPA has established guidance levels known as secondary maximum contaminant level standards (SMCLs). When levels of these contaminants are found to be above the SMCLs, they may impact the aesthetic quality of the water (e.g., color, taste and odor). Although aesthetic water qualities may vary, your water meets all state and federal regulatory standards and is safe to use for all drinking water purposes. Secondary contaminants include, but are not limited to, manganese, iron and total dissolved solids (TDS).

WHY IS CHLORINE ADDED TO MY DRINKING WATER?

Chlorine is added to your water for your protection and is used as a disinfectant to ensure that harmful organisms, such as bacteria and viruses, are destroyed in the treatment process.

ARE THERE OTHER WAYS TO REMOVE THE CHLORINE TASTE OR SMELL FROM MY WATER?

To remove the taste of chlorine from your water, try these tips:

- ▶ Place water in a glass container in the refrigerator overnight, uncovered. This will let the chlorine dissipate.
- ▶ Bring your water to a rolling boil for five minutes and let it stand to cool.
- ▶ Add a slice of lemon or a few drops of lemon juice to your glass of drinking water.



WILL MY HOME TREATMENT DEVICE REMOVE CHLORINE?

Some home treatment devices can remove chlorine. Once chlorine is removed, the water should be treated like any other beverage product and used as quickly as possible. We recommend that you follow the manufacturer's instructions for maintaining the device to ensure water quality.

DEFINITION OF TERMS

AL (Action Level): The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.

GPG (grains per gallon): Used to describe the dissolved hardness minerals contained in water and is a unit of weight that equals 1/7,000 of a pound.

HAA5 (Haloacetic Acids): Consist of Monochloroacetic Acid, Dichloroacetic Acid, Trichloroacetic Acid, Bromoacetic Acid and Dibromoacetic Acid.

MCL (Maximum Contaminant Level): The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.

MCLG (Maximum Contaminant Level Goal): The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

MNR: Monitored, not regulated.

MRDL (Maximum Residual Disinfectant Level): The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

MRDLG (Maximum Residual Disinfectant Level Goal): The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

NA: Not Applicable.

ND: None Detected.

NTU: Nephelometric turbidity units.

ppb (Parts per Billion): One part substance per billion parts water (or micrograms per liter).

pCi/L (Picocuries per Liter): Measurement of the natural rate of disintegration of radioactive contaminants in water (also beta particles).



ppm (Parts per Million): One part substance per million parts water (or milligrams per liter).

ppt (Parts per Trillion): One part substance per trillion parts water (or nanograms per liter).

SMCL (Secondary Maximum Contaminant Level): Non-enforceable guidelines regulating contaminants that may cause cosmetic or aesthetic effects in drinking water.

Total Dissolved Solids: An overall indicator of the amount of minerals in water.

TT (Treatment Technique): A required process intended to reduce the level of a contaminant in drinking water.

TTHM (Total Trihalomethanes): Consist of Chloroform, Bromoform, Bromodichloromethane and Dibromochloromethane.

UCMR (Unregulated Contaminant Monitoring Rule): Unregulated substances are measured, but maximum contaminant levels have not been established by the government.

WHAT'S IN YOUR WATER

HOW TO READ YOUR WATER QUALITY TABLE

Below, you'll see an analysis of your drinking water. Here's an example of how to read these tables:



Start here and read across

2021 or year prior

The goal level for that substance

Highest level of substance allowed

Highest amount that was found

Highest and lowest amounts found

Yes means the amount found is below gov't requirements

Where substance usually originates

Substance (units)	Year Sampled	MCLG	MCL	Highest Amount Detected	Range of Detections	Compliance Achieved	Typical Sources
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YOUR WATER QUALITY TABLE

The data shown in the tables below are results from commercial laboratories certified in drinking water analysis by the State of New Mexico.

The table shows what substances were detected in your drinking water during 2021 or the last required sampling period within the last five years.

Regulated Substances Measured in the Water Leaving the Treatment Facility

Substance (units)	Year Sampled	MCLG	MCL	Highest Amount Detected	Range of Detections	Compliance Achieved	Typical Sources
Arsenic (ppb)	2020	0	10	7 ¹	2 - 7	YES	Erosion of natural deposits; runoff from orchards; runoff from glass & electronics production wastes
Barium (ppm)	2020	2	2	0.29	0.043 - 0.29	YES	Erosion of natural deposits; discharge of drilling wastes; discharge from metal refineries
Fluoride (ppm)	2020	4.0	4.0	2.36 ²	0.97 - 2.36	YES	Erosion of natural deposits; discharge from fertilizer and aluminum factories
Nitrate (ppm)	2021	10	10	4.11	1.73 - 4.11	YES	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Sodium (ppb)	2020	NA	MNR	46	19 - 46	YES	Erosion of natural deposits
Gross Alpha-Excluding Radon and Uranium (pCi/L)	2020	0	15	4.6	ND - 4.6	YES	Erosion of natural deposits of certain minerals that are radioactive and may emit a form of radiation known as alpha radiation
Uranium (ppb)	2020	0	30	13	5 - 13	YES	Erosion of natural deposits
Combined Radium (226 and 228) (pCi/L)	2020	0	5	0.61	0.05 - 0.61	YES	Erosion of natural deposits
Tetrachloroethylene (ppb)	2021	0	5	0.57	ND - 0.57	YES	Discharge from factories and dry cleaners
Atrazine (ppb)	2021	3	3	0.24	0.24	YES	Runoff of herbicides used on row crops
Chromium (ppb)	2020	100	100	4	ND - 4	YES	Erosion of natural deposits; discharge from steel and pulp mills
Selenium (ppb)	2020	50	50	5	ND - 5	YES	Erosion of natural deposits; discharge from petroleum and metal refineries; discharge from mines

WHAT'S IN YOUR WATER

Regulated Substances Measured in the Distribution System

Substance (units)	Year Sampled	MCLG/ MRDLG	MCL/ MRDL	Highest Running Annual Average	Range of Detections	Compliance Achieved	Typical Sources
TTHMs (ppb)	2021	NA ³	80	7.3	2.7 - 7.3	YES	By-product of drinking water disinfection
HAA5 (ppb)	2021	NA ³	60	2.8	0.52 - 2.8	YES	By-product of drinking water disinfection
Chlorine Residual (ppm)	2021	4	4.0	0.9	0.8 - 0.9	YES	Water additive used to control microbes

Tap Water Samples: Lead and Copper Results

Substance (units)	Year Sampled	MCLG	Action Level	Number of Samples	90th Percentile	Number of Samples Above Action Level	Compliance Achieved	Typical Sources
Copper (ppm)	2021	1.3	1.3	30	0.21	0	YES	Corrosion of household plumbing systems; erosion of natural deposits
Lead (ppb)	2021	0	15	30	0.88	0	YES	Corrosion of household plumbing systems; erosion of natural deposits

Unregulated Substances Measured in the Water Leaving the Treatment Facility

Substance (units)	Year Sampled	Range of Detections	Typical Sources
pH	2019	7.7 - 7.9	pH is a measure of acid/base properties
TDS (ppm)	2019	268 - 302	Erosion of natural deposits
Sulfate (ppm)	2019	19 - 33	Erosion of natural deposits
Manganese (ppb)	2019	ND -3.4	Erosion of natural deposits
Chloride (ppm)	2019	19 - 32	Erosion of natural deposits
Iron (ppm)	2019	0.047 - 0.10	Erosion of natural deposits

WHAT'S IN YOUR WATER

Unregulated Contaminant Monitoring Rule Substances Measured at the Treatment Facility and in the Distribution System

Substance (units)	Year Sampled	Range of Detections	Typical Sources
Bromine (ppb)	2018	80 - 89	Erosion of natural deposits
Manganese (ppb)	2018	ND - 410	Erosion of natural deposits
Brominated Haloacetic Acids (HAA9) (ppb)	2018	0.46 - 1.54	By-product of Water Disinfection

¹Arsenic: While your drinking water meets EPA's standard for arsenic, it does contain low levels of arsenic. EPA's standard balances the current understanding of arsenic's possible health effects against the costs of removing arsenic from drinking water. EPA continues to research the health effects of low levels of arsenic, which is a mineral known to cause cancer in humans at high concentrations and is linked to other health effects such as skin damage and circulatory problems.

²Elevated Fluoride Levels Detected: This is an alert about your drinking water and a cosmetic dental problem that might affect children under nine years of age. At low levels, fluoride can help prevent cavities, but children who drink water containing more than 2 milligrams per liter (mg/L) of fluoride may develop cosmetic discoloration of their permanent teeth (dental fluorosis). The drinking water provided by EPCOR has an average fluoride concentration of 2.4 mg/L. Dental fluorosis, in its moderate or severe forms, may result in brown staining and/or pitting of the permanent teeth. This problem occurs only in developing teeth, before they erupt from the gums. Children under nine years of age should be provided with alternative sources of drinking water or water that has been treated to remove the fluoride to avoid the possibility of staining and pitting of their permanent teeth. You may also want to contact your dentist about proper use by young children of fluoride-containing products. Older children and adults may safely drink the water.

Drinking water containing more than 4 mg/L of fluoride (the U.S. Environmental Protection Agency's drinking water standard) can increase your risk of developing bone disease. Your drinking water does not contain more than 4 mg/L of fluoride, but we're required to notify you when we discover that the fluoride levels in your drinking water exceed 2 mg/L because of the cosmetic dental problem.

Some home water treatment units are also available to remove fluoride from drinking water. To learn more about available home water treatment units, you may call **NSF International at 1-877-867-3435**.

³TTHM/HAA5: Although there is no collective MCLG for this contaminant group, there are individual MCLGs for some of the individual contaminants: Trihalomethanes: bromodichloromethane (0.0 mg/L); bromoform (0.0 mg/L); chloroform (0.07 mg/L); dibromochloromethane (0.06 mg/L). Haloacetic Acids: dichloroacetic acid (0.0 mg/L); trichloroacetic acid (0.02 mg/L). Monochloroacetic acid (0.07 mg/L), bromoacetic acid and dibromoacetic acid are regulated with this group but have no MCLGs.

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Our water system violated drinking water standards for total coliform and disinfectant (chlorine) residual sampling in July 2021. Although this is not an emergency, as our customers, you have a right to know what happened, what you should do, and what we are doing.

We are required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not our drinking water meets health standards. During July 2021, we did not complete all monitoring requirements for Total Coliform and chlorine residual concentrations and therefore cannot be sure of the quality of our drinking water during that time.

Additionally, we are required to submit monitoring data to the state for the various drinking water standards. EPCOR Water New Mexico, Inc. Clovis (EPCOR-Clovis) water system is required to submit a report of the monthly disinfectant residuals on a quarterly basis to the New Mexico Environment Department Drinking Water Bureau (NMED DWB). EPCOR-Clovis did not meet the monitoring and reporting requirements for this drinking water regulation. This resulted in a violation.

What should you do?

There is nothing you need to do at this time.

What does this mean?

Our water system is required, in accordance with safe drinking water regulations, to collect 50 monthly total coliform and chlorine residual samples. During this reporting period, we did not collect all the required samples.

What happened? What is being done?

As the result of a typographical/date error on 12 laboratory chain of custody reports, NMED deemed that EPCOR did not properly submit all required 50 total coliform bacteria and chlorine residual monthly analytical results for July 2021. On July 26, 2021, 12 total coliform and chlorine residual samples were collected from state approved distribution sample locations. However, the dates of sample collection were mistakenly not included on the laboratory chain of custody. All 12 sample results were both absent for total coliform bacteria and below maximum chlorine residual levels. Because of this clerical error on the chain of custody, the sample results were later rejected by NMED. As a result, we did not complete all monitoring and reporting requirements for the month of July 2021. In addition, chlorine residuals are reported to NMED on a quarterly basis and due to the rejected samples, the monitoring and reporting requirements for the 3rd Quarter (July-September) 2021 were not met. EPCOR incorporated additional quality control procedures to ensure that this type of clerical error does not occur again.

Date that system collected next valid routine sample: August 2021

(Note: A system does not return to compliance until a lab has analyzed a routine sample).

For more information, please contact Mark Huerta at 575-763-5538 or PO Box 430, Clovis, NM 88101.



ADDITIONAL MONITORING

In addition to the parameters listed in this table, other parameters were monitored for, including regulated pesticides, herbicides, petroleum by-products and metals. None of those parameters were detected in the water. If you have any questions about this report or your drinking water, please call our **Customer Care** team at **1-800-383-0834**.

EPCOR encourages feedback related to the quality of water that is provided to you.

Please feel free to submit comments to us directly at mywater@epcor.com.

You may also provide feedback to the Arizona Corporation Commission (ACC).

