

EPCOR WATER

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EPCOR WATER

epcor.com

YOUR 2011 WATER QUALITY REPORT

CLOVIS DISTRICT

PWSID NM3527305

Safety. Quality. Community. You'll hear these words spoken often around EPCOR.

Just as we want our employees to return home to their families each night, safe and sound, we're also committed to providing our communities with water that's both high quality and safe. That's why you're receiving this report.

Every year we'll send you a document like this one that details the results obtained from testing your water in state-certified drinking water analysis labs. And we'll tell you what that analysis means.

2011 results show that we supply you with water that surpasses or meets all federal and state primary drinking water quality regulations.

We're dedicated to upholding these results. As a local employer, community member and your neighborhood utility provider, taking care of you and your water supply is serious business.

We know that EPCOR's a new neighbor for you. Since acquiring American Water's Arizona and New Mexico operations on Jan. 31, 2012 we've been enjoying getting to know you. In turn, I'd like to share a little bit about us.

For EPCOR, being a water and wastewater utility is more than providing a service. Your community is home to us too. You live here, our employees live here. The quality of life—and the quality of the water—is important to us at a personal level.

If you have any questions about this report, our customer care team is here to help: 1-800-383-0834 (AZ) / 1-866-430-0824 (NM). You can also learn more about being water wise at epcor.com.

Thank you for caring about your water.



Joe Gysel
President, EPCOR Water USA



You want to know what's in the water you're drinking

And as your water service provider, we're committed to ensuring the quality and safety of that water. That's why each year you'll receive an annual water quality report from us. We hope it will help you understand your community's water a little better, what we're doing to protect it, and how you can help, too.

What will I find in this report?

This report complies with state and U.S. Environmental Protection Agency (EPA) regulations.

In it you'll find information on:

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

The information in this report is compiled from data from state labs certified in drinking water analysis by the State of New Mexico Environment Department.

Read this report – and share it!

Your first step in understanding your community's water is to read this report. But it's also important to share your learnings with others – especially those who do not receive an EPCOR Water bill and may not receive this report directly.

If you're one of the following groups, please share the report with water users at your location: **Landlords, Businesses, Schools, Hospitals and other groups.**

Questions?

EPCOR Water Customer Care Center:
1-800-383-0834 (AZ) / 1-866-430-0824 (NM)

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien. 1-800-383-0834 (AZ) / 1-866-430-0824 (NM).



ABOUT YOUR WATER

CLOVIS DISTRICT

About your district

- **EPCOR** provides water service to approximately 16,000 billed customers 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

- **Clovis is served entirely by groundwater sources** from the local aquifer.
- **Groundwater wells** extract water from the Ogallala Aquifer.

Groundwater wells – and protecting them together

What's 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 storage** resides in New Mexico.

How we protect your groundwater

We protect the sources by ensuring proper well construction and system operations and management.

How you can help

Take hazardous household chemicals to hazardous material collection centers and limit your pesticide and fertilizer use.

For information on recycling centers in your area, go to **Earth911.com**.

Notice of Source Water Assessment

The Susceptibility Analysis of the EPCOR Water-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

New Mexico Environment Department – Drinking Water Bureau (NMED-DWB): **1-877-654-8720**

Please provide your name, address and telephone number.

Please 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 Center at 1-866-430-0824**.

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 the surface of the land 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 Hotline** at **1-800-426-4791**.

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.

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, which 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.

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 **Safe Drinking Water Hotline** at **1-800-426-4791**.



Lead

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 Hotline** or at <http://www.epa.gov/safewater/lead>.

Elevated 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 2.1 mg/L.

Dental fluorosis, in its moderate or severe forms, may result in a 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 **1-800-673-8010**.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

Questions?

U.S. EPA Safe Drinking Water Hotline:
1-800-426-4791

YOUR ROLE IN PROTECTING YOUR COMMUNITY'S WATER

Backflow prevention

Under state law, you are responsible for testing and maintaining your backflow device in working order. EPCOR Water has a backflow prevention program that ensures proper installation and maintenance of thousands of backflow prevention devices throughout our system.

What's a backflow device and what does it do?



Your backflow device is an essential tool in protecting the water supply from possible contamination.

Backflow prevention devices range from vacuum breakers on household hose bibs to

large commercial reduced-pressure principal devices found throughout our system.

These devices ensure hazards originating on customers' property and from temporary connections do not impair or alter the water in our water distribution system. Return of any water to our water distribution system after the water has been used for any purpose on the customer's premises or within the customer's piping system is unacceptable.

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 treatment system such as a water softener or reverse osmosis system to improve taste or odor, 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.

Tips for everyday pollution prevention

- **Use fertilizers and pesticides** sparingly and as directed by the manufacturer.
- **Pick up after your pet** and do not dispose of any waste in washes, canals or riverbeds.
- **Only wash your car on a lawn** or other unpaved surface, or use a commercial car wash.
- **Always use a nozzle** when using your garden hose around the home. Do not let the water free flow.
- **Maintain vehicles, machinery and equipment** to be free of leaks.
- **Sweep up dirt and debris**, rather than using a hose.
- **Minimize your purchase and use** of hazardous products. Dispose of unused quantities properly.



DEFINITION OF TERMS

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.

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.

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.

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

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

N/A: Not Applicable.

ND: None Detected.

NTU: Nephelometric turbidity units.

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

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

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).

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

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

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

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

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

MNR: Monitored, not regulated.

WHAT'S IN YOUR WATER

How to read your water quality table

Below, you'll see an analysis of your drinking water. Here's how to read this table:

Start here and read across.	2011 or year prior.	The goal level for that substance (may be lower than allowed).	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

Your water quality table

The data shown in the water quality table below is a combination of analysis results from commercial laboratories certified in drinking water testing by the State of New Mexico Environment Department. The table shows what substances were detected in your drinking water during 2011 or the last sampling period.

Regulated Substances Measured on the Water Leaving the Treatment Facility

Substance (units)	Year Sampled	MCLG	MCL	Highest Amount Detected	Range of Detections	Compliance Achieved	Typical Sources
Arsenic (ppb)	2011	0	10	5.4	3.4-5.4 ¹	yes	Erosion of natural deposits
Fluoride (ppm)	2011	4.0	4.0	2.6	1.9 - 2.6	yes	Erosion of natural deposits
Barium (ppb)	2011	2000	2000	180	41 - 180	yes	Discharge of drilling wastes; erosion of natural deposits
Nitrate (ppm)	2011	10	10	2.6	ND - 2.6	yes	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Selenium (ppb)	2011	50	50	6	1.8 - 6	yes	Erosion of natural deposits

WHAT'S IN YOUR WATER

Regulated Substances Measured on the Water Leaving the Treatment Facility (cont.)

Substance (units)	Year Sampled	MCLG	MCL	Highest Amount Detected	Range of Detections	Compliance Achieved	Typical Sources
Alpha particles (pCi/L)	2011	0	15	6.3	ND - 6.3	yes	Erosion of natural deposits of certain minerals that are radioactive and may emit a form of radiation known as alpha radiation
Beta particles and photon emitters (pCi/L)	2011	0	4 millirem	10.8	8.4- 10.8	yes	Decay of natural and man-made deposits, the U.S. EPA considers 50 pCi/L to be the level of concern for Beta particles
Radium 226 and Radium 228 (combined) (pCi/L)	2011	0	5	0.96	0.01 - 0.96	yes	Erosion of natural deposits
Uranium (ppb)	2011	0	30	8	6 - 8	yes	Erosion of natural deposits
Tetrachloroethylene (ppb)	2011	0	5	0.53	ND - 0.53	yes	Discharge from factories and dry cleaners
Sodium (ppm)	2011	N/A	MNR	57	30-57	yes	Erosion of natural deposits; leaching

Regulated Substances Measured in the Distribution System

Substance (units)	Year Sampled	MCLG/ MRDLG	MCL/ MRDL	Annual Average	Range of Detections	Compliance Achieved	Typical Source
Chlorine Residual (ppm)	2011	4	4	0.83	0.41 - 1.55	yes	Water additive used to control microbes

WHAT'S IN YOUR WATER

Tap Water Samples: Lead and Copper Results

Substance (units)	Year Sampled	MCLG	Action Level	90th Percentile	# of Samples Taken	# of Samples Above Action Level	Compliance Achieved	Typical Sources
Lead (ppb)	2009	0	15	1	30	0	yes	Corrosion of household plumbing systems
Copper (ppm)	2009	1.3	1.3	0.242	30	0	yes	Corrosion of household plumbing systems

Unregulated Substances Measured on the Water Leaving the Well

Substance (units)	Year Sampled	Range of Detections	Typical Source
Potassium (ppm)	2009	76	Erosion of natural deposits
Magnesium (ppm)	2009	43.98	Erosion of natural deposits
Nickel (ppb)	2008 - 2010	ND – 1.3	Erosion of natural deposits
Sulfate (ppm)	2009	108.5	Erosion of natural deposits
Calcium (ppm)	2009	49.1	Erosion of natural deposits
pH	2009	7.57	pH is a measure of acid/base properties

Arsenic: 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.

Additional monitoring

In addition to the parameters listed in this table, other parameters were monitored, 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 Center at 1-866-430-0824**.