YOUR 2013 WATER QUALITY REPORT

CLOVIS DISTRICT

epcor.com

EPCOR WATER

PWS ID 3527305

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

For EPCOR, being your water and wastewater utility is more than providing a service. The communities that we serve – your community – are our homes, too.

We take great pride in being your neighborhood utility and the quality of life and the quality of the water is important to us at a personal level. At EPCOR, taking care of you and your water supply is serious business. Providing high-quality, safe, reliable water—and protecting it for future generations—is an important part of what we do every day.

That's a responsibility we don't take for granted, and that's why you're receiving this report.

Each year we send you a summary of the results obtained from testing your water in state-certified drinking water analysis labs. And we'll tell you what that analysis means.

In 2013, the water that EPCOR Water provided to you surpassed or met all federal and state primary drinking water quality regulations.

We're proud of this record, and we're dedicated to upholding these results.

If you have questions about this report, our Customer Care team is here to help 24 hours a day, seven days a week. You can call us at 1-800-383-0834 or email us at mywater@epcor.com.

Thank you for caring about your water and for helping us to protect and manage the water we deliver to you. We invite you to learn more about your community's water and being water wise at epcor.com.

Sincerely,

Joe Gysel
President, EPCOR Water (USA) Inc.

ABOUT THIS REPORT

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**

The information in this report is compiled from data from labs 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. Please share the report with water users in your community if you're a landlord, business, school or hospital.

QUESTIONS?

EPCOR Water 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.
1-800-383-0834/mywater@epcor.com.

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 water sources by ensuring proper well construction and system operations and management.

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, go to **www.publicworks.cityofclovis.org** or **Earth911.org**.

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.

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

Lead

EPCOR monitored the water for lead and copper in 2012 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 analytical 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 Hotline** or at **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).

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.

FREQUENTLY ASKED QUESTIONS

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.

WILL MY HOME TREATMENT DEVICE REMOVE CHLORINE?

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

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

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

In most cases, the crystals 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 crystal deposits. Using a commercial conditioner, liquid detergents or using the "air-dry" option in dishwashers can help to decrease the calcium carbonate found on dishes.

ARE THE CRYSTALS OR WATER HARDNESS HARMFUL?

Hardness and/or crystals don't pose a health concern and can be beneficial to our customer's health. We don't treat drinking water for water hardness that can result in crystals.

WHAT IS THE LEVEL OF HARDNESS IN MY WATER?

The hardness in your water ranges from 10.5 to 21.5 grains per gallon (gpg).

The degrees of water hardness are as follows:

Degree of water hardness	Range (gpg)
Soft	Less than 1
Slightly Hard	1.0 to 3.4
Moderately Hard	3.5 to 6.9
Hard	7.0 to 10.4
Very Hard	Greater than 10.5

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.

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

N/A: Not Applicable.

ND: None Detected.

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.

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.

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 an example of how to read these tables:

Start here and read across	2013 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

YOUR WATER QUALITY TABLE

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

The table shows what substances were detected in your drinking water during 2013 or the last required sampling period.

Regulated Substances Detected in on the Water Leaving the Treatment Facility

Substance (units)	Year Sampled	MCLG	MCL	Highest Amount Detected	Range of Detections	Compliance Achieved	Typical Source
Arsenic[1] (ppb)	2011-2013	0	10	5.4	2.9 - 5.4	Yes	Erosion of natural deposits
Fluoride (ppm)	2011-2013	4.0	4.0	2.6	1.9 - 2.6	Yes*	Erosion of natural deposits.
Barium (ppb)	2011-2013	2000	2000	180	41 - 180	Yes	Discharge of drilling wastes; erosion of natural deposits
Nitrate (ppm)	2013	10	10	6.1	1.8 - 6.1	Yes	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Selenium (ppb)	2011-2013	50	50	6	ND - 6	Yes	Erosion of natural deposits
Alpha particles (pCi/L)	2011-2012	0	15	6.3	3.3 - 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)	2011-2012	0	50	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)	2011-2012	0	5	0.96	0.01 - 0.96	Yes	Erosion of natural deposits
Uranium (ppb)	2011-2012	0	30	8	6 - 8	Yes	Erosion of natural deposits
Xylenes (total) (ppb)	2013	10,000	10,000	2.7	ND - 2.7	Yes	Discharge from petroleum factories; dischage from chemical factories
Sodium (ppm)	2011-2013	0	N/A	57	27 - 57	Yes	Erosion of natural deposits, leaching

WHAT'S IN YOUR WATER

Regulated Compounds Detected in the Distribution System

Substance (units)	Year Sampled	MCLG/ MRDLG	MCL/ MRDL	Average Results	Range of Detections	Compliance Achieved	Typical Source
Chlorine Residual (ppm)	2013	4	4	0.89	0.50 - 1.65	Yes	Water additive used to control microbes.

Tap Water Samples: Lead and Copper Results

Substance (units)	Year Sampled	MCLG	Action Level	90th Percentile	Number of Samples	Number of Samples above Action Level	Compliance Achieved	Typical Source
Lead (ppb)	2012	0	15	2	30	0	Yes	Corrosion of household plumbing systems
Copper (ppm)	2012	1.3	1.3	0.34	30	0	Yes	Corrosion of household plumbing systems

Unregulated Contaminant Monitoring Rule Substances Detected in the Water Leaving the Treatment Facility and in Distribution System

Substance (units)	Year Sampled	Range of Detections
Chlorate (ppb)	2013	29 - 230
Chromium VI (ppb)	2013	0.43-1.22
Total Chromium (ppb)	2013	0.5 - 1.7
Molybdenum (ppb)	2013	3.6 - 6.2
Strontium (ppb)	2013	790 - 2325
Vanadium (ppb)	2013	14.8 - 35.4

[1]**Arsenic:** 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.

[2]**Nitrate:** Nitrate in drinking water at levels above 10 ppm is a health risk for infants of less than six months of age. High nitrate levels in drinking water can cause blue baby syndrome. Nitrate levels may rise quickly for short periods of time because of rainfall or agricultural activity. If you are caring for an infant you should ask advice from your healthcare provider.

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 WATER

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Printed on recycled paper; each ton of recycled paper saves 7,000 gallons of water.