

# 2010 Annual Water Quality Report



**Clovis**

PWS ID: NM3527305

## A+ WATER QUALITY FOR ABOUT A PENNY

**Did you know that you pay about a penny for a gallon of your tap water?**

Providing high-quality water service is our business. Our team of water quality experts and certified operators monitor your water from source to tap, and we have an exceptional track record when it comes to water quality. **Our compliance record for meeting or surpassing state and federal drinking water standards was 100 percent last year.** That beats the national average.

**Tap water: an exceptional value!**

**WE CARE ABOUT WATER. IT'S WHAT WE DO.**

## A Message from the New Mexico American Water President, Paul Townsley

New Mexico American Water is proud to be your local water company. For all of us, water is central to our lives. It's involved in everything we do, everything we use. That's why it's important that we share with you, our customer, information about the quality of the water we provide – a service we provide to you for about a penny a gallon.

I am proud to share with you the 2010 annual water quality report with detailed information about the source and quality of your drinking water. We have prepared this report using the most recent results from water quality testing conducted in your local water system through December 2010. You'll find that we supply water that surpasses or meets all primary federal and state water quality regulations.

Just as important, we place a strong focus on acting as stewards of our environment. In New Mexico, we educate customers on how to protect our water source and use water wisely. You can learn more about these ideas and programs on our website, [www.newmexicoamwater.com](http://www.newmexicoamwater.com)

New Mexico American Water is a wholly-owned subsidiary of American Water (NYSE:AWK) which celebrates its 125 anniversary this year; we're part of a long standing American tradition of quality service. American Water is the largest U.S. investor-owned water and wastewater utility in the country. You can celebrate this milestone with us, read useful information about wise water use, learn more about the history of water service delivery in America and pledge to help the planet at [www.amwater125.com](http://www.amwater125.com).

At New Mexico American Water, our customers are our top priority, and we are committed to providing you with the highest quality drinking water and service possible now and in the years to come.

Please contact us at (888) 237-1333 if you have any questions or concerns about any aspect of your water service. We look forward to providing this critical resource to you throughout 2011.

Sincerely,

A handwritten signature in black ink, appearing to read "Paul Townsley".

Paul Townsley

## Up to 70% of Your Water Use is Outdoors

Turf grass uses a lot of water, and water costs money. If you have a grass lawn you may qualify for a rebate of up to \$800 for removing your grass and replacing it with low water use landscaping. New Mexico American Water also offers rebates for high efficiency clothes washers and toilets. Why do we do this? Well, water conservation is important to us at New Mexico American Water and we want to help you save water. By replacing old toilets and clothes washers, which use a lot of water, with new water efficient ones we can save a lot of water. Removing turf and replacing it with low water use plants can save even more. For more information about this rebate program stop by our office at 1005 N. Norris, Clovis, NM; our website at: <http://www.amwater.com/awpr1/nmaw/newsroom/page17881.htm>; or call New Mexico American Water's office at (575) 763-5538.

## Continuing our Commitment

Once again we present our annual water quality report. This document covers all constituents that were detected during sampling in 2005 thru 2010. As in the past, we are committed to delivering the best quality drinking water. To that end, we remain vigilant in meeting the challenges of source water protection, water conservation, and community education while continuing to serve the needs of all our water users.

New Mexico American Water provides reliable, quality service to 45,000 people. New Mexico American Water, with the support of American Water, has the technical support of a global network and the local knowledge to provide the highest quality water with personal service.

For more information about this report, or for any questions relating to your drinking water, please contact New Mexico American Water's customer service department at (866) 430-0824.

## What is a Water Quality Report?

To comply with state and U.S. Environmental Protection Agency (EPA) regulations, New Mexico American Water issues a report annually describing the quality of your drinking water. The purpose of this report is to raise your understanding of drinking water and awareness of the need to protect your drinking water sources. During the last three years we conducted tests for over 80 constituents at numerous sampling points in your water system. This report provides an overview of our most recent water analysis results. It includes details about where your water comes from and what it contains. The data presented in this report is a combination of data from our local water quality laboratory, our nationally recognized main water quality lab, and commercial laboratories all certified in drinking water testing by the State of New Mexico Environment Department.

If you have any questions about this report or your drinking water, please call our New Mexico Customer Service Center at (866) 430-0824.

## Where Does My Water Come From?

Clovis is served entirely by groundwater sources from the Ogallala Aquifer. Your drinking water is disinfected to ensure the bacteriological quality. The water supply is distributed for residential and commercial use.

## 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 New Mexico American Water has an average fluoride concentration of 2.2 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 1-877-8-NSF-HELP.

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. For more information about your drinking water, please call our Customer Service Center at (866) 430-0824 or visit our website at [www.newmexicoamwater.com](http://www.newmexicoamwater.com).

## Water Quality Statement

Last year, as in years past, your tap water met all U.S. Environmental Protection Agency (EPA) and state primary drinking water health standards. New Mexico American Water vigilantly safeguards its water supplies, and once again we are proud to report that our system has not violated a maximum contaminant level during this reporting period.

## Water Quality Results

**District: Clovis 2010**

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 Source
Antimony (ppb)	2010	6	6	0.07	ND - 0.07	Yes	Discharge from petroleum refineries; fire retardants; ceramics; electronics, solder
Arsenic <sup>1</sup> (ppb)	2010	0	10	6.3	3 - 6.3	Yes	Erosion of natural deposits
Cadmium (ppb)	2010	5	5	0.1	ND - 0.1	Yes	Erosion of natural deposits
Chromium (ppb)	2010	100	100	7.4	ND - 7.4	Yes	Erosion of natural deposits
Fluoride (ppm)	2010	4	4	2.4	1.8 - 2.4	Yes	Erosion of natural deposits
Barium (ppb)	2010	200	200	159	42 - 159	Yes	Discharge of drilling wastes; erosion of natural deposits
Nitrate (ppm)	2010	10	10	3.6	2.0 - 3.6	Yes	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Selenium (ppb)	2010	50	50	5.6	2.2 - 5.6	Yes	Erosion of natural deposits
Alpha particles (pCi/L)	2005 - 2009	0	15	4.4	ND - 4.4	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)	2005 - 2009	0	4	19.02	ND - 19.02		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)	2005 - 2009	0	5	0.18	ND - 0.18	Yes	Erosion of natural deposits
Uranium (ppb)	2005 - 2009	0	30	13	8 - 13	Yes	Erosion of natural deposits
Xylenes (total) (ppm)	2008 - 2010	10	10	0.9	ND - 0.9	Yes	Discharge from petroleum factories; discharge from chemical factories
Regulated Compounds Measured in the Distribution System							
Substance (units)	Year Sampled	MCLG/MRDLG	MCL/MRDL	Average Results	Range of Detections	Compliance Achieved	Typical Source
THMs (ppb) <sup>2</sup>	2010	NA <sup>2</sup>	80	2.6	NA	Yes	By-product of drinking water disinfection
Chlorine Residual (ppm)	2010	4	4	0.95	0.28 - 1.48	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 Above Action Level	Compliance Achieved	Typical Source
Lead (ppb)	2009	0	15	1	0	Yes	Corrosion of household plumbing systems
Copper (ppm)	2009	1.3	1.3	0.242	0	Yes	Corrosion of household plumbing systems
Unregulated Substances Measured on the Water Leaving the Treatment Facility							
Substance (units)	Year Sampled		Range of Detections				
Potassium (ppm)	2009		7.6				
Magnesium (ppm)	2009		43.98				
Sodium (ppm)	2009 - 2010		33 - 44				
Nickel (ppb)	2008 - 2010		ND - 1.3				
Sulfate (ppm)	2009		108.5				
Total Dissolved Solids (ppm)	2009		444				
Calcium (ppm)	2009		49.1				
pH	2009		7.57				
<sup>1</sup> <b>Arsenic</b> - 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. <sup>2</sup> <b>THM</b> - Although there is no collective MCLG for this contaminant group, there are individual MCLGs for some of the individual contaminants: <b>Trihalomethanes:</b> bromodichloromethane (zero); bromoform (zero); dibromochloromethane (0.06 mg/L); chloroform (0.07 mg/L)							

## How to Read This Table

Starting with a **Substance**, read across. **Year Sampled** is usually 2010. **MCL** shows the highest level of substance (contaminant) allowed. **MCLG** is the goal level for that substance (this may be lower than what is allowed). **Highest Amount Detected** represents the highest amount that was found. **Range** tells the highest and lowest amounts found. A **YES** under **Compliance Achieved** means the amount of the substance is below government requirements. **Typical Source** tells where the substance usually originates.

Unregulated substances are measured, but maximum allowed contaminant levels have not been established by the government.

## Definitions of Terms Used in This Report

- **AL (Action Level):** The concentration of a contaminant, which, if exceeded, triggers treatment or other requirements, which a water system must follow.
- **HAA5 — Five Haloacetic Acids:** consist of Monochloroacetic acid, Dichloroacetic acid, Trichloroacetic acid, Bromoacetic acid, 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. Secondary MCLs (SMCLs) are set to protect the odor, taste and appearance of drinking water.
- **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.
- **NA:** Not applicable
- **ND:** Not 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.
- **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.
- **TTHM — Total Trihalomethanes:** consist of Chloroform, Bromodichloromethane, Dibromochloromethane, Bromoform.

## What Are the Sources of Contaminants?

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 dissolves naturally occurring minerals and in some cases, radioactive material, and can pick up substances resulting from the presence of animals or human activity.

### Contaminants that may be present in source water include:

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

## Notice of Source Water Assessment

The Susceptibility Analysis of the New Mexico American Water–Clovis water system reveals that 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 contact Kathy Wright at (505) 763-4485 to discuss the findings of the report. Copies of the Assessment may also be requested by calling the New Mexico Environment Department – Drinking Water Bureau (NMED-DWB) toll free 1-877-654-8720. Please include your name, address, and telephone number. The NMED-DWB may charge a nominal fee for paper copies.

## Informational Statement about 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. New Mexico American Water 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>.

## How to Contact Us

If you have any questions about this report, your drinking water, or service, please call New Mexico American Water Customer Service toll free: (866) 430-0824.

## Water Information Sources

**New Mexico American Water**  
[www.newmexicoamwater.com](http://www.newmexicoamwater.com)

**New Mexico Environment Department**  
<http://www.nmenv.state.nm.us/>

**United States Environmental Protection Agency**  
[www.epa.gov/safewater](http://www.epa.gov/safewater)

**Safe Drinking Water Hotline:** (800) 426-4791

## Educational Information – Special Health Information

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the U.S. Environmental Protection Agency's Safe Drinking Water Hotline (800) 426-4791. In order to ensure that tap water is safe to drink, EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. FDA regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

**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 health care providers. EPA/CDC 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 (800) 426-4791.**



P.O. Box 430  
Clovis, NM 88101

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