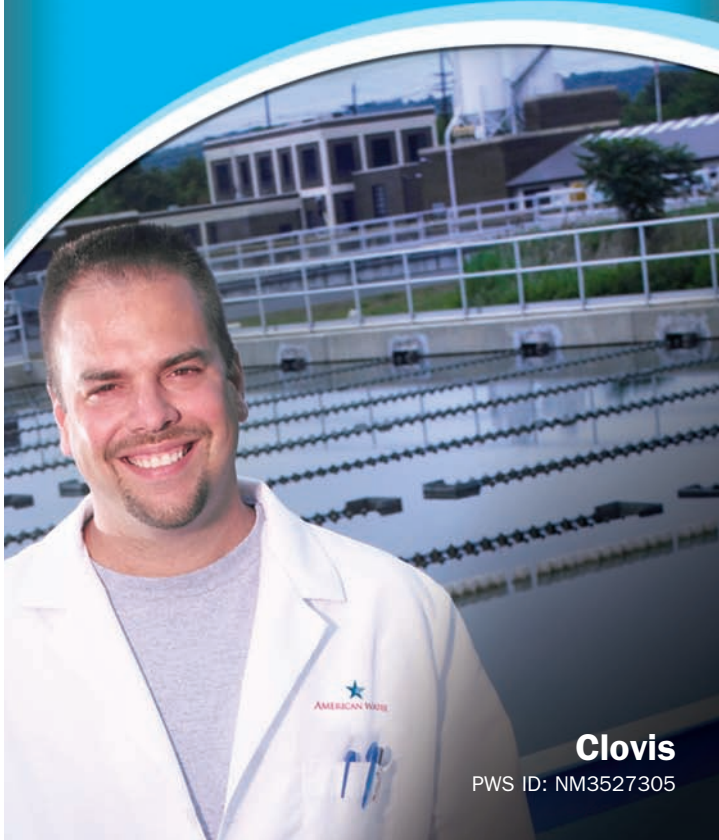


2008 Annual Water Quality Report



Clovis

PWS ID: NM3527305

A Message About Your Drinking Water

Dear New Mexico American Water Customer,

As a trusted leader in the industry, New Mexico American Water places a strong emphasis on sharing information about the quality of the water we provide with our customers.

One way we do this is by reporting to you annually the results of our tests on the water we deliver to your home. Please review this annual water quality report, which outlines information applicable to your local water system for testing completed through December, 2008. You'll find that we provide water that surpasses or meets all federal and state water quality regulations. In fact, we often address regulations well before they go into effect.

Just as important, New Mexico American Water makes the necessary investments to maintain and upgrade its facilities, so that we can deliver quality water directly to your tap 24 hours a day, seven days a week.

Our customers are our top priority, and we are committed to providing them with the highest quality drinking water and service possible now and in the years to come. In addition to this written report, you can view information about New Mexico American Water and your water system on our website <http://www.amwater.com/nmaw/>. For more information or for any questions about this report relating to your drinking water, please contact New Mexico American Water at (575) 763-5538.

Kathy Wright
Vice-President and Manager,
New Mexico American Water

Are You Flushing Money Down Your Toilet?

Old toilets can use a lot of water, and water costs money. If your home was built before 1995 you may qualify for up to a \$150 rebate off of the purchase price of a new low-flow toilet. New Mexico American Water also offers rebates for high efficiency clothes washers. Additionally a landscape rebate program is currently under development. Why do we do this? Well, water conservation is important to us at New Mexico American Water and we want to help you to save water. By replacing old toilets and clothes washers that use a lot of water with new water efficient ones we can save a lot of water.

For more information about this rebate program stop by our office at 1005 N. Norris, Clovis, NM, on the web go to: <http://www.amwater.com/awpr1/nmaw/newsroom/page17881.htm>, or call New Mexico American Water's Customer Service Center 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 2004 thru 2008. 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. This 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 a fluoride concentration of 2.3 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.nmawc.com.

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.nmawc.com

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

United States Environmental Protection Agency
www.epa.gov/safewater

Safe Drinking Water Hotline: (800) 426-4791

Water Quality Statement

Last year, as in years past, your tap water met all U.S. Environmental Protection Agency (EPA) and state 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 or any other water quality standard during this reporting period.

Water Quality Results

District: Clovis 2008

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)	2008	6	6	0.21	ND - 0.21	YES	Discharge from petroleum refineries; fire retardants; ceramics; electronics, solder
Arsenic (ppb)	2008	0	10	4.9	3.6 - 4.9	YES	Erosion of natural deposits
Cadmium (ppb)	2008	5	5	0.11	ND - 0.11	YES	Erosion of natural deposits
Chromium (ppb)	2008	100	100	7.4	ND - 7.4	YES	Erosion of natural deposits
Fluoride (ppm)	2008	4.0	4.0	2.34	1.99 - 2.34	YES	Erosion of natural deposits
Barium (ppb)	2008	200	200	159.84	32.84 - 159.84	YES	Discharge of drilling wastes; erosion of natural deposits
Nitrate (ppm)	2008	10	10	3.35	2.03 - 3.35	YES	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Selenium (ppb)	2008	50	50	9	3 - 9	YES	Erosion of natural deposits
Beta particles and photon emitters (pCi/L)	2005	0	4 millirems per year	19.02	ND - 19.02	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.
Uranium (ppb)	2005	0	30	13	12.4 - 13	YES	Erosion of natural deposits

Regulated Compounds Measured in the Distribution System							
Substance (units)	Year Sampled	MCLG/MRDLG	MCL/MRDL	Average Results	Range of Detections	Compliance Achieved	Typical Source
HAA5 (ppb)	2008	NA ¹	60	ND	ND	YES	By-product of drinking water disinfection
TTHMs (ppb)	2008	NA ¹	80	2.8	2.8	YES	By-product of drinking water disinfection
Chlorine Residual (ppm)	2008	4.0	4.0	0.69	0.55 - 0.99	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)	2006	0	15	ND	0	YES	Corrosion of household plumbing systems
Copper (ppm)	2006	1.3	1.3	0.328	0	YES	Corrosion of household plumbing systems

Unregulated Substances Measured on the Water Leaving the Treatment Facility		
Substance (units)	Year Sampled	Range Low-High
Potassium (ppm)	2007	7 - 8
Magnesium (ppm)	2007	41 - 46
Silica (ppm)	2004	33 - 44
Sodium (ppm)	2006	32 - 55
Boron (ppb)	2004	.107 - .142
Molybdenum (ppb)	2004	4
Nickel (ppb)	2008	ND - 0.3
Perchlorate (ppb)	2004	ND - 5.4
Chloride (ppm)	2004	22 - 72
Sulfate (ppm)	2006	21 - 132
Total Dissolved Solids (ppm)	2007	409 - 473
Calcium (ppm)	2006	26 - 52
pH	2006	7.4 - 8.1

¹ TTHM/HAA5 — Although there is no collective MCLG for this contaminant group, there are individual MCLGs for some of the individual contaminants: Trihalomethanes: bromodichloromethane (zero); bromoform (zero); dibromochloromethane (0.06 mg/L). Chloroform is regulated with this group but has no MCLG. Haloacetic acids: dichloroacetic acid (zero); trichloroacetic acid (0.3 mg/L). Monochloroacetic acid, bromoacetic acid, and dibromoacetic acid are regulated with this group but have no MCLGs.

How to Read This Table

Starting with a **Substance**, read across. **Year Sampled** is usually 2008. **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 Jim Bonner at (505) 763-4485 to discuss the findings of the report. Copies of the Assessment may also be requested by emailing the New Mexico Environment Department – Drinking Water Bureau (NMED-DWB) at SWAPP@nmenv.state.nm.us or by calling 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.

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.

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.

Mahalaga ang impormasyong ito. Mangyaring ipasalin ito.

此份有關你的食水報告,內有重要資料和訊息,請找他人為你翻譯及解釋清楚。

Chi tiết này thật quan trọng.
Xin nhờ người dịch cho quý vị.