



CITY OF TYLER COMMUNICATIONS OFFICE

Julie Goodgame (903) 531-1272 or cell (903) 245-5377, jgoodgame@tylertexas.com

LouAnn Campbell (903) 531-1273 or cell (903) 279-8534, lcampbell@tylertexas.com

Media Advisory

For Immediate Release

Feb. 21, 2021

City ends free chlorine disinfection process

The City of Tyler has changed its water disinfection process back to chloramines, a mixture of ammonia and free chlorine. Severe weather and extremely low temperatures prevented the use of the ammonia injection system on Feb. 15. The Lake Palestine Water Treatment Plant and the Golden Road Water Treatment Plant put ammonia back into the system taking the disinfection process back to chloramines.

[The City converted the disinfection process to free chlorine last week due to severe winter weather and extremely low temperatures.](#)

[The Boil Water Notice is still in effect.](#)

It will take about a week for chloramines to make its way through the entire system. Customers shouldn't notice any difference in their water unless the free chlorine was affecting the odor and taste of the water.

The City of Tyler currently uses chloramines (a combination of free chlorine and ammonia) to disinfect its drinking water supply prior to customer distribution. This is a reliable disinfection process that has been recommended by the Texas Commission on

Environmental Quality (TCEQ) for systems predominantly treating surface waters, such as those in the Tyler water system.

It is standard industry practice to periodically convert chloramines back to free chlorine to improve and maintain the highest water quality standards in potable water distribution systems. In addition, the Environmental Protection Agency (EPA) and the TCEQ support this process as a necessary and effective measure for maintaining water quality.

Customers experiencing no water should contact the Water Service Center at (903)-531-1285 to report any issues.

###

Download the City of Tyler app:

