



Tyler Water Utilities
“Free Chlorine Conversion”
Temporary change to water disinfection process
Frequently Asked Questions

What is a “free chlorine conversion”?

A free chlorine conversion is a process by which a water system periodically switches its disinfection process from chloramines (a combination of chlorine and ammonia) to free chlorine in order to improve the long term quality of its drinking water.

Why is Tyler Water Utilities implementing a “free chlorine conversion”?

To improve the overall water quality in our distribution system.

Is this the first time that Tyler Water Utilities has implemented a free chlorine conversion?

No, the last “Free Chlorine Conversion” occurred in September of 2020.

Are “free chlorine conversions” a common practice among water systems?

Yes. This is a common industry standard for preventative maintenance in drinking water distribution systems. Many utilities throughout the state and country that use chloramines for their primary distribution disinfectant convert to free chlorine on an “as needed” basis. The Environmental Protection Agency (EPA) and the Texas Commission on Environmental Quality (TCEQ) endorse and support this procedure.

How long will the “free chlorine conversion” last?

The duration of the “free chlorine conversion” will be approximately 30 days (October 4, 2021 to October 31, 2021).

Does the “free chlorine conversion” pose any health risks? Will the water be safe to drink and use?

The process is entirely safe and poses no health risks to customers. The water is safe to drink and customers can use the water as normal.

Will I need to do anything differently during the conversion?

No action is necessary during the conversion. Customers may drink and use their water as normal.

Why all the flushing?

Tyler Water Utilities must directional flush to maintain clear water for our customers and to ensure the free chlorine conversion has made it to the far reaches of our distribution system. Flushing should significantly subside after the termination of the conversion.

I have low water pressure? What do I do?

If you’re completely out of water, or have extremely low water pressures, contact the Tyler Water Utilities Service Center immediately at **(903) 531-1285**. If your water pressure is just lower than normal, but is adequate to carry out your daily routine, please be patient, as this pressure drop will likely be short-lived. Water pressures should return to normal after flushing has been terminated in your area, and subsequent to the termination of the conversion.

I have discolored water. What do I do?

Flush toilets, bathtubs and faucets until your water clears. If it doesn’t clear with minor indoor flushing, contact the Tyler Water Utilities Service Center at **(903) 531-1285**, so that they can determine whether additional flushing in your area is warranted.

'My water has a strong chlorine smell. What is going on?

A chlorine smell is very normal during the conversion period, as the disinfectant is transitioning from chloramines to free chlorine. Chlorine concentrations maintained during the conversion will be well within TCEQ and EPA standards and will be entirely safe to consume and use as normal.

I live in an apartment, and my water quality hasn't improved since TWU has flushed. What do I do?

Contact your apartment complex management and ask that they flush the private hydrants on their property. Sometimes the fresh water has not made it in the apartment due to low usage. If it continues, please have your management contact the service center to troubleshoot the issue at **(903) 531-1285**.

My clothing has been stained in the laundry. What do I do?

Contact the Tyler Water Utilities Service Center immediately at **(903) 531-1285**. Before washing additional loads of clothing, flush a little water in your bathtub to ensure that your water has cleared. This will prevent further staining of clothing moving forward.

I have a fish tank. How will it affect my fish?

Processes in place to remove chloramines in water will remove free chlorine. No change or adjustment should be needed. However, Tyler Water Utilities suggest that you contact your equipment supplier.