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FOR IMMEDIATE RELEASE

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The City of Glenn Heights Asks Residents to Boil Tap Water Before Consumption

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[Glenn Heights, TX](#) – The City of Glenn Heights Public Water System continues efforts to restore water levels and service to homes and businesses. No contaminants have been identified, however due to steady low pressure, the City of Glenn Heights asks residents to boil tap water before consumption. As water levels are restored, safety tests will be conducted to determine when the boil alert for the city can be lifted. Please continue to boil water for consumption until the alert has been lifted.

According to Glenn Heights Water Utility Supervisor Chris Patterson, the City began experiencing water demands doubling the normal usage within the past 24 hours. “Normal demand for water during this time of year is usually around 1.8 MGD (Millions Gallons per Day), however in the past 24 hours, we have seen an increase in usage in excess of 3.8 MGD, which has exhausted the water supply, leading to low water levels.”

By Saturday afternoon, Public Works leaders determined that the increase in demand paired with ruptures in private water lines due to this week’s weather conditions caused water levels in the system to fall dramatically. “What we have seen resembles the pressure drop we would see with a very large main break, but after canvassing the City, no main breaks could be identified”, states Patterson.

This boil water alert notice is a precaution required by the Texas Commission on Environmental Quality. There has been no indication that water quality has been compromised.

If you experience a pipe rupture at your house or business, please call the non-emergency after hours line at 972.223.3478 so that the water can be shut off.

Glenn Heights Public Works crews have responded to more than 300 calls for service since Monday, February 15, 2021. Public Works leaders estimate it will take approximately 48-72 hours for the water distribution system to return to normal water levels.

Please visit the [City of Glenn Heights website](#) and [Facebook page](#) for continuous updates. In addition, we encourage you to register to receive [emergency alerts](#) via Everbridge and [news updates](#) from the City.

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About the City of Glenn Heights – Incorporated in 1969, Glenn Heights is perfectly positioned along IH-35 East. Glenn Heights is a hospitable, business friendly, rapidly growing community divided between Dallas and Ellis counties. The City has a total area of 7.2 sq. miles (18.8 km sq.)