Gallatin's water goes through several steps, to ensure its quality, on its trip to your tap. First the water is pumped from an intake on the Cumberland River - Old Hickory Lake to the Water Treatment Plant. Once the water reaches the treatment plant it is pre-chlorinated, PAC (polyaluminum chloride) is added to aid in settling, and powdered activated carbon is added to aid in taste and odor control, then the water proceeds through areas called flocculation basins and begins the sedimentation process.

When Does Your Water Come From?
Drinking water, including bottled water (FDA regulations establish limits for contaminants in bottled water), may reasonably expect to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that the water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the EPA’s Safe Drinking Water Hotline at 1-800-426-4791. Unregulated contaminants are those for which EPA has not established drinking water standards.

Customer Comments Welcome:
If you are interested in learning more about the water department and water quality, please contact our customer service at 615-694-3000. We welcome your comments and concerns. Keep your comments brief and to the point. Provide your full name, street address and utility account number. Include the date when you noticed an issue and the specific details about the problem, including any impact on your health or the health of others. You can also send them to City of Gallatin, 301 Main Street, Gallatin, TN 37066.

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Important Health Information:
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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 widgets inside your home that contain lead, such as solder and galvanized plumbing pipes. Lead can also be released into drinking water by plumbing materials such as lead solder, flux, and lead service lines. Tests for lead in drinking water are required for all community water systems that use water with a lead content of .5% or more of any lead-containing material. The City of Gallatin monitors for lead in drinking water by periodically collecting water samples from different locations throughout the city. The City of Gallatin also provides lead reduction devices such as filters and chelation treatments to customers who request them. If your water sample contains lead at an action level of 0.010 mg/L or greater, the City of Gallatin will provide assistance in reducing your lead exposure.

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