



## METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY

**Karl F. Dean**  
Mayor

**Scott Potter**  
Director

**Metro Water Services**  
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**FOR IMMEDIATE RELEASE**  
July 16, 2012

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### **BILLING CHANGE FOR MADISON SUBURBAN UTILITY DISTRICT CUSTOMERS**

*Services and fees will remain the same*

Nashville, TN - A new contract between Metro Water Services (MWS) and Madison Suburban Utility District (MSUD) will change customer billing but not service or wastewater charges.

Beginning this month, Madison Suburban Utility District customers will receive a separate wastewater bill from Metro Water Services. Madison Suburban Utility District customers in Davidson County already receiving quarterly stormwater bills from Metro Water Services will now receive a monthly bill which will include stormwater and wastewater.

Madison Suburban Utility District's wastewater has been treated by Metro Water Services since the early 1960's. The wastewater fee was included on the water bill and collected by Madison Suburban Utility District and then reimbursed to Metro Water Services.

The new contract will allow Metro Water Services to bill wastewater and storm water together and maintain wastewater customer account information, improving efficiency and our ability to communicate with our customers.

Customers are encouraged to utilize the new online billing system, WebConnect, to pay their wastewater and storm water bill. WebConnect allows customers to view a wide range of account information online, including current balance, bill image for last 12 months, payment and consumption history, frequently asked questions, and open service request status. Customers can also sign-up to receive and view their bill electronically as well as initiate service requests on-line. Register online at <https://mwsonline.nashville.gov/iwr/user/login.seam>.

Customers who prefer not to utilize online services still have the following bill payment options:

- In person or after hours at 1700 Third Ave. N, Nashville, TN 37208
- By mail to P.O. Box 305225 Nashville, TN 37230-5225
- By phone using a credit card (615) 862-4600
- By Automatic Bank Draft (615) 862-4600

For information regarding Metro Water Services billing policies and procedures, please visit our website at [www.nashville.gov/water](http://www.nashville.gov/water).

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