



Getting Connected

Issue 11

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MAY 2010 FLOOD

The May 2010 flood caused significant damage to MWS infrastructure. Most significant damages were at Dry Creek Wastewater Treatment Plant, KR Harrington Water Treatment Plant, and at the Central Biosolids facility. In addition, there was damage to pump stations and underground structures. Damage to storm water infrastructure (culverts, pipes, ditches) was also widespread.



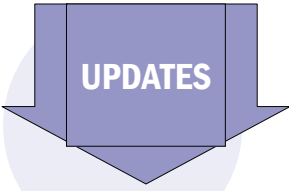
Protecting the Omohundro Water Treatment Plant



KR Harrington Water Treatment Plant under water

The KR Harrington Water Treatment Plant reopened approximately 30 days post flood and was in full operation by September. Repairs are continuing on the Biosolids and Dry Creek facilities. To date, repair efforts have cost approximately \$43 million including \$6.5 million for stormwater repairs.

We're on the Web! www.nashville.gov/water



Assisting the community in 2010 flood recovery

Most homes and businesses damaged were within a flood zone regulated by an MWS Stormwater permit. Extra measures were implemented immediately after the flood to ensure permits to rebuild were expedited. Over 6,453 customer inquiries were processed in the Permits office for residential repairs related to the flood. 2,493 property owners were able to receive permits without further verification. If the property was determined to be in the floodway or floodplain, an assessment of damage or contractor's estimate of repair may have been required. If the damage was over 50% of the value of the structure and not a minimum of four feet above flood elevation, plans detailing elevation or raising of the structure to an acceptable elevation level may have been required in order to secure a permit. 3,960 customers serviced were required to obtain either an assessment or contractor's estimate. These figures represent activity between May 14-July 30, 2010.

- * You must get a variance if you plan to install the backflow device somewhere other than next to the associated meter
- * Service Line Ordinance changes in near future
- * Backflow devices are not required for construction water
- * Effective October 1, 2010, Fernco saddles will not be approved



MWS is in the process of implementing a new Customer Information System, Harris Systems & Software Enquesta v.4. A website, open to the public, www.mws-envision.com is in place with a link on the TAC homepage. The FAQ section will answer any questions you may have and also has contact information. Information about the new CIS system will be added to customers' bills in the future.

Celebrate

Customer Service Week
October 4-8, 2010



EDUCATIONAL SESSIONS

On April 19, 2010, Mike Morris, P.E. and Mary Ellen Jackson presented a session on grinder pumps. MWS will continue to offer educational sessions through June, 2011. If you have any suggestions for session topics, please contact Mary Ellen at 862-7230.



DID YOU KNOW?

- ◆ You can submit and track plans electronically using the online Buzzsaw application system
- ◆ 34,000 backflow devices in MWS system are tested annually
- ◆ MWS Field Inspectors meet monthly with Metro Codes Department Plumbing Inspectors
- ◆ Neptune meters 1.5" or larger are no longer approved meters

BACKFLOW DEVICES

LEARN THE WHAT, WHEN, WHY AND WHERE

OCTOBER 27, 2010

10:00 a.m.—11:30 a.m.

MWS Customer Service Center, 1700 Third Avenue North

