



## **ABOUT METRO WATER SERVICES**

Nashville has had a public water system since 1833. The water treatment and distribution facilities have grown gradually and have been expanded and upgraded to meet the needs of the community, as well as to comply with increasingly stringent water quality and public safety laws and regulations. When the Metropolitan Government of Nashville and Davidson County was chartered in 1963, MWS was chartered to provide consolidated countywide water services and to deal with the then 50,000 homes, which did not have service. MWS is a Metro enterprise operation, meaning that it is funded through the revenues it generates from services provided to customers, and that the agency does not receive general tax funds to support its capital or operating and maintenance budget.

Metro Water Services provides public water (treatment and distribution) and wastewater (collection and treatment) services to customers located in Nashville/Davidson County and portions of five surrounding counties: Robertson, Rutherford, Sumner, Williamson, and Wilson. We provide stormwater services for customers located in Nashville/Davidson County (540 square miles). The public drinking water system is also a vital part of the fire protection in the community.

More than 3,000 miles of pressurized water mains, 38 reservoirs, 57 water pumping stations, and 20,000 fire hydrants provide water supply and protection to over 190,699 customers. Finished potable water is provided by two water treatment plants, R.L. Lawrence (Omohundro) and K.R. Harrington, each with rated capacities of 90 million gallons per day (MGD).

Wastewater is collected by means of over 3,096 miles of sewer lines and 110 sewer pumping stations. Wastewater treatment is provided for over 198,110 customers by three wastewater treatment plants, Central, Dry Creek and Whites Creek.

By way of overall organization, the Department consists of a Director, Administrative Staff, and eight major divisions: Finance and Accounting, Human Resources, Engineering, System Services, Operations, Customer Service, Stormwater and Information Services.

## Contacts and Important Information

**Customer Services Center** – 1700 Third Ave North 8:00a.m. – 5:00p.m M-F  
Establish or change service, billing questions, etc. **(615) 862-4600**  
Online billing [www.nashville.gov/water](http://www.nashville.gov/water) - click on “Pay Your Bills Online”

**24/7 Water, Sewer or Stormwater Emergencies** **(615) 862-4600**  
[mwsdispatchers@nashville.gov](mailto:mwsdispatchers@nashville.gov)

**Permits** – 800 Third Ave. South 8:00a.m. – 5:00p.m M-F  
[mwspermits@nashville.gov](mailto:mwspermits@nashville.gov) **(615) 862-7225**

**Environmental Concerns/Stormwater Quality** **(615) 313-PURE**

**Educational Programs** **(615) 862-4494**  
[www.nashville.gov/water](http://www.nashville.gov/water)

### Save Water & Money

- Fix leaks.
- Don't let the water run while you brush your teeth.
- Take short showers – 5 minutes or less.
- Collect water in a rain barrel to use on your garden.

### Protect Drinking Water

- Do NOT pour medications down the sink or toilet - Take unused and old medications to a Metro Police Precinct for proper disposal.

### Prevent Sewer Overflows

- Place only toilet paper in the toilet – Disposable wipes, cotton swabs, feminine products, etc. should be placed in the trash.
- Never pour fats, oils or grease down the drain – Pour cooking oil into a can and place in the trash.

### Protect the Environment

- Do not place brush, leaves and grass clippings in a stormwater conveyance such as a creek, stream or ditch.
- Use fertilizers and pesticides sparingly and always follow product instructions.
- Pick up after your pet.
- Dispose of litter properly.
- Keep stormdrains clean – Never pour anything into a stormdrain.

### Be Aware of Your Risk of Flood and other Emergencies

- Find out if you are in the floodplain at <http://pc9rjrdx1/PrelimFEMAVIEWER/>
- Contact an insurance agent about Flood insurance.
- During emergencies monitor <http://nerve.nashville.gov>