

CRITICAL CARE CUSTOMER INFORMATION SHEET
Updated 1-20-19
(Averages are from 2018 data)

Metro Water Services
1600 2nd Ave N
Nashville, TN 37208
24 hour telephone number: (615) 862-4600

Metro Water Services (MWS) operates two water treatment plants: the K. R. Harrington Water Treatment Plant and the Omohundro Water Treatment Plant with a combined capacity of 180 million gallons of water per day.

Both water treatment plants receive their source water from the Cumberland River.

Basic facts regarding finished water from MWS:

- Sodium Hypochlorite or liquid chlorine is used as a disinfectant
- Phosphate is used as a corrosion inhibitor
- Fluoride in the water is increased to the optimum levels of 0.7 mg/L with a maximum of 1.0 mg/L
- Average pH of finished water leaving plant is 7.35 S.U. (min. 7.1 – max 7.7)
- Average temperature of finished water leaving plant is 14.4 C (min. 7 – max 26.5)

Seasonal variations in the River during summer months require additional use of powder activated carbon in the treatment process to decrease taste and odor episodes caused by geosmin and MIB.

Daily, monthly, quarterly and annual samples are taken on the source and finished water according to regulations for a system of our size as required by the Safe Drinking Water Act.

The source water main is required to be backflow prevented by local or state regulation and backflow preventers must be inspected by a licensed plumber.

Metro Water Services mails a brief water quality report, the Consumer Confidence Report, to all MWS customers annually. The report describes our compliance with drinking water regulations, testing conducted on the water, substances detected and the levels of those substances. This report as well as a full water quality report can be found on our website at <http://www.nashville.gov/water/qualityrpt.asp>

Metro Water Services endeavors to answer all water quality inquiries by our customers; however, due to a variety of private plumbing issues, water characteristics can differ from site to site. Private plumbing infrastructure, length of private water services, depth of private services, treatment devices, etc. can modify the characteristics of the water provided to the specific customer. Therefore, we can only provide information on the quality of water that we provide at the customer's meter.