

Vol. 4, No. 1, February 2025



World Water Day 2025

World Water Day is a United Nations observance, led by UN-Water, that occurs annually on March 22nd. The theme for 2025 is 'Glacier Preservation'. Today, glaciers are melting at a faster rate than ever.

For billions of people, meltwater flows are changing, causing floods, droughts, landslides and sea level rise. Nearly 2 billion people rely on water from glaciers, snowmelt and mountain run-off for drinking, agriculture, and energy production.

This year, honor World Water Day by [learning more](#) about the global water crisis and keeping yourself informed. The only way to effectively make change is to work together to take action.

American Water Resources customers will no longer be able to pay for AWR through your MWS bill as of 3/14/2025. Please contact AWR at 855-890-

Celebrating Achievements at Central WRF

We were joined by Mayor O'Connell on February 11th at our Biosolids Facility to recognize and celebrate several awards for the recent advancements at the Central Water Reclamation Facility. These advancements addressed critical needs, including reducing Combined Sewer Overflow discharges, maximizing treatment capacity, improving operational efficiency, and enhancing community relations. The project significantly increased the facility's peak capacity from 330 million gallons per day to 430 million. One of the most exciting developments was an upgrade to our disinfection. Chlorine disinfection was replaced with UV disinfection for secondary effluent and sodium hypochlorite for wet weather flow, eliminating a major safety and community concern.

You can learn more about the project, [here](#).



Water Main Breaks

MWS maintains over 3,000 miles of water main throughout our distribution system. Water main breaks can happen for a variety of reasons; pipe age, weather conditions, water temperature, soil conditions, etc. These breaks can occur at any time but the chances of a main break increases during periods of extreme temperatures like winter.

3299 to set up a new payment process by 3/14/2025 to continue coverage.

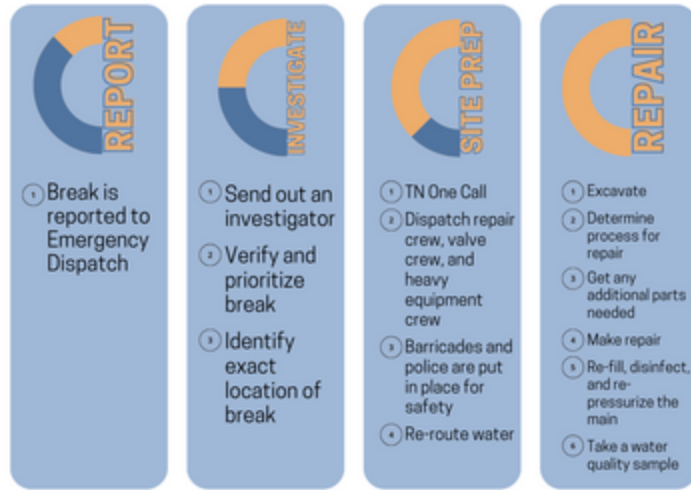
Better Safe than Sorry

February 16th marked the beginning of 2025's Severe Weather Awareness Week (SWAW). SWAW's goal is to raise awareness about severe weather events and their associated risks so that people can be properly prepared. MWS works closely with the Corps of Engineers, the National Weather Service, and other agencies to stay ahead of and mitigate weather events.

TN Smart Yards

MWS is promoting [Smart Yards](#) to help keep our land and water healthy, one yard at a time!

Apply to Work with

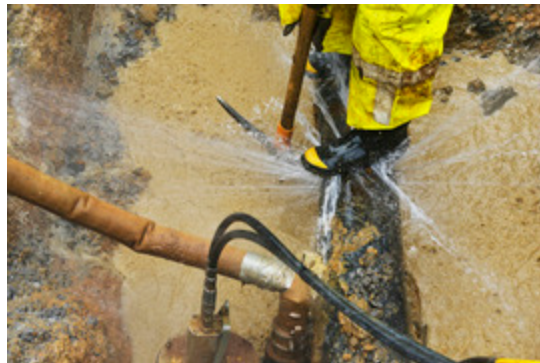


There are steps you can take at home to help protect your pipes!

- Leave cold water taps slightly open so they drip continuously
- Keep the indoor temperature warm
- Improve the circulation of heated air near pipes by opening cabinet doors beneath the kitchen sink!

If you find yourself without water, not to worry. Simply check our [Outage Map](#). The outage map shows active water main breaks and possible water main breaks that are under investigation.

In January, our crews made over 100 water main repairs. A huge thank you to our crews that are working to make repairs 24/7, rain or shine, to ensure Nashville has safe, clean, and reliable drinking water!



Citizens Water Academy

Us !

Are you or someone you know interested in a job that gives you the opportunity to positively impact our community? If so, we are interested in you!

MWS is always looking for passionate people looking to make a positive impact to join our team. If you or someone you know is looking for the next step in your career, look no further! Learn more about our current opportunities [here](#).

Check our ongoing projects!

Click [here](#) to check out our ongoing projects. We appreciate your patience as we perform regular maintenance and repair to our infrastructure!

Did you know?

Our website can be translated into more than 65 different languages by clicking the translation

The Spring 2025 Citizen's Water Academy (CWA) application is now open!

CWA is an opportunity for MWS customers to #DiscoverWater and learn about our most precious natural resource, water, and how we manage it from “river to river.” CWA is an in-person interactive program. Participants will have the opportunity to interact with MWS Staff and experience the treatment process by touring various MWS facilities - including our Research and Analytical Laboratory and historic Omohundro Water Treatment Plant.

The Spring 2025 in-person sessions will be held on:

- Tuesday, April 15; 5:30 p.m.-7:30 p.m.
- Thursday, April 17; 5:30 p.m.-7:30 p.m.
- Tuesday, April 22; 5:30 p.m.-7:30 p.m.
- Thursday, April 24; 5:30 p.m.-7:30 p.m.
- Tuesday, April 29; 5:30 p.m.-7:30 p.m.

If you or anybody you know would be interested in applying, visit [our website](#) for more information.

Keeping You Updated

Exciting news! At the beginning of February, we partnered with Twilio, a leading communications company, to bring you direct text message notifications for meter-related work orders. These notifications will keep you informed and up to date on the status of your work order or scheduled service. This new system will allow us to communicate more effectively and efficiently while keeping customers up to date on meter-related work orders.

At this time, notifications will not be used for routine maintenance orders, but they may be implemented in the future.

To receive these notifications, your primary phone number must be up to date in Enquesta. Once messaging begins, you will also receive an opt-out option if you no longer wish to receive these notifications. If you change your mind later, you can always re-enroll!

tab on the header of the
Nashville.gov website!

Please ensure your contact information is current by
calling Customer Care at 615-862-4600 or updating it
through the [Capricorn Web Portal](#).

Contact Us

Water, Sewer, & Stormwater

nashville.gov/water

(615) 862-4600

1700 3rd Ave N,
Nashville, TN 37208

Waste Services

(615) 862-5000 | 311

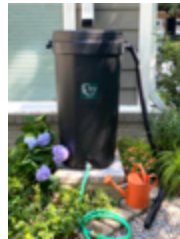
Hub.Nashville.gov

[Public Records Requests](#)

This is ***your*** newsletter!
What would you like to
read more about? Let us
know [here](#).



Order Your Rain Barrel Today!



The MWS 2025 Rain Barrel Sale is
open until March 6th!

MWS Stormwater customers can
purchase subsidized barrels for \$56
each (limit 2 per household). Davidson

County residents that are not MWS Stormwater
customers can purchase one for \$76.

Why get a rain barrel?

- Capturing stormwater from your gutters and downspouts reduces runoff and helps prevent pollution in local waterways.
- Stored water can be used in periods of drought to water gardens, trees, and other plants.
- Plants respond very well to rainwater.
- Reduced tap water usage saves you money.

Order yours today!

Join us!

MWS holds monthly Facebook Live events with our Director, Scott Potter, providing viewers an opportunity to get a glimpse inside many of our facilities and learn more about our processes. Follow us on Facebook for notifications! If you are unable to join us live, you can also watch all past events on our [Facebook page](#).

Catch us at the Music City Marathon, April 26th! We will have a water station along the route to keep runners hyped and hydrated. Best of luck to the runners, we're excited to see you there!

Do you have any friends, family, or neighbors who you think would be interested in receiving this quarterly update? Send them to [this link](#) or have them email us to join the list at MWSCommunications@groups.Nashville.gov

No longer interested in receiving this quarterly update? Email us with the subject line "Unsubscribe" at MWSCommunications@groups.Nashville.gov

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