

Vol. 1, No. 1, February 2022



Message from the Director

I am excited to introduce the Community Pipeline, a quarterly newsletter about all things Metro Water Services (MWS).

MWS proudly 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 and stormwater and waste services for customers located in Nashville/Davidson County. The public drinking water system is also a vital part of the fire protection in the community.

This newsletter will provide general information, guidance, important updates, and more to the community. My hope is that it educates, enlightens and provides a sense of pride regarding the services provided by Metro Water Services.

A handwritten signature in blue ink, appearing to read 'Scott C. Pott'.

New Online Payment Options

Waste Services Update

After a brief suspension, curbside recycling resumed on February 1. However, Nashville's trash and recycling concerns are not yet fully resolved.

Trash and recycling is collected by a combination of Waste Services resources and contractors. Two

MWS will offer more payment options, beginning March 2022.

- Pay by Text
- Auto pay with e-check or card
- Pay by digital wallet
 - Venmo
 - Apple Pay
 - PayPal
 - Google Pay



Annual Report Release

Metro Water Services recently released the 2021 Annual Report: A Year of Progress.

The Annual Report provides financial details for FY21 (July 1, 2020 - June 30, 2021) and highlights progress

contractors assist with residential trash collection - Red River is responsible for 73% of the routes and Waste Industries (GFL) is responsible for 8%. The remaining 19% is done by Metro Waste Services. Waste Services is also responsible for curbside recycling, dumpster collection and servicing the convenience centers and recycling drop off sites.

Our largest contractor, Red River, filed bankruptcy in October 2021. Our contract with them is subject to the bankruptcy process and Metro cannot terminate the contract without permission of the bankruptcy court. However, Metro legal has filed a motion in bankruptcy court, requesting that Metro be allowed to assign some of Red River's trash routes to an alternative provider to ensure that all trash is collected timely.

Waste Services is also faced with fleet challenges. We have experienced fleet shortages due to supply chain issues affecting parts, vehicles and equipment nationwide. This is negatively affecting our normal operations, limiting our ability to empty dumpsters and properly maintain our recycling drop off sites. Currently, 12 of the 14 front loader trucks available to Waste Services are awaiting repair, leaving only 2 trucks to service approximately 1,800 dumpsters.

While we work to repair and/or replace our existing fleet, two private contractors, Waste Pro and Waste Management will provide additional assets to assist. They will adjust their current routes to assist Waste Services in emptying dumpsters. This will provide weekly collection for each of our locations.

We will continue to work with our Metro counterparts and vendors for permanent solutions and appreciate the patience and understanding of our community.

made during this 12-month period through projects, outreach and partnerships and more.

The report is available online at [Water Services Department Reports | Nashville.gov](https://www.metrowater.com/department-reports/).

Show You Care... Without the Waste!

We often give gifts for special occasions to show others that we care about them. However, gift giving can cause lots of extra waste. Show you care without contributing to landfilled waste!

Flowers

Dry flowers. One way to extend the life of this gift is to allow the flowers to dry and then save them as a constant reminder of someone's appreciation of you.

Compost flowers. Keep your gift out of a landfill by composting them. Flowers can be



Water Main Breaks



Water main breaks can occur at any time, but the chance of a main break increases during periods of extreme temperatures. Over the past 5 years, Metro Water Services has averaged 450 main

breaks a year with most occurring during the winter months.

In 2021, crews responded to over 430 breaks, with 175 of them occurring between January and February. In January of this year, crews responded to 76 emergency water main breaks.

These breaks have the potential to affect water service to hundreds of customers as well as creating hazardous road conditions for motorists.

A simple water main break can be completed in six to eight hours, but large or complicated repairs may take several days or even a week. Conditions such as weather and daylight may affect repair times as well. Often emergency repair crews are working overnight and are dealing with harsh conditions such as freezing temperatures, rain and/or snow.

composted in your backyard or taken to any of our [Convenience Centers](#), Tuesday - Saturday from 8:30 am - 4:30 pm, for free composting.

Cards and Gifts

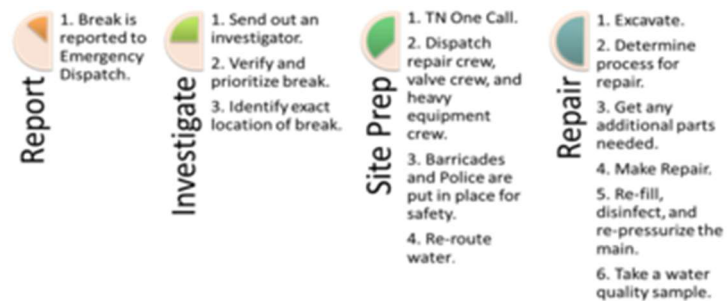
Gift an experience. Quality time is a common love language, which makes gifting experiences a great idea.

Make your own cards. Rather than buying a card, create your own out of paper that can be recycled.

Did you know that most gift packaging can NOT be recycled?

- ***Ribbons and bows cannot be recycled***, so collect them from gifts and use them again for birthdays and future holidays.
- ***Shiny, sparkly and velvet gift bags are not recyclable.*** But can be reused.
- ***Traditional wrapping paper isn't recyclable..***

Repair Process:



Anyone observing water running in the street during a period without rain or experiencing a water outage is asked to contact our 24/7 emergency line at (615) 862-4600.

Closing the Loop with Music City Gold

The water you use travels through the sewer pipes to our [water reclamation plants](#). The water is cleaned and returned to the Cumberland River, safe for the environment and for recreation. We use naturally occurring microbes to clean the water. Excess microbes and organic solids are further processed at our [Biosolids Facility](#) to produce a pasteurized fertilizer sold as Music City Gold.

The process benefits the environment, the economy and our community – what we call the Triple Bottom Line. Before the facility was built, MWS paid for the nutrients and solids to be taken to landfills across the state. Now we benefit from a revenue-sharing contract with our fertilizer distributor, [Tycowa, LLC](#). Music City gold is sold to farmers in bulk, and to retail stores in 25- and 50-pound bags for gardeners. Both farmers and gardeners benefit from a product that is affordable and improves the soil.

The third part of the Triple Bottom Line is the community. Not only does our entire community benefit from not having sludge travel in truck loads across the county, we are also helping our neighbors

Materials like newspaper, paper bags and maps are all recyclable alternatives to wrapping paper.

- Don't let the name fool you, **tissue paper cannot go in your recycling**. If it does not contain foil, glitter or other additives, you can it to a compost drop-off location at one of our Convenience Centers for composting.

Rates

Water and Sewer rates were restructured in 2019 following an in-depth cost of service study based on industry standards and best practices. Residential & commercial rates increased by 3% on January 1, 2022. Monthly charges for water service and sewer service include a fixed charge, a volumetric rate based on metered consumption

directly. Tycowa, LLC generously donates bags of Music City Gold to community and school gardens.

If you are part of a community or school garden that would like to use Music City Gold, please contact Julie.berbiglia@nashville.gov for more information.

Pollution Prevention

The National Pollutant Discharge Elimination System Program (NPDES) is a program within MWS Stormwater Division focused on achieving permit compliance for Metro's Municipal Separate Storm Sewer System (MS4). The program is responsible for performing specific MS4 requirements to reduce pollutants in Davidson County's waterways and stormwater system as well as educate the public on water quality concerns. This includes overseeing construction projects to ensure that proper control measures are added and maintained to eliminate any polluted runoff into our creeks and streams from a project.



Waterways are routinely sampled throughout the county by NPDES staff to identify pollutants of concern in certain stream segments and when possible, discover the source of these pollutants. If an illicit discharge is found, whether through our watershed sampling group or a citizen complaint, NPDES staff responds to investigate the source and

and an Infrastructure Replacement fee.

This [simple rate calculator](#) will help you determine how increased water use will affect your bill.

work with the responsible parties on necessary clean up procedures.

The Stormwater Control Measure (SCM) Program within NPDES includes inspecting all Metro regulated structures required for developers and ensuring they are properly maintained and functioning. These structures, such as rain gardens or permeable pavement, are necessary in a growing city to help reduce pollutants and manage flooding as development continues. All aspects of the NPDES Program are integral in helping keep Nashville's waterways safe.

The full NPDES Annual Report is posted on the website at [National Pollutant Discharge Elimination System | Nashville.gov](#).

Contact Us

Water, Sewer, & Stormwater

nashville.gov/water

(615) 862-4600

1700 3rd Ave N,
Nashville, TN 37208

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Waste Services

(615) 862-5000 | 311

Hub.Nashville.gov

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Sustainability is at the core of what Metro Water Services does.

To help guide and keep track of our sustainability initiatives, MWS developed a Green Team, known as GREENZ MWS – **G**reen **R**enewable **E**nergy, **E**nvironment, **N**atural Resources and **Z**ero Waste.

The team meets quarterly to discuss our sustainability initiatives, look for ways to improve, and set future goals.

The initial goal of the team was to capture and summarize all the initiatives already in place at MWS to help the environment and make Metro Water more resilient.

[Public Records
Requests](#)

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

Moving forward the team will be brainstorming actions that can be taken both as a utility and at the individual staff level to make us the greenest department in Metro.

GREENZ MWS will have an article in each of the quarterly newsletters to showcase our sustainability achievements and recommendations.

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.

The February event will be held in the bottom of our Whites Creek Sewer Pumping Station on February 22 and will begin at 10 am. Follow us on Facebook to receive monthly notifications.

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"Sustainable in the City" is an educational livestream series brought to you by Zero Waste Nashville and Urban Green Lab every 2nd Wednesday of the month. We bring in experts from all over the city to highlight how Nashvillians can reduce waste and live more sustainably.

Metro Water Services' Zero Waste Nashville team in partnership with Urban Green Lab is kicking off the 2022 season of *Sustainable in the City* on Wednesday, February 9 at 12 pm. They'll be interviewing Dr. Kendra Abkowitz, Nashville's Chief Sustainability & Resilience Officer, to talk about "Making Nashville a Top Spot for Sustainability". [Register to join the conversation](#).

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Visit us at the [Spring Plant Swap](#) at the Madison Branch Library on April 16 from Noon – 4 pm. Pick up free samples of our Music City Gold Fertilizer and learn how Tennessee Smart Yards can help you get the yard and garden you want while protecting our neighborhood creeks and streams.

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Come see us at the [Lawn & Garden Show](#) held at the Expo Center - The Fairgrounds Nashville, March 3 – 6.



Do you have any friends, family, or neighbors who you think would be interested in receiving this quarterly update? 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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