

Vol. 3, No. 1, February 2024



We Need Your Help

In response to the recent Lead and Copper Rule Revisions, we have expanded our existing lead program and created the P.I.P.E. Program. Learn more by about it by clicking [here](#).

With this revision, water systems are required to prepare and maintain an inventory of service line materials. This inventory must include the public and private portion of the service line. Because the property owner—not MWS—owns the water service line from the meter to the home, the records on what this portion is made of may not exist or may be old and inaccurate.

Hello, 2024!

In 2023, Metro Water Services reevaluated our 2016 Strategic Plan, revisiting our values and realigning our priorities. At the center of this Plan, our mission remains the same: to supply, treat, and manage our resources in a sustainable manner for the benefit of all who live, work, and play in our community.

As we enter 2024, we will maintain our enthusiasm for the mission, continue to seek new challenges and set extraordinary goals. We encourage you stay informed of our programs and monitor our progress by liking and following @NashvilleMWS on Facebook, Instagram, Twitter, and LinkedIn.

This quarterly newsletter is for you and the community we serve. We hope that it continues to educate, spark interest, and foster pride in the services provided by Metro Water Services in 2024.

New Year, New Tips

It may be a new year, but we're not leaving our care for our customers in 2023! We've put together a few tips to keep in mind in the new year; especially helpful during these last few cold months.

We are asking you to please complete [this service line inventory survey](#) to help us document the material of your service line. Need guidance? Watch [this video](#) to help you locate your service line and determine the pipe material.

MWS is proud...

to announce the 2023 Annual Report, *Preparing for Tomorrow!* Read the full report [here](#).



Happy Birthday, NDES!

This year marks 20 years of Nashville District Energy System (NDES) providing alternative heating and cooling services to 42 customer buildings

Don't Let Your Savings Drip, Drip, Drip Down the Drain!

Leaks in your house may seem small but could be costing you big! Follow these tips to determine if you have a leak:

- Listen for running water
- Look for pooling water
- Check the water level in your toilet tank
- If you irrigate, check your sprinkler systems and yard for wet spots

If you find a leak, let us know! Once per year, we can provide a leak adjustment. After repairs are made, customers should provide the type and date of repair by emailing MWSonline@nashville.gov or calling 615-862-4600. Join us for our Facebook Live on February 20th where we'll discuss leak detection with Director Scott Potter.

Protect Your Pipes

The winter weather can be brutal; just as you find yourself wanting to bundle up, your pipes are also in need of protection!

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

If you experience an unexpected water outage, check our [Outage Map](#)! The outage map shows active water main breaks and possible water main breaks that are under investigation.

Stay On Top of Your Bill

Our Online Bill Pay allows customers to view a wide range of account information online, including current balance, bill image for last 12 months, payment and consumption history, frequently asked questions, and open service request status.

in Nashville's downtown core and on the East Bank.

To celebrate this milestone, we held an Open House at NDES on 12/20, featuring Mayor O'Connell, MWS Director Scott Potter, and District 19 Council Member Jacob Kupin. This was followed by two tours open to the public. For more information on NDES, [visit their site](#).



Tip of the Quarter

Did you know?

Produce stickers are made of plastic and cannot be composted! Remove and throw away

Through our online payment system, you can...

- Save Payment Information
- Schedule Payments
- Text Message Billing Alerts
- Pay by Text
- AutoPay for both e-check and card
- Pay by Digital Wallet

Don't Lose Your NERVE



Spring is the perfect time to check your preparedness plans and bookmark resources to ensure you are ready for severe weather.

The Nashville Emergency Response Viewing Engine (NERVE) is a free online tool developed by Metro to

provide information to the public during a natural or man-made disaster.

With NERVE you can...

- Receive real time information about road closures and school closings
- Navigate to the closest shelters and other emergency resources, routing around closed roads
- See evacuations areas

This system is activated when the Nashville Emergency Operations Centers is activated. If the EOC is not activated, there will not be any information populated within.

NERVE can be found online at nerve.nashville.gov and is mobile device capable!

produce stickers before
composting your
produce.

Do You Have a Smart Yard?

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



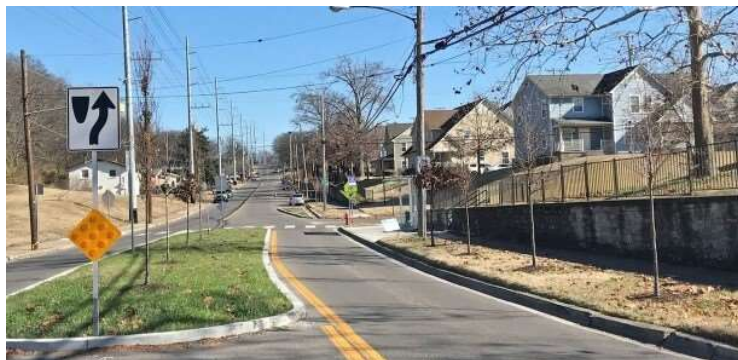
Apply to Work with Us!

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

More Trees? Yes, Please!

90 new trees have been installed by Metro Water Services on the recently re-done length of Clifton Avenue between 34th Avenue North and 39th Avenue North! These trees, planted in the median and between the sidewalk and curb, are a mixture of drought-resistant, medium- to large- species. As they mature, their leaf canopies will increase. This means that with every passing year they will be better and better at intercepting rainfall and slowing down the flow of stormwater into storm drains, which keeps our city healthier, cleaner, and safer from the potential hazards of stormwater.



Save the Rain for Later!

The MWS 2024 Rain Barrel Sale is open until March 10th! Metro Nashville residents can purchase subsidized barrels for \$54 each (limit 2 per household).

Why get a rain barrel?

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](#).

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](#).

- 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!](#)



On October 23, 2023, Mayor Freddie O'Connell joined Metro Waste Services staff in launching a one-year pilot curbside [Food Scraps Pickup program](#) to learn how Metro can help residents reduce food waste going to landfill.

As of mid-February, the Food Scraps Pickup Program collected **58,749** pounds of food scraps and other compostable material. That is the equivalent of roughly 3 Tyrannosaurus-Rex's worth of food waste that has been sent for composting instead of landfill!

The early success of this program is an exciting step towards achieving Nashville's Zero Waste Master Plan, which aims to reduce our reliance on landfill disposal for waste. Food waste makes up about 25% of what Nashville currently throws away, making it a top priority to achieve zero waste, which is defined in the Plan as reducing all waste to landfill by 90% by 2050.

Over the year-long pilot program, Metro Waste Services' staff will be collecting and analyzing both

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 tab on the header of the Nashville.gov website!

quantitative and qualitative data from the 750 participating households. At the end of the Pilot, this data will be used to identify what would be needed to add a curbside food scrap collection to Metro Waste Service's curbside trash and recycling program city-wide.

Not participating in the Food Scraps Pickup Pilot but want to reduce your food waste? You can...

- Bring food scraps and compostable material at *no charge* to any of Metro Nashville's four [Convenience Centers](#) Tuesday through Saturday, 8:30 am-4:30 pm,
- Watch the [on-demand Dirt on Composting webinar](#) and fill out [this survey](#) to be entered to win a *free* backyard compost bin,
- [Purchase a backyard compost bin](#) for \$50 at Omohundro Convenience Center, or
- Pay for private compost collection services from [Compost Nashville](#), [Compost Company](#), or [Regener8](#).

58,749 lbs
= 3 T-REX



Join us!

MWS holds Facebook Live events every other month 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](#).

2024 tour dates are now available! Join us for a walking tour of our water treatment and water reclamation facilities. Registration is required and tickets are limited! View available dates and secure your tickets now by visiting bit.ly/MWSTours.



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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