

Vol. 3, No. 2, May 2024



CWA is Returning this Fall

Don't miss your opportunity to sign up for [Citizen's Water Academy](#)! As a participant, you will visit multiple MWS facilities – including the state-of-the-art Research & Analytical Laboratory and the historic Omohundro Water Treatment Plant - and learn about our various processes through interactions with MWS Staff.

Join us for 5 evenings and be inspired by all things Metro Water Services:

- 9/26 - "Imagine a Day Without Water"

Why You Should Trust Your Tap

Did you know that only 1.2% of the world's water is able to be used for drinking water? 3% of the world's water is fresh water, and of that, only 1.2% is available to be drinking water. In Nashville, you don't have to worry about your water beyond how far you are from your tap!

Drinking Water Week is honored the first full week of May each year, taking place just last week! This is an opportunity to appreciate our ability to turn your tap and have safe, clean, and reliable water pour out of the faucet, ready to drink.

This year, we celebrated by partnering with local businesses in the Germantown/Salemtown area to promote safe drinking water and providing coasters!

You can learn more about Nashville's safe drinking water by visiting ccr.nashville.gov. The annual Consumer Confidence Report is officially available and shared not only the vital role tap water plays in our daily lives, but also the critical work that water professionals accomplish around the clock to ensure the delivery of quality tap water.

- 10/1 - "Protecting the Environment"
- 10/3 - "A Sustainable Future"
- 10/8 - "Protecting Public Health"
- 10/10 - "The Value of Water"

We are now accepting applications. Please keep in mind that seats are limited, and our selection process is competitive.

The deadline to apply is Friday, 9/13 and you will be notified of acceptance no later than 9/17.

What are you waiting for? Go ahead and [submit your application here!](#) If you have any questions about the program or the application process, feel free to contact [Sonia Allman](#).

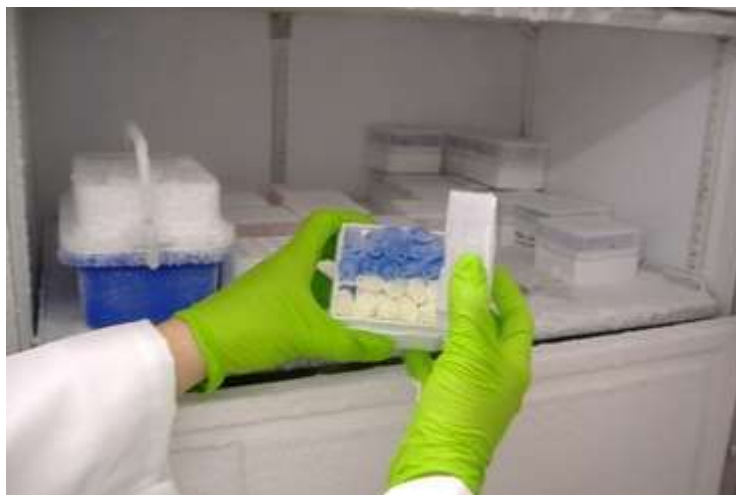
Spring Cleaning?

Visit a Convenience Center!

Spring cleaning can be a great way to declutter your work or home

A Look Behind the Curtain

Great drinking water wouldn't be possible without great scientists and state of the art technology to monitor possible contaminants to our water system. Our innovative molecular laboratory helps us to understand sources of fecal contamination present in streams and rivers in Davidson County. Specifically, our lab conducts real-time polymerase chain reaction (RT-PCR) to differentiate DNA sequences from host-specific fecal bacteria (*Bacteroides* spp.). This allows us compare results with traditional pathogen indicator (*E.coli*) methodologies, which are only able to detect presence/absence of fecal contamination, but do not indicate fecal sources. PCR has the capability to distinguish between human and non-human (e.g. dogs, cows, wildlife) fecal inputs. Anticipated results not only assist in water quality monitoring, but provide information to other MWS departments in prioritizing sewer and stormwater infrastructure projects. This technology is just one way we foster partnership among all MWS departments to achieve their specific planning and infrastructure goals.



space and donate unneeded items.

As you spring clean, don't forget to explore the recycling resources available at [Metro Nashville Convenience Centers](#) for items such as...

- mattresses
- tires
- scrap metal
- carpet pad
- electronics



Tip of the Quarter

Practice FIFO! FIFO stands for "First In, First Out." Arrange oldest items to the front to use them first.

TN Smart Yards

Understanding and Paying Your Bill

Monthly charges for water service and sewer service include a fixed charge, a volumetric rate based on metered consumption ([found here](#)), and an infrastructure replacement fee. Stormwater charges are based on the property's impervious square footage. Your water bill is based on metered consumption that is measured on a 28 - 32 days billing cycle. ***(This means your bill will not arrive on the same day each month or be due on the same day each month.)*** Consumption is measured in CCF. CCF is an abbreviation for 100 cubic feet, which is equal to 748 gallons.

Residential customers receive seasonal sewer billing/sprinkler adjustments during the months of April through November when water is used to sprinkle lawns or wash cars. Since water used for these purposes does not go into the sewer, sewer service charges for residential bills are automatically adjusted during these months to reflect a "sprinkler credit." The winter quarter average (January, February, and March) plus 30 percent will be the maximum sewer charges billed.

Bills are mailed each billing cycle and payments must be made within 20 days or a fee of \$2.50 or 5%, based on whichever is greater, will be added to your account. Accounts that owe more than \$50 and are more than 45 days late are eligible for disconnect. If the service is disconnected, a reconnect fee will be applied once payment is made, and service is restored.

For an easy and convenient way to pay your bill, monitor your water usage, and keep up with MWS you can register for on-line paperless billing by clicking [here](#). *Please note: once you register for paperless billing you will no longer receive a bill in the mail.* Creating an online profile gives you access to an E-

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

Show your support by joining the TN Smart Yards Festival!

The event will take place May 19th from 9am-12pm at the Ellington Agricultural Center. Join us for raffle giveaways, hands on demonstrations, and garden and arboretum tours!

This festival is free to attend. Click [here](#) to secure your spot!

Apply to Work with Us!

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](#).

Bill and the ability to pay by text, bank account, PayPal, Apple Pay or Google pay. You can also pay 24/7 at a self-service kiosks located at our Customer Care Center on **1700 Third Avenue North, Nashville, TN, 37208** or by phone by calling **615-862-4600**.

Three Cheers to 44,000 Trees!



Spring is in full swing, which means the dust is settling around the Urban Forestry team's sixth planting season. From this past November all the way to the end of March,

the tree people of Metro Water Services were busy rooting for our city's canopy! With the help of many incredible project partners, the Urban Forestry group coordinated and oversaw the planting of more than 2,400 new trees around the city. Not only that, they also funded the over 70 trees that Metro employees received for free during the annual Tree Sale, and pruned/maintained almost 400 trees in our city's right-of-ways.

Every tree planted by the Urban Forestry group counts towards RootNashville, the campaign to plant 500,000 trees by 2050. There's lots left to do, but the campaign total continues to grow: cheers to over 44,000 trees planted so far!

With all that said: it's time to begin planning for next season!

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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[Public Records Requests](#)

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This is **your** newsletter!
What would you like to



It's a Great Time to be a Dog!



On Tuesday, April 23rd, with the help of Mayor Freddie O'Connell and Metro Parks Director, Monique Odom, we officially opened the Central Dog Park!

The Central Dog Park is an idea that formed through the community meeting process with the Historic Germantown and Salemtown neighborhoods to bring

collaborative planning and design to the Treatment Plant Capacity Improvements and Combined Sewer Overflow Reduction project. The \$400 million upgrade of the Central Water Reclamation Facility will help prepare Nashville to grow into the future and better

read more about? Let us know [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!

DYK?

Our website can be translated into more than 65 different languages by clicking the translation tab on the header of the Nashville.gov website!

protect the environment, while improving quality of life for all who live and work here.

The Central Dog Park is not the only community improvement we've brought to the area. Along with it, we have also added...

- A new recreation area with water features provides children a much-needed outdoor play area to enjoy outdoor activities and #DiscoverWater
- Two new sheltered bus stops provide WeGo riders a comfortable and safer boarding area
- Improved lighting and landscaping make the area more inviting and increase visibility and safety
- An activity lawn provides residents a community gathering space to enjoy the outdoors
- Walkways and bike racks provide better and safer options for pedestrians and cyclists
- And fencing provides protection to those enjoying these new amenities.

Thank you to everyone who aided in this success! To learn more about the optimization of the Central Water Reclamation Facility and our commitment to meeting the needs of a growing city in a sustainable and environmentally friendly way, visit [our virtual open house](#).

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](#).

The TNSY Festival will take place May 19th from 9am-12pm at the Ellington Agricultural Center. Visit tiny.utk.edu/smartyardsfestival24 to secure your spot!



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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