

Vol. 3, No. 4, November 2024



Friendly Reminder

Water and sewer rates increase 2.6% on January 1st, 2025. You will see this change reflected on your February bill. We are proud to deliver safe, clean, and reliable water to our customers and will continue to do so in 2025!

Protect Your Pipes!

As we enter the holiday season, treat your pipes like you would your most precious present!

Lead Service Line Inventory

Regulatory compliance and the health of our customers is the highest priority for MWS and the quality and safety of Nashville's drinking water has not diminished. In response to the EPA's Lead and Copper Rule Improvements (LCRI), MWS has taken multiple actions to better protect communities from lead in drinking water and improve communication.

Drinking water does not contain lead when it leaves the treatment plant, but lead can leach into water from service lines containing lead.

MWS completed a service line inventory to locate lead service lines by compiling data from records dating back to 1904, as well as new construction records, use of a metal analyzer, and customer reported service line surveys. The results of the inventory are available to the public in [an interactive map](#). We have not been able to gather data on all pipes and still have several locations where pipe material is unknown. We will continue to gather data through use of the metal analyzer and customer surveys and will update the inventory.

Letters have been mailed to customers with service lines made of lead, identified as galvanized requiring replacement (old galvanized pipes corrode over time

Cover It. Cover your crawl spaces and outdoor faucets.

Wrap It. Wrap exposed pipes in insulating material.

Tag it. Tag your water shut-off valve.

If you turn on a faucet and only a trickle comes out, suspect a frozen pipe. Apply heat to the section of pipe using an electric heating pad wrapped around the pipe, an electric hair dryer, a portable space heater (kept away from flammable materials), or by wrapping pipes with towels soaked in hot water. Do not use a blowtorch, kerosene or propane heater, charcoal stove, or other open flame device.

Check all other faucets in your home to find out if you have additional frozen pipes. If one pipe freezes, others may freeze, too.



and if the pipe is or has been downstream of lead it may have collected small particles of lead), or are still unknown. These letters do not indicate an imminent health threat as analysis shows that our corrosion control program is effective in preventing lead from leaching into drinking water and this program will continue. However, they inform customers of the presence of lead and provide information regarding risk, sources, and health effects of lead exposure, as well as ways to reduce exposure to lead in drinking water.

MWS currently replaces their portion of lead service lines when found during construction or repair activities and will be preparing a more robust replacement plan that meets the 2037 compliance date.

Improving Cabin Hill Pumping Station



The Cabin Hill Sewer Pumping Station, originally constructed in the early 1970s, has served the Opryland USA theme park and upstream communities for decades. Expanded in the early 1980s, the station has remained largely unchanged for over 40 years even through challenges such as the 2010 flood.

Typically, pump stations require substantial upgrades every 25 to 50 years and this station was overdue for a major refurbishment.

For Cabin Hill, the primary goals were to improve equipment accessibility for maintenance, elevate electrical gear above the flood of record and to enhance the space for electrical gear. In 2021, our in-house team designed a dry-well addition to

TN Smart Yards

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

Please Be Aware...

If you are currently a customer of American Water Resources (AWR): You will no longer be able to pay for your AWR protection on your MWS bill as of 3/14/25. Please contact AWR at 855-890-3299 to provide a new payment to ensure continued coverage.

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?

accommodate the three existing pumps and updated electrical equipment. An elevated electrical room was included to protect the electrical equipment in the event of a major flood.

Construction began in July 2022, combining the efforts of MWS personnel and contractors. The station was operational in September 2023 and work continues to finalize all aspects of the renovation. The new Cabin Hill Pumping Station not only looks impressive but is also far more maintenance-friendly than its predecessor, positioning it to reliably serve our community for years to come.



Central Receives the Grand Conceptor

The Central Water Reclamation Facility (WRF) received this year's Engineering Excellence Grand Award in its category as well as the Grand Conceptor Award at the Tennessee Engineering Foundation and ACEC Tennessee's Engineering Excellence Awards. The annual Engineering Excellence Awards (EEA) competition recognizes engineering firms for projects that demonstrate an exceptional degree of innovation, complexity, achievement and value.

Our contractor received the most prestigious award of the night, the Grand Conceptor, for their work on the

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 tab on the

Central WRF Capacity Improvements and CSO Reduction Project. MWS worked collaboratively with Brown and Caldwell to develop an optimization approach which cost-effectively and reliably maximized the peak wet weather treatment capacity without the need to expand the facility footprint or construct additional tankage. This project has increased treatment capacity by 100 million gallons per day, improved operability and reliability, and mitigated risks while enhancing community safety and quality of life.



MWS Holiday Schedule

Thanksgiving

The Customer Care building will be closed on Thanksgiving Day, 11/28.

Christmas

The Customer Care building will be closed on Christmas Eve, 12/24.

Customers may access account info and/or pay bills online or through the self-serve kiosk.

header of the
Nashville.gov website.

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](#)



Fats, Oils, and Grease, Oh my!

Fats, oils, and grease are plentiful around the holidays, but how are you supposed to dispose of them properly? You can bring your fats, oils, and grease to Omohundro, East and Ezell Convenience Centers for oil recycling.

If you want to get creative in the kitchen, you can even save your grease for future cooking! Simply store it in a container in your fridge and use it again to flavor your meals.

Join us!

MWS holds regular Facebook Live events, 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](#).

Join us for a tour of one of our facilities! Learn more about the water you drink or the water you're sending back our way. We offer both adult and student tours of our KR Harrington Water Treatment Plant as well as our Whites Creek Water Reclamation Facility. [View our currently scheduled tours](#) on Eventbrite.

Join us for a Creek Clean Up with the Tennessee Environmental Council! Check [their website](#) for upcoming volunteer opportunities.



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 MWSCcommunications@groups.Nashville.gov

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