

Vol. 4, No. 4, November 2025



A Friendly Reminder

Water and sewer rates will increase on January 1st, 2026. Rates will be increased by 2% or the percentage of change in the CPI Urban Index (CPI-U), whichever is greater. This small increase in our rates ensure future funding for our projects and allows us to continue to plan for the future. 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 2026!

For any questions about our rates, [visit our website](#).

Thank You to MWS' Newest Ambassadors



Twice a year, MWS hosts a program called Citizen's Water Academy (CWA). This is our opportunity to open our doors to those in the community interested in learning what goes on behind the scenes at MWS.

We wrapped up our most recent session a few weeks ago and are proud to announce our newest group of Water Ambassadors! This season's CWA participants received a complete overview of the the treatment processes and the vital work accomplished by MWS employees across our facilities. Their five days of classes included presentations from subject matter experts across all departments, tours of KR Harrington WTP, Whites Creek WRF, Biosolids, and Omohundro WTP, and a night of hands on experience in our Research and Analytical Lab.

With this knowledge, we hope the graduates will take what they have learned into the Nashville community and share about the great effort we take to provide safe, clean, and reliable water services to Nashville.

Remaining Holidays

Thanksgiving

The Customer Care building will be closed on Thanksgiving Day, 11/27.

Christmas

The Customer Care building will be closed on Christmas Day, 12/25.

New Years

The Customer Care building will be closed on New Years' Day, 1/1/2026.

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

Always Advancing MWS

If you ever venture over to Shelby Park and find yourself looking across the Cumberland river,

Thank you to everyone who took the time to join us and learn more about this vital resource.

Did you miss this session and want to know when we host it again? Sign up for [our waiting list](#)! You'll be the first to know when new dates are scheduled.



Are You Prepared for Winter?

As it starts to get cold and we unpack our boots and warmer coats, keep your home in mind as well!

Identify Your Home's Freezing Points. Check for pipes in areas that might be prone to freezing.

Check Your Irrigation System. Make sure everything is off and drained.

Know How to Shut Off Your Home's Water. Locate your main water shutoff valve and tag it.

Protect Your Pipes. Wrap and insulate pipes in areas prone to freezing.

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

you may ask, "what is going on across the way?"

What you're seeing is the historic Omohundro water treatment plant and big things are happening there!



We have begun work on a massive project, which will take 10 years to complete, from beginning to end. The goal is to increase drinking water treatment capacity and improve the resilience and reliability of Nashville's water supply.

This project is just one great example of how MWS is always planning for the future and looking ahead to anticipate Nashville's needs.

Curious to learn more? We've got an entire website dedicated to our process advancements, [here](#).

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!

The New Lead and Copper Rules and What They Mean For You

In January 2021, the EPA issued revisions to the Lead and Copper Rule. The strengthened rule better protects children and communities from the risks of lead exposure by better protecting children at schools and childcare facilities, removing lead pipes, and empowering communities through information.

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

In response, MWS created the PIPE Program – PIPE standing for Prevent, Inform, Protect, and Eliminate. This program includes inventorying pipe material on both the private and public portion of water service lines and notifying residents with lead or old galvanized service lines of their risk of potential lead exposure.

MWS will be sending out a notification of potential lead exposure risk to certain customers in December. Some customers may remember receiving a similar notice last year. If you receive one, it means that your water service line is made of lead, identified as galvanized requiring replacement (old galvanized pipes corrode over time and if the pipe is or has been downstream of lead, it may have collected small

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 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](#).

particles of lead), or we do not have record of the material used in your home. ***This does not mean there is lead or an unknown substance in your water.***

If curious about your specific home, you can check our inventory [on this interactive map](#). This map will be updated by January 1st, 2026, including information collected through October 30, 2025. Those looking for more information can visit our website: bit.ly/MWSPIPE.



More Than Just Green Space

Metropolitan Nashville and Davidson County has long recognized the importance of property protection from floods and has participated in the National Flood Insurance Program (NFIP) since 1982, making residents and businesses within Davidson County eligible for flood insurance through FEMA and also making us eligible for Hazard Mitigation Grant Program (HMGP) funding, when available, to purchase homes that have experienced substantial flooding or are high risk to flood.

To date, MWS has purchased 481 homes in high flood risk areas and removed them. We also own and maintain another 51 vacant lots that were assigned to us from back taxes or purchased with a flooded home to prevent a structure from being built on it.

Contact Us

Water, Sewer, &
Stormwater

nashville.gov/water

(615) 862-4600

1700 3rd Ave N,
Nashville, TN 37208

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[Public Records
Requests](#)

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



The properties purchased through the home buy-out program can never be built on again. The properties are converted to green space and are required to remain as green space as a condition of the grants we receive from the Federal Emergency Management Agency or the US Army Corps of Engineers. In total, we have created 245 acres of open space.

Purchasing these homes and removing them protects the families living in them from the dangers of flooding, such as loss of life and property, as well as eliminating the risk of first responders that may be required to assist in rescues. This is a HUGE benefit to the community. However, over the years, these properties have provided additional benefits:

- Open grassy areas provide flood storage and stream buffer vegetation to protect our waterways.
- Parks with walking trails and playground equipment have been built in areas where a large number of purchased homes have provided ample space
- Nashville SWAT and Fire Department use the homes for training purposes prior to demolition.
- Vacant properties are used to research soil profile rebuilding techniques on soil properties and tree growth, providing beneficial data as we continue to establish trees on highly urbanized sites.
- Over 2,770 trees have been planted on vacant home buy-out properties since 2020, increasing our tree canopy.

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!

Protecting the health and safety of our community is one of MWS' highest priorities. Providing additional community support while doing so is an added benefit that reflects our commitment to going above and beyond.



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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