

Vol. 5, No. 1, March 2026



A Year in MWS

The 2025 MWS Annual Report is now available! This year, we are going back to our roots and reminding customers of who we are.

This comprehensive report gives you an inside look at all MWS divisions, provides an overview of our leadership, and also includes our financial statements and breakdown of our rate structure for full transparency.

Explore the full report now and catch up on previous editions at nashvillemws.info/annualreports.

Let's Review Your Bill

A friendly reminder that water and sewer rates increased 3% on January 1st, 2026.

Weathering the Storm: A Look at MWS' Emergency Preparedness



Metro Water Services is committed to delivering safe, clean, and reliable services to Davidson County, and that commitment stands through extreme weather. A few weeks ago, Winter Storm Fern

came through Nashville, leaving a layer of ice over the city. It would not have been possible to fair as we did without the hard work of our crews. This situation placed extraordinary demands on our organization and infrastructure, and our teams responded with a strong sense of responsibility to the community, working under difficult and rapidly changing conditions.

Throughout the event, we repaired 178 water main breaks, received 38,522 customer calls, and worked 1,523 emergency work orders. We set a record water demand on January 29th of 145.20 million gallons, approximately 25% higher than normal. Through it all, we provided exceptional water quality, maintained

Customers will see this increase reflected on their February bill.

A simple way to evaluate if your increase bill is due to the rate increase or other factors is to consult the graph on your MWS bill.

If the bill is higher, but the usage is about the same as previous months and/or the same month last year, then the higher bill is due to the annual rate increase that went into effect on January 1st.

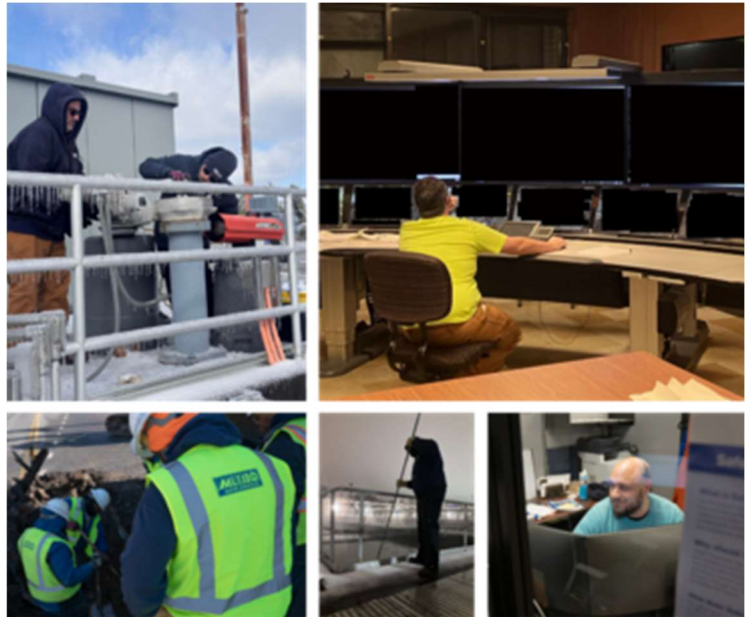
If the usage increased, it may have been due to dripping faucets during Winter Storm Fern to prevent frozen water lines. MWS has filed legislation (BL2026 – 1294) to provide relief to customers that dripped their faucets. It will go before Metro Council on 3rd Reading March 17th.

Customers with a high bill that they are unable to pay are asked to pay the normal amount and catch up later without being charged a late fee or risk of disconnection for non-payment.

TN Smart Yards

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

adequate pressure in the system to avoid a boil water advisory, and were in daily contact with our regulators, the Tennessee Department of Environment and Conservation (TDEC).



That being said, with the storm now passed, we are taking the opportunity to assess our emergency preparedness and identify areas where we can improve our efforts for future events.

We have 55 water pumping stations and 39 of them have emergency generators with portable generators available for use at the other sites. Access to several of these locations was severely hindered, making it impossible or unsafe to reach these site to refuel. We are evaluating a number of options to strengthen this system, including increasing the number of emergency generators, assessing our access roads, and optimizing generator control schemes to conserve fuel through extended outages.

We have over 63,550 valves in our system that allow us to isolate a water main break and re-route water, minimizing impact to customers. The ability to locate a valve and operate it is crucial in the repair process. We plan to accelerate our existing valve exercising

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](#).

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!

program and collect additional valve data. We will also enhance data available to our field crews by implementing and using CityWorks to its full potential.

Alongside these internal changes, we plan to increase our outreach and communication with the public. This will begin with an update to our existing Outage Map. The MWS outage map shows locations of active water main repairs and potential breaks under investigation. It will now have the ability to show areas potentially affected by systemwide issues, such as a water pumping station without power, in addition to the individual breaks. We also plan to communicate more proactively about what customers need to know: how the water distribution system works, how to use the outage map, and how to contact us. Our goal increased general outreach is to bring better awareness to customers and help alleviate their concerns.

Winter Storm Fern may be behind us, however, we will continue to look forward and plan for how to better serve our community. As always, we stay committed to providing Nashville with safe, clean, and reliable water services, no matter what.

Join us for a Look Behind the Scenes

The Spring 2026 Citizen's Water Academy (CWA) application is now open!

CWA is an opportunity for MWS customers to learn about our most precious natural resource, water, and how we manage it from “river to river.” CWA is an in-person interactive program. Participants will have the opportunity to interact with MWS Staff and experience the treatment process by touring various MWS facilities - including our Research and Analytical Laboratory and historic Omohundro Water Treatment Plant.

The Spring 2025 in-person sessions will be held on:

- Tuesday, April 21; 5:30 p.m.-7:30 p.m.
- Thursday, April 23; 5:30 p.m.-7:30 p.m.
- Tuesday, April 28; 5:30 p.m.-7:30 p.m.
- Thursday, April 30; 5:30 p.m.-7:30 p.m.
- Tuesday, May 5; 5:30 p.m.-7:30 p.m.

If you or anybody you know would be interested in applying, visit [our website](#) for more information or apply directly, [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!



We're Celebrating Arbor Day in Nashville!



On March 26th, MWS will be helping the Metro Tree Advisory Committee (MTAC) celebrate Nashville's 31 years as an official Tree City USA. Established in 1976, the Arbor Day Foundation's Tree City USA program recognizes communities across the

Contact Us

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

United States, helping communities to demonstrate and promote their commitment to trees.

What better way to celebrate 31 years in the program than in conjunction with Arbor Day? Arbor Day represents a hope for the future; a tree planted today that will eventually grow to provide many environmental, economic, and social benefits to our community. In Tennessee, Arbor Day is officially celebrated on the first Friday in March.

MTAC works closely with city departments and non-profit partners, to recommend tree policies, educate the community about the benefits of trees and proper tree planting and care, and promote tree planting and preservation.



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](#).

Have you ever wondered where your drinking water comes from? Or where it goes once it flows down the drain? We're here to answer those questions! Spend an hour with us at our KR Harrington Water Treatment Plant or our Whites Creek Water Reclamation Facility to learn more about our water treatment and reclamation processes. We give these tours monthly with new dates being added regularly. Find one that fits your schedule at nashvillemws.info/tours.

National Pet Day is every April 11th and we want to celebrate! Join us Friday, April 10th at the Central Dog Park on 3rd Avenue N for our second annual "Pet Pawty". Keep an eye on our socials over the next few weeks for more details!



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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