



2025 Consumer Confidence Report

Metro Water Services is committed to delivering clean, safe, and reliable drinking water.

This report details our water quality testing results for 2025. We go above and beyond to meet and exceed all state and federal regulations for drinking water.

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WHAT IS THE CONSUMER CONFIDENCE REPORT?

Metro Water Services (MWS) is regulated by the Environmental Protection Agency (EPA) under the Safe Drinking Water Act, which requires community water systems to provide all customers with an annual report. This report includes information on our source water, our compliance with drinking water regulations, water quality testing results, and other educational information.



PLEASE SHARE THIS REPORT.

Please share this information with other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, or businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

ESTE INFORME CONTIENE INFORMACIÓN MUY IMPORTANTE SOBRE SU AGUA BEBER. TRADÚZCALO Ó HABLE CON ALGUIEN QUE LO ENTIENDA BIEN.



Throughout your water's journey--from the river to your home and back--MWS goes **above and beyond** to ensure the quality and reliability of our services.

« Look for the **Above and Beyond** icon throughout this report.



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We understand that the safety of your drinking water is a matter of utmost importance, and we strive to earn your trust through clear and accessible information.

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Dear Customers,

Metro Water Services places the highest value on providing our community with safe, high-quality drinking water. This requires planning for the future and building water infrastructure that will serve the needs of our families, neighbors, business community, and those who will decide to make Nashville and Middle Tennessee home. As the area continues to grow, our mission remains the same: to monitor and treat water for substances that could impact health, taste, odor, and appearance. That is why we are always optimizing our system through upgrades, new construction, and drafting the plans that will provide water security for the future.

Integral to this mission is our unwavering commitment to transparency, fostering the trust of the community we serve, and building for the future. We believe that open communication about our processes, challenges, and successes is paramount to ensuring confidence in the water you drink.

As a department of the Metropolitan Government of Nashville & Davidson County, we proudly provide safe, clean, and reliable water services to over 226,500 customers in Davidson County and parts of Rutherford and Williamson counties. Our highly educated and skilled team is dedicated to going above and beyond regulatory requirements, ensuring a quality product is delivered from the river, through our treatment processes, and across our extensive network of over 3,100 miles of water mains to your home.

We understand that the safety of your drinking water is a matter of utmost importance, and we strive to earn your trust through clear and accessible information. We are pleased to deliver the 2025 Consumer Confidence Report, showing that your drinking water is safe and offering a glimpse at how our optimization projects are being accomplished with an eye to the future.

For more information about Metro Water Services and the quality of your drinking water, visit [water.nashville.gov](https://www.water.nashville.gov). We encourage you to explore this resource to gain a deeper understanding of our treatment processes and the rigorous testing we conduct to ensure your water is safe.

Sincerely,

Scott Potter, P.E., Director

ABOUT THE CUMBERLAND RIVER

The Cumberland River is formed on the Cumberland Plateau in KY and generally flows west, almost 700 miles, looping through Nashville on its way to the Ohio River.

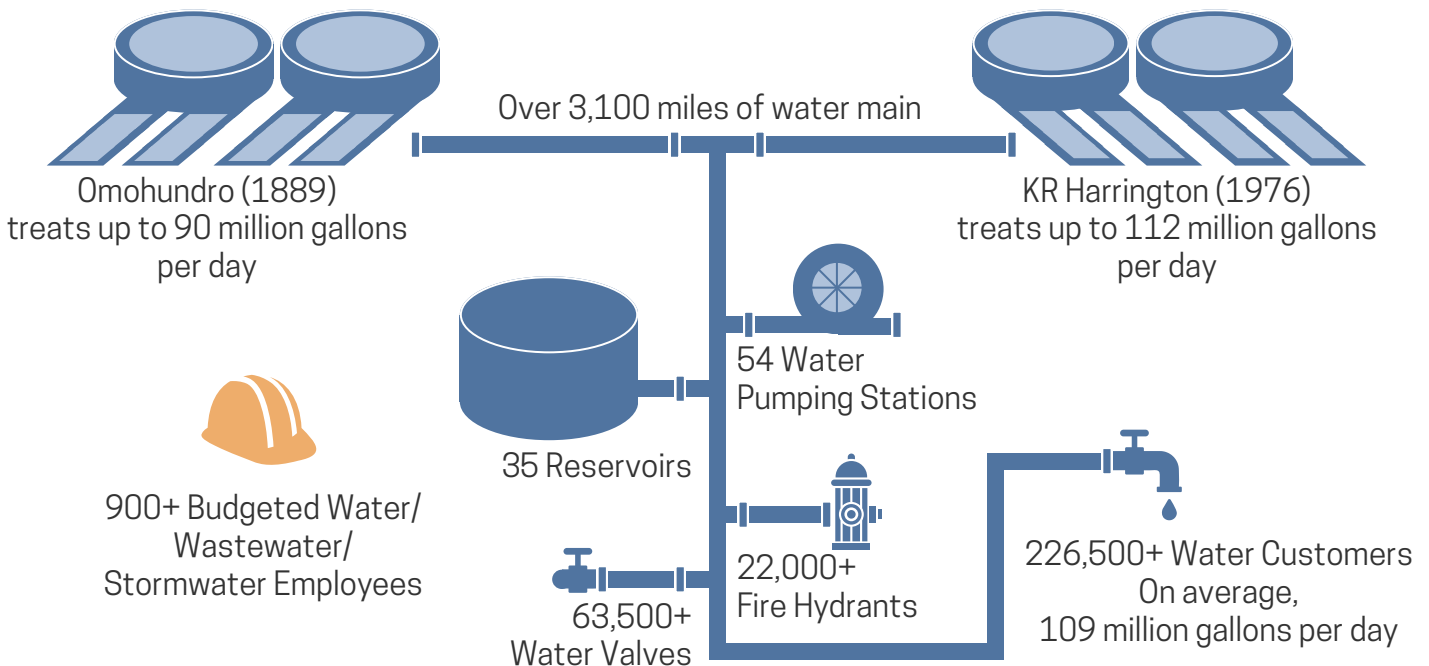
Nashville is fortunate to have the Cumberland River as its abundant supply of water.

The EPA has given the Cumberland River in Nashville a good grade for water quality. For more information, visit mywaterway.epa.gov/community/37208/drinking-water.

The Tennessee Department of Environment and Conservation (TDEC) has prepared a Source Water Assessment Program (SWAP) Report for the untreated water sources serving this water system. A copy of the Water Assessment Report will be available for review at MWS' Administrative Library, located at 1600 Second Ave. North. A source water assessment summary is available at www.tn.gov/environment/program-areas/wr-water-resources/water-quality/source-water-assessment.html.

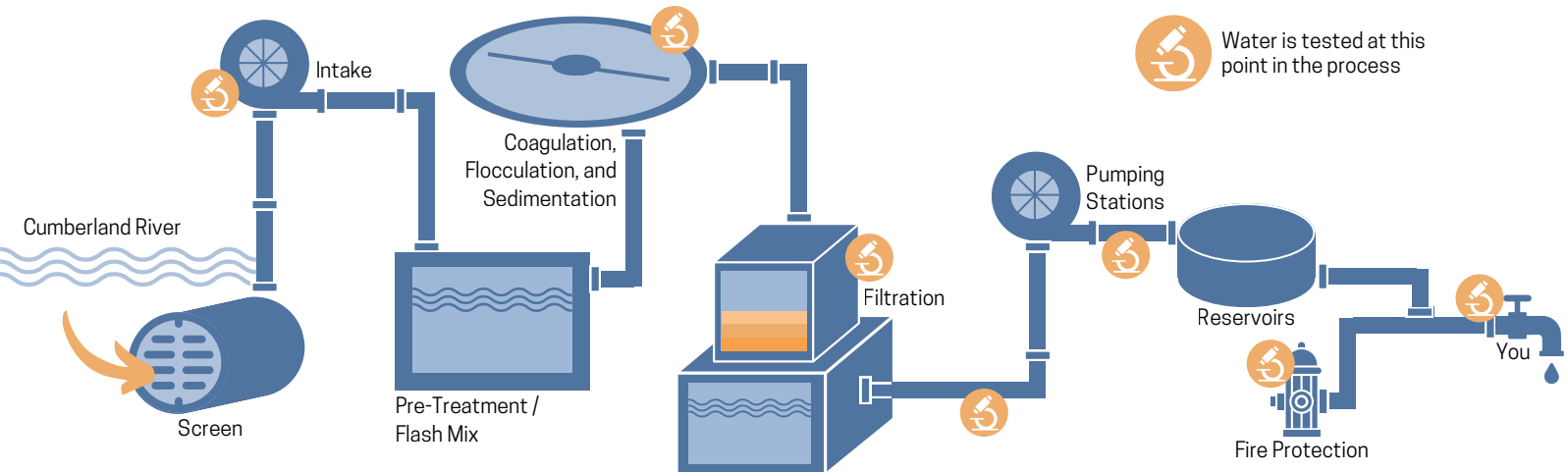
The Cumberland River Source is rated highly susceptible to potential contamination. MWS has two water treatment plants and has the ability to withdraw water from more than one river level to minimize the chance of contamination.

WATER TREATMENT INFRASTRUCTURE



WATER TREATMENT PROCESS

LOCAL TREATED FILTERED TESTED DELIVERED



LOCAL. Water is collected from the Cumberland River and screened for twigs and other large debris before entering one of our two treatment plants, K.R. Harrington and Omohundro.

TREATED. In the treatment plant, we add alum, a chemical that makes the small particles of mud and algae stick together. These clumps of mud get larger until they are heavy enough to sink to the bottom of the tank. This is called coagulation, flocculation, and sedimentation.

FILTERED. The clear water on top of the tank is sent through our filters to remove any remaining particles, leaving the water crystal clear. We use a small amount of bleach to kill harmful bacteria and disinfect the water. We also add a small amount of fluoride, as endorsed by the Metro Health Department, to help prevent tooth decay.

TESTED. We test our water regularly before, during, and after the treatment process to ensure that our customers receive clean, safe drinking water.

DELIVERED. We deliver clean, safe water to over 226,500 customers throughout Metropolitan Nashville and Davidson County. We maintain over 3,100 miles of water mains, 54 water pumping stations, and 35 reservoirs. Our crews work 24/7/365 to make sure you always have safe water at your tap.



ABOVE
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Metro Water Services has a position at the Metro Health Department focused on the prevention and investigation of Legionnaire's disease within Davidson County. Legionnaire's disease can be caused by Legionella, a naturally occurring bacterium that is found in low concentrations in freshwater aquatic environments such as lakes and streams. Learn more at <https://www.nashville.gov/departments/health/environmental-health/legionella>

A STAND AGAINST LEGIONELLA

WATER QUALITY TESTING

WATER SYSTEM TN0000494 RECEIVED ZERO DRINKING WATER VIOLATIONS IN 2025.

MWS is required by state and federal regulations to test for specified unregulated organic and inorganic chemicals. This testing has been performed and reported. All results are available for public inspection at the Metro Water Services Analytical Research Laboratory, 1450 Lebanon Pike. For more information, please contact the MWS Lab at (615) 862-4591 or visit our website at water.nashville.gov.

WATER HARDNESS

Hardness as mg/L or ppm	Hardness as grains per gallon (gr/gal)	Classification
Less than 15	Less than 1	Very soft
15 to 30	1 to 3	Soft
50 to 100	3 to 6	Medium hard
100 to 200	6 to 12	Hard
Greater than 200	Greater than 12	Very hard

mg/L (2023 data)	MWS	Range of Detection	MCL
Total Hardness	100.5 mg/L	88.5 - 128.4	Not established
Calcium Hardness	79.5 mg/L	67.1 - 102.6	Not established

A hardness of 17.1 mg/L (or ppm) = 1 grain per gallon

MWS continues to better serve Nashville by testing water samples in a more efficient way. Our Lab has recently added a new Agilent GC/MS Triple Quadrupole System with Arrow sampling fiber for enhanced detection. This is designed to deliver faster, more accurate water quality testing.

This system helps us work more efficiently while maintaining the high accuracy standards that are expected.

Faster turnaround times and more reliable data mean we can continue to provide safe, clean, and reliable water for our community.



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**FASTER RESULTS
IMPROVED ACCURACY**

Water hardness is created, for the most part, by dissolved Calcium. Hardness is naturally found in the Cumberland River water due to the high amounts of Limestone deposits in Tennessee and Eastern Kentucky. The water treatment process doesn't remove hardness, so the Hardness of the Cumberland River is very similar to that of Finished Drinking Water. Hardness is expressed as mg/l, parts per million (ppm), grains per gallon, or by a word description of the relative hardness of the sample.

Nashville's water is considered 'moderately hard'.



EVERY DAY, SEVEN DAYS A WEEK, SAMPLES OF RIVER, TREATED, AND FINISHED WATER ARE TESTED IN OUR STATE OF THE ART LABORATORIES TO ENSURE THE HIGHEST QUALITY FOR OUR CUSTOMERS.

2025 WATER QUALITY DATA

MWS tests for 105 substances that may be present in drinking water. The table below shows those substances that were detected January 1 through December 31, 2025. If you would like a complete list of all substances for which we test, please call (615) 862-4494 to request a Water Quality Letter, or visit our website at water.nashville.gov.

REGULATED AT THE WATER TREATMENT PLANT

Parameter & Units of Measure	Highest Avg. Level Detected	Range of Levels Detected	MCL	MCLG	Major Sources of Substance
Fluoride (ppm)	0.67	0.56-0.75	4	4	Water additive that promotes strong teeth
Nitrate (ppm)	0.362	0.336-0.392	10	10	Runoff from fertilizer use
Sodium (ppm)	12.20	11.7-12.9	N/A	N/A	Natural deposit erosion
Turbidity (NTU)	99.9%	0.02-0.56		TT = 1 NTU -- TT = % of samples < 0.3 NTU	Natural river sediment. Turbidity is a measurement of water clarity, which aids in determining the effectiveness of our filters

REGULATED IN THE DISTRIBUTION SYSTEM

E. Coli	0**	N/A	0	0	Human and animal fecal waste
Total Trihalomethanes (THM) (ppb)	43.5*	13.4-65.5	80	N/A	Disinfection chemical (chlorine) combining with organic matter in the river water
Total Haloacetic Acids (HAA) (ppb)	27.8*	7.8-36.0	60	N/A	
Chlorine (ppm)	1.60	0.8-2.8	MRDL 4	MRDLG 4	Water additive used to control microbes

REGULATED AT THE CUSTOMERS' TAP

Parameter	90th Percentile	Sites Exceeding AL	Ranges of Levels Detected	MCL	MCLG	Major Sources of Substance
Copper (2025 analyses) (ppm)	0.130	0 of 85	< 0.01 - 0.735	AL = 1.30	1.30	Corrosion of household plumbing systems
Lead (2025 analyses) (ppb)	0.8	0 of 85	< 0.10 - 7.1	AL = 15.0	0.00	

* Sampling conducted within the water distribution system at various State approved locations. Results shown are the Highest Locational Running Annual Average (LRAA), calculated quarterly for all samples taken.

** Number of Samples Resulting in "Presence" detection.

ABBREVIATIONS AND TERMS USED IN THIS REPORT

MCL (MAXIMUM CONTAMINANT LEVEL): The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.

MCLG (MAXIMUM CONTAMINANT LEVEL GOAL): The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

TT (TREATMENT TECHNIQUE): A required process intended to reduce the level of a contaminant in drinking water.

ppm: Parts per million or milligrams per liter (mg/L).

ppb: Parts per billion or micrograms per liter (µg/L).

What is a ppm?

One part per million (ppm) is 1 unit per every 1,000,000 or 1/1,000,000. You can think of it as one second in 11.5 days or one single penny in \$10,000.

ppb?

One part per billion (ppb) is 1 unit per every 1,000,000,000 or 1/1,000,000,000. You can think of it as one second in 31.5 years or one single drop of water in a 10,000 gallon swimming pool.

AL (ACTION LEVEL): The concentration of a contaminant that, if exceeded, triggers treatment or other requirements that a water system must follow.

NTU (NEPHELOMETRIC TURBIDITY UNITS): Standard units for measurement of water clarity.

MRDL (MAXIMUM RESIDUAL DISINFECTANT LEVEL): The highest level of a disinfectant allowed in drinking water.

MRDLG (MAXIMUM RESIDUAL DISINFECTANT LEVEL GOAL): The level of a drinking water disinfectant below which there is no known or expected risk to health.

SAFE DISPOSAL OF PHARMACEUTICAL PRODUCTS

As analytical methods improve, pharmaceutical compounds and personal care products are being found at very low levels in many of our nation's lakes, rivers, and streams. To date, research throughout the world has not demonstrated an impact on human health from pharmaceuticals in drinking water. Knowing how to properly dispose of unused or expired medication can help protect you and the environment.

Medication collection events and programs are part of a nationwide effort to reduce the amount of pharmaceutical products being flushed or poured down drains and landfilled. There are over 340 take-back bins located across the state in all 95 counties. To find a convenient location to you, please visit: tdeconline.tn.gov/rxtakeback.

In Nashville, you can safely dispose of unwanted drugs at any of the Metro Nashville Police locations listed here: www.nashville.gov/departments/police/support-services/evidence-storage/safely-dispose-unwanted-drugs. These drop boxes accept prescriptions, over-the-counter medications, pet medications, medicated ointments, lotions or drops, liquid medications, inhalers, and pills in any packaging.

CARRYING A PIECE OF HISTORY INTO THE FUTURE



The 8th Avenue Reservoir is not only the largest, but the oldest of 35 reservoirs in Nashville, originally completed in 1889 with a capacity of 51 million gallons. Metro Water Services is currently undergoing a three-phase project to build an inner tank within the walls of the 8th Avenue Reservoir. This will enhance the reservoir's operation, prioritizing water quality without compromising the historic facade. By project completion, our goal is to allow the reservoir to serve generations to come while preserving this beautiful piece of Nashville's history.



A MESSAGE FOR VULNERABLE POPULATIONS

Drinking water, including bottled water, may reasonably be expected to contain small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk.

To ensure that tap water is safe to drink, the EPA prescribes regulations that limit the amount of certain impurities in water provided by public water systems. Food and Drug Administration (FDA) regulations establish limits for contaminants in bottled water that must provide the same protection for public health.

The sources of drinking water (both tap water and bottled water) include lakes, streams, ponds, reservoirs, springs, wells, and, in Nashville's case, the Cumberland River. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and can pick up substances resulting from the presence of animals or from human activity.

Some people may be more vulnerable to impurities in drinking water than the general population. Immuno-compromised persons such as cancer patients undergoing chemotherapy, those who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at-risk for infection. These people should seek advice from their health care providers about drinking water.

Impurities that may be present in source water include:

- Microbial contaminants, such as viruses and bacteria, which may come from septic systems, sewage treatment plants, agricultural livestock operations and wildlife.
- Inorganic contaminants, such as salts and metals, which can be naturally occurring or result from urban storm run-off, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- Pesticides and herbicides, which may come from a variety of sources such as agriculture, storm water run-off, and residential uses.
- Organic chemicals, including synthetic and volatile organics, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban storm water run-off, and septic systems.
- Radioactive contaminants, which can be naturally occurring or the result of oil and gas production and mining activities.

More information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency's Safe Drinking Water Hotline at 1-800-426-4791.

NEW PFAS REGULATIONS

On April 10, 2024, the Environmental Protection Agency (EPA) issued the first-ever national drinking water standards for six Per- and Polyfluoroalkyl substances (PFAS). The final rule establishes maximum contaminant levels goals (MCLGs) and maximum contaminant levels (MCLs) for perfluorooctanoic acid (PFOA) and perfluorooctane sulfonate (PFOS), and a hazard index level for Perfluorohexanesulfonic acid (PFHxS), Perfluorononanoic acid (PFNA), Perfluorobutanesulfonic acid (PFBS), GenX Chemicals (HFPO-DA).

MWS began voluntarily testing for PFAS as early as 2015 and has tested every three years since. Tests on drinking water leaving our treatment plants conducted in 2015, 2019, 2021, and again in 2023 found no reportable levels of PFAS. Our latest testing was done in November 2023 and results of that analysis were non-detect.

For more information about PFAS, visit our website at www.nashville.gov/departments/water/water-quality/pfas.

REDUCE LEAD RISK IN YOUR HOME

Nashville's drinking water does not contain lead when it leaves the treatment plants, but tap water can accumulate trace amounts of lead through the corrosion of lead plumbing materials. Lead pipes and service lines were common in homes until the mid-1950s.

WHERE IS LEAD FOUND IN THE HOME?

Homes built prior to 1978 often contain lead-based paint. When lead paint fails, it can chip or create dust, which can then be ingested. Lead paint is the most common source of lead exposure in children. Lead pipes and service lines were common in homes until the mid-1950s. The practice was federally banned in 1986, but lead was still used as a soldering material for copper pipe until 1988. Brass fixtures may also contain trace amounts of lead.

HOW CAN LEAD ENTER MY DRINKING WATER?

Nashville's drinking water does not contain lead when it leaves the treatment plants, but tap water can accumulate trace amounts of lead through the corrosion of lead plumbing materials. MWS regularly tests for lead in the drinking water at a selected number of lead service line locations. The EPA requires tested levels to be below 10 parts per billion (ppb).

CONTROLLING CORROSION

Since 1987, MWS has had an intense corrosion control program to prevent the possibility of lead leaching into your water. A blended phosphate solution is added to the finished water and reacts to inhibit corrosion of water mains, tie-up nuisance metals, and remove scale deposits in pipes by bonding to the walls and forming a protective barrier.

HOW DO I KNOW IF I HAVE LEAD PLUMBING?

Identify the color of your pipes; lead is generally a dull gray. Carefully scratch the pipe with a key. If the pipe is made of lead, the area you've scratched will turn a bright silver color. Do not use a knife or other sharp instrument, and take care not to cut or puncture a hole in the pipe.

WHAT ARE THE RISKS OF LEAD EXPOSURE?

Exposure to lead in drinking water can cause serious health effects in all age groups. Infants and children can have decreases in IQ and attention span. Lead exposure can lead to new learning and behavior problems or exacerbate existing learning and behavior problems. The children of women who are exposed to lead before or during pregnancy can have an increased risk of these adverse health effects. Adults can have increased risks of heart disease, high blood pressure, kidney, or nervous system problems.

Identify and replace lead plumbing, including your portion of the service line that leads from the meter to your home

Identify and replace plumbing fixtures containing lead such as brass or bronze

Run your water for 3 - 5 minutes if it has not been used in several hours

Always use cold water for drinking, cooking, and preparing baby formula

Have a licensed electrician check for connections between your wiring and your plumbing. If a connection is electrified, it can accelerate corrosion

Periodically remove and clean faucet screen / aerator. While removed, run water to eliminate debris

Boiling water will NOT reduce lead

For more information about lead, visit our website and download our "Preventing Lead In Drinking Water" brochure at nashville.gov/departments/water/water-quality/lead.

PREVENTING LEAD IN DRINKING WATER

Lead can cause serious health effects in people of all ages, especially pregnant people, infants (both formula-fed and breastfed), and young children. Lead in drinking water is primarily from materials and parts used in service lines and in home plumbing. Metro Water Services is responsible for providing high-quality drinking water and removing lead pipes, but cannot control the variety of materials used in the plumbing in your home. Because lead levels may vary over time, lead exposure is possible even when your tap sampling results do not detect lead at one point in time. You can help protect yourself and your family by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk.

- Using a filter certified by an American National Standards Institute-accredited certifier is effective in reducing lead exposures. Follow the instructions provided with the filter to ensure the filter is used properly.
- Use only cold water for drinking, cooking, and making baby formula. Boiling water does not remove lead from water.
- Before using tap water for drinking, cooking, or making baby formula, flush your pipes for several minutes. You can do this by running your tap, taking a shower, doing laundry, or a load of dishes. If you have a lead service line or galvanized requiring replacement service line, you may need to flush your pipes for a longer period.

If you are concerned about lead in your water and wish to have your water tested, contact Metro Water Services at 615.862.4923. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at www.epa.gov/safewater/lead.



Metro Water Services has collected material data for the public (water main to meter) and private (water meter to residence/building) portion of water service lines for the EPA-required service line inventory. Compilation of this data included reviewing old records dating back to 1904 as well as new construction records, use of a metal analyzer, and customer-reported service line surveys.

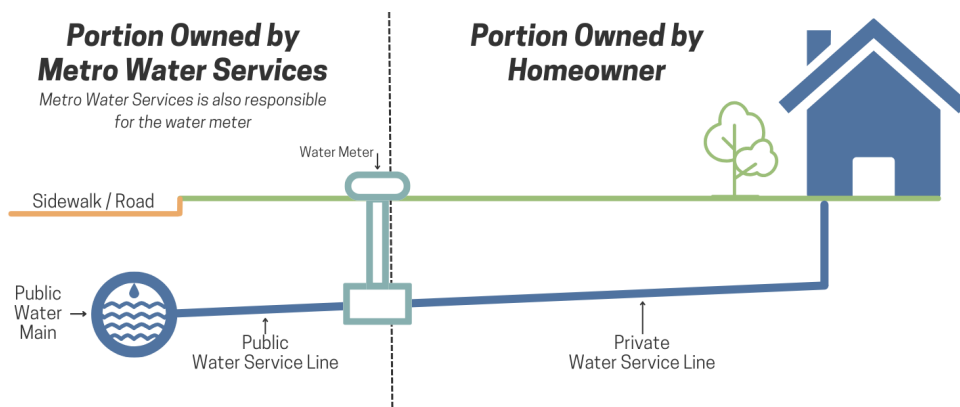
The service line inventory is available in this interactive map:

experience.arcgis.com/experience/d391788f09a44f9ba8f53f444596a5b4.

Please note that the materials shown are to the best of Metro Water Services' knowledge.

If your address shows unknown, please take this service line inventory survey to help us document the material of your service line: arcg.is/1a0SCr.

Need guidance? Visit bit.ly/MWSPiPE and watch the video under Inform to help you locate your service line and determine the pipe material.





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MWS now has 35 licensed Grade 4 water operators. Grade 4 is the highest level of certification in the state of Tennessee. Per federal and state regulations, only one Grade 4 operator is required to be in direct charge of the water system. TDEC does recommend that one Grade 4 Operator be in attendance at all times. However, through our commitment to continuing education and safety, MWS ensures that there are two Grade 4 water operators for every shift 24/7/365.

OUR MOST EVER

PROCESS ADVANCEMENTS UPDATE



MWS has always delivered safe, clean, and reliable water to our customers, and we strive to stay informed of new technologies and ahead of new regulations. To continually explore emerging technologies to best provide safe and reliable drinking water to our customers now and in the future, MWS executed a 2-year pilot plant treatment study in 2018 to determine the best future treatment system for the department's source water. Based on results of the pilot study, MWS has begun a 10-year Process Advancements

Project that will allow us to proactively address aging infrastructure, expand capacity, reduce flood risk, and incorporate the use of new treatment technologies for enhanced water quality at our water treatment facilities, preparing them for the next generation.

This included the installation of 4,670 feet of 72-inch and 84-inch tunnels for the new raw water intakes, existing raw water intakes, pretreatment, clearwell, and stream relocation.

All 11 tunnels have been successfully completed on the Process Advancements Project at Omohundro WTP.



Construction has started on the Maintenance & Reservoir Storage Building, which will be the first LEED Platinum and Envision Platinum certified building for Metro Water Services.

This continues MWS' sustainability goal for every new building to be LEED certified.

Find out more about the process advancements: AdvancingMetroWater.org

QUESTIONS

For questions about billing, to start or change water service, or if you have a water, sewer, or stormwater emergency, contact Metro Water Services at (615) 862-4600.

If you have questions about this report, contact Sonia Allman at (615) 862-4494 or MWSCommunications@groups.nashville.gov.

Este informe contiene información muy importante sobre su agua beber. Tradúzcalo ó hable con alguien que lo entienda bien.

HOW YOU CAN BE INVOLVED

The public may participate in decisions concerning water quality by attending the Metropolitan Council meetings held on the first and third Tuesdays of each month at the Metro Courthouse, One Public Square.

ADA INFORMATION

If you need assistance or an accommodation, please contact the Safety Office at 1600 Second Ave. North, Nashville, TN 37208 or call (615) 862-4862.



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