Vol. 5, No. 3, August 2026



Don't Miss Your Chance!

Mark your calendars, Citizen's Water Academy (CWA) is back this October!

The CWA program consists of five two-hour in-person sessions where MWS leadership will share how our most precious resource, water, is managed from "river to river."

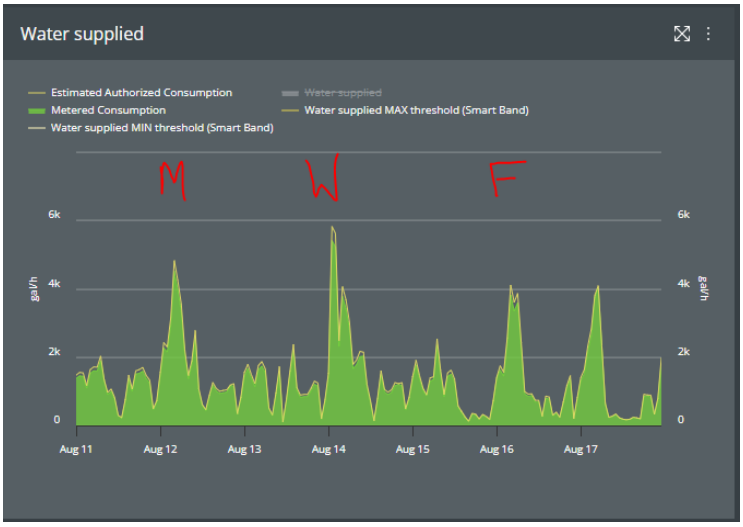
The Fall 2026 sessions will take place from 5:30pm to 7:30pm on...

Tuesday, 10/6: “Imagine a Day Without Water”

Thursday, 10/8: “Protecting the Environment”

Help Us and Your Neighbors: Stagger Your Irrigation

We have seen an overwhelming demand on the pumping capacity of the water system occurring in the early morning hours as a result of irrigation systems. Particularly in these hot summer months when demand is already high, this pulls water from other areas.



To help ease this pressure, Metro Water Services is asking residents with automatic irrigation

Tuesday, 10/13: “A Sustainable Future”

Thursday, 10/15: “Protecting Public Health”

Tuesday, 10/20: “The Value of Water”

Through CWA, we strive to provide a better understanding of our resource and our processes to build a diverse network of leaders and influencers who are willing to share their knowledge in the community and serve as ambassadors for water.

Learn more about this program or apply today by filling out this quick and easy form.

Looking to the Future of Biosolids

As part of Metro Water Services’ commitment to finding new and innovative ways to improve our processes, our biosolids team is piloting a new process

systems to follow a staggered schedule based on your home address.

IRRIGATION DAYS FOR AUTOMATED SPRINKLER SYSTEMS

- Odd numbered addresses water only on Monday, Wednesday, Friday
- Even numbered addresses water only on Tuesday, Thursday, Saturday

Residents are asked to water no more than three days each week. Please water only between the hours of 7 p.m. and 4 a.m. and adhere to the normal irrigation
program time of two or three hours.

PROCEDURES FOR NON-AUTOMATIC WATERING

- Watering with a hand-held hose or bucket:
  - Days – no restrictions,
  - Times – please water between the hours of 7 p.m. to 10 a.m.

- Watering with hose-connected sprinkler:

  - Days – please follow the odd and even schedule shown above
  - Times – please water between the hours of 7 p.m. to 10 a.m.

We appreciate the assistance and cooperation of our customers. These simple measures will help
us as we continue to provide ample water for residential, irrigation, and fire protection uses.



We are asking for our community’s input on ways we can improve and what we are doing well.

that will help produce Music City Gold more efficiently. Currently, the biosolids process uses dissolved air flotation thickeners (DAFT). In this current process, compressed air is released into the bottom of large tanks containing sludge. The goal in this step is to separate out the solids and reclaim water. The process being piloted is called Suspended Air Flotation (SAF).



During the SAF pilot, our biosolids team is evaluating how solids are captured, efficiency in solids capture, and defining the practical operating limits for this project. The implications of a successful pilot will allow our biosolids program the ability to expand operations without increasing the footprint of the facility, for additional production of biosolids, and savings in the form of electrical costs, capital spending

Please share your thoughts in a ten-minute customer survey.

You can access the survey here, or by copying the link below into your preferred browser.

survey.zohopublic.com/zs/bGBBlx

Public feedback plays a pivotal role in shaping municipal services, and the customer experience survey provides customers with a direct feedback line. As MWS manages critical infrastructure spanning drinking water treatment, stormwater management, and water reclamation, understanding the experience of customer interactions, from setting up new service accounts to inquiring about bill adjustments, is essential for making improvements. Completing the survey ensures that customer experiences drive future administrative and service decisions rather than internal assumptions.

MWS functions best when shaped by the community, and widespread participation ensures diverse viewpoints across all neighborhoods are represented. By sharing both positive experiences and constructive critique, customers directly contribute to building a more responsive, efficient, and community-centered water utility for all Davidson County residents.

The survey will be open until September 30th and all responses will be kept confidential.

Thank you for taking the time to share your thoughts with us!

Celebrating the People Behind Your

costs, and maintenance costs over time.

Learn More with MWS

As children head back to school, don't let them have all of the fun! We have programs and resources available so everyone can learn more about MWS and everything that we do.

Classes and families alike can enjoy seeing our processes first hand! Visit our drinking water facility, water reclamation facility, biosolids facility, or stormwater demonstration campus. Participants must be 12 years or older. Visit nashvillemws.info/tours for our public tour schedule or click here to schedule a tour for a private group.

We also have information across MWS topics, educational materials you can download or loaner kits you can request to borrow. Learn about all

Safe, Clean, and Reliable Water

Metro Water Services has over 900 employees, dedicated to the community and ensuring safe, clean, and reliable water services. At this year's Water Professional's Conference, we had several of our own honored for their service to MWS and the community.

Jonathan Ward received the Golden Manhole Award for outstanding individuals in the career field of wastewater collections for the State of Tennessee.

Emily Jared received the Laboratory Analyst Award for her key role in developing the organics department for Metro Water Services from the ground up.

Aaron Thomas accepted two awards for the MWS Dry Creek Water Reclamation Facility - the Clean Water Technology and the Operational Excellence Award. This is the 3rd year in a row that Dry Creek has received the Operational Excellence Award.

Sonia Allman received the Outstanding Service Award for her exceptional dedication, leadership, and enduring commitment to the KY/TN AWWA mission.

Please join us in celebrating these water professionals and their dedication to serving you and the rest of our community!

Staying Safe During Flooding

Heavy rainstorms can move quickly across Middle Tennessee, creating dangerous flash-flooding conditions with little to no warning. It is important to know that flooding can happen anywhere, not just in designated floodplains, and even a few inches of

things MWS, from our processes and infrastructure, to best practices for wise water use on our website.

TN Smart Yards

TN Smart Yards helps keep our land and water healthy, one yard at a time!

Learn why a "smart yard" is good for the environment.

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.

moving water can put lives at risk. Preparation and awareness are key during such events.

Start with Knowing Your Risk: Before storms arrive, take a moment to understand your home or business's flood exposure. Nashville residents can use FIRST (Flood Information Risk and Storm Tool) to see whether their property is located in or near a floodway or flood-prone area. This tool is linked on our website or can be accessed directly at nashvilletn.withforerunner.com.

Prepare Before Storms: Flash flooding often occurs during intense, fast-moving storms, so preparation should begin long before rainfall starts. Assemble a basic emergency kit, including flashlights, medications, and chargers. If your home uses a sump pump, remember to test it regularly, especially ahead of severe weather. Clear debris from ditches, culverts, and drains near your property to help water flow properly. These small actions can reduce localized flooding and protect your home and your neighbors.

During Heavy Rain, Turn Around, Don't Drown: Streets that appear safe can rapidly become submerged. Floodwater is often deeper than it looks and may conceal debris, sinkholes, or washed-out pavement. Just six inches of moving water can knock a person over, and one foot of water can sweep a vehicle away.

Never attempt to drive, walk, or bike through flooded roadways. If you come upon barricades, never move them. Road closures are placed for your protection. If your car stalls in rising water, abandon the vehicle and move to higher ground immediately.

After the Storm: Even once the rain stops, hazards remain. Avoid areas where water is still standing, and do not allow children or pets to play near floodwater. You can also report blocked storm drains, downed infrastructure, or erosion to MWS so crews can respond quickly. If your property experienced flooding,

document all damage with photos before beginning cleanup.

Flooding is a reality in Middle Tennessee, but preparation and smart decision-making can make a big difference in mitigating the impact. By staying aware, understanding your risk, residents can help keep themselves and the community safe during events of severe weather.

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!

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.



Can You Be-Leaf It? Introducing MWS' Community Forestry Group

Metro Water Services is excited to introduce its newly named Community Forestry group (formerly known as Urban Forestry). This group works every day to grow and care for Nashville's urban forest so our community can enjoy the many benefits that trees provide. Trees cool our neighborhoods, clean our air, provide wildlife habitat, and most importantly to Metro Water Services, they help manage stormwater! Their leaves catch rain before it reaches the ground, their roots reduce erosion and help water soak into the soil instead of rushing into storm drains, and their trunks transports water out of the soil and back into the air. Trees make Nashville a better place to live!

The Community Forestry group plants public trees across Davidson County, as well as maintaining Nashville's street tree inventory and tracking changes in the city's tree canopy. They bring together nonprofits, volunteers, neighborhood groups, and government partners to work toward shared canopy

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

goals. Community Forestry guides public outreach, plans Nashville's annual Arbor Day Celebration, and helps lead Root Nashville, the city-wide campaign to plant 500,000 trees by 2050.







Join us!

MWS holds monthly Facebook Live events featuring subject matter experts, 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.

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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.

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Did you know that MWS not only manages drinking water and waste water in Nashville, but stormwater as well? Our stormwater team is dedicated to keeping our creeks and streams healthy. You can visit our stormwater campus to learn more

about our stormwater division and see some common stormwater control measures at work firsthand! Request a tour for your group here.

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