

Welcome!



Metro Water Services (MWS) places the highest value on providing our community with safe, clean, and reliable water and waste services while becoming more efficient, sustainable, and resilient. Our dedicated team of highly educated and skilled MWS employees are committed to going above and beyond to provide the community with the highest quality services. We carry this commitment from the river to our water treatment plants through over 3,000 miles of water main to your tap. As a department of the Metropolitan Government of Nashville & Davidson County, MWS is proud of the safe, clean, and reliable water, wastewater, stormwater, and waste services that we provide.

Monthly charges for water service and sewer service include a fixed charge, a volumetric rate based on metered consumption, and an infrastructure replacement fee. Your water bill is based on metered consumption that is measured between 28 and 32 days. Once a bill is received, payments must be made within 20 days or a fee of \$2.50 or 5%, based on whichever is greater, will be added to your account.

For an easy and convenient way to pay your bill, monitor your water usage, and keep up with MWS you can [register for on-line paperless billing](#). Please note once you register for paperless billing you will no longer receive a bill in the mail. Additionally, our Customer Care team offers language and accessibility solutions to ensure all Metro Water customers' questions can be answered in-person or by phone.

Accounts that owe more than \$50 and are more than 45 days late are eligible for disconnect. If the service is disconnected, a reconnect fee will be applied once payment is made, and service is restored.

The average person uses 80-100 gallons of water a day. By learning to use water wisely, you can better manage your water use. [Learn more about how to reduce water use and lower your bill](#). Residential customers receive seasonal sewer billing/sprinkler adjustments during the months of April through November. For more information about this benefit as well as other benefits, visit [assistance programs](#).

To stay updated on everything that MWS is doing for our community, you can register to receive our newsletter the "Community Pipeline" by emailing MWSCommunications@groups.nashville.gov.

MWS Provides...

Drinking Water: MWS is committed to the protection of public health and delivering clean, safe, reliable drinking water to our customers. We go above and beyond to ensure you can trust the water from your tap. This means making sure our water meets or exceeds all federal and state standards for drinking water. We pump on average 104 million gallons of drinking water a day to the city. [Take a virtual tour.](#)

Wastewater: We reclaim used water at our three water reclamation facilities: Central, Dry Creek, and Whites Creek. We reclaim on average of 153 million gallons of water a day. We maintain more than 3,000 miles of sewer pipes, the largest being 16 feet wide. [Take a virtual tour of our water reclamation process.](#)

Waste Services: Waste Services provides convenient ways for Davidson County residents in the Urban Services District (USD) to dispose of residential trash, recyclables, and other waste items that require proper disposal. Residents that live in a single-family home in Nashville's (USD), are eligible for curbside trash and recycling collection. All Nashville and Davidson County residents can use our [Metro Convenience Centers](#) and [Metro Recycling Drop-off Sites](#). For more information, visit our [Waste and Recycling web page](#).

Stormwater: Also referred to as runoff, surface water, or wet weather flow, is rain or snow that falls in streets, parking areas, rooftops, and other hard surfaces. The [Stormwater](#) division of MWS has the following responsibilities:

- Mitigate flooding with proper stormwater maintenance.
- Pollution Prevention through educating the public, complying with federal and state regulations, and enforcing water quality standards set by the Clean Water Act.

Customer Resources

Understanding Your Bill

Each month, you will receive a bill that includes water, sewer, and storm water charges.

- Your water bill is determined by usage in your home. It is measured in CCF. CCF is an abbreviation for 100 cubic feet, which is equal to 748 gallons.
- Sewer charges are determined by how much water is used.
- Storm water charges are based on the property's impervious square footage. [Navigate how to read your MWS bill.](#)

Ways to Pay Your Bill

- Online at mwsonline.nashville.gov
- Phone by calling 615-862-4600
- 24/7 self-service kiosks located at our Customer Care Center:
- 1700 Third Avenue North Nashville, TN, 37208
- Creating an online profile gives you access to an E-Bill and the ability to pay by text, bank account, PayPal, Apple Pay or Google Pay.

How to Get in Touch

- Call 615-862-4600
- Online at nashville.gov/water
- Visit us in person on Tuesdays & Thursdays 8:00am – 4:00pm at our Customer Care Center: 1700 Third Avenue North Nashville, TN, 37208



615.862.4600
water.nashville.gov
@NashvilleMWS

