

MWS ANNUAL REPORT

2025

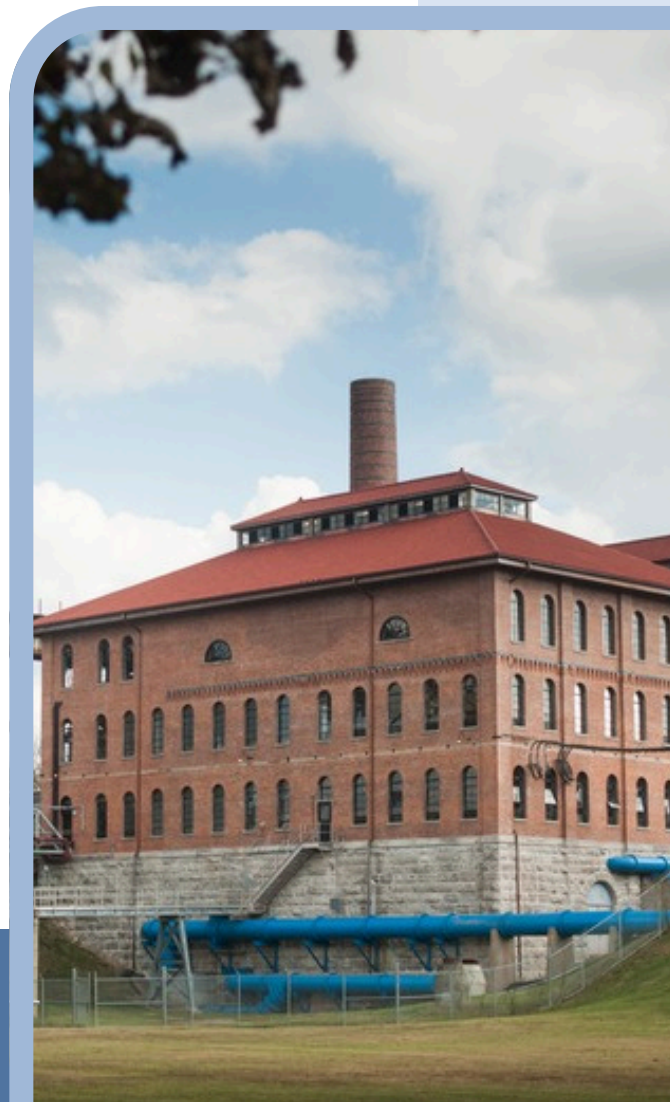


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LETTER *From The* DIRECTOR

As the Director of Metro Water Services, I am pleased to provide the 2025 Annual Report as a resource and overview of MWS' areas of responsibilities. MWS consists of 9 divisions and employs over 900 people. At its core, our utility is about people—those who depend on us, and those who serve them. Every day, our teams work around the clock to deliver and care for one of life's most essential resources. In this report you will get an overview of each of our divisions and the services we provide so you can know more about us and know where to find additional information and resources.

Much of what we do is never seen and rarely contemplated: treating drinking water, reclaiming water and nutrients from wastewater, protecting our watersheds, and preparing for the unexpected. However, our services touch almost every part of daily life – public health and safety, environmental health, and economic growth.

Behind every division and service are skilled professionals – operators, engineers, field crews, scientists, analysts, heavy equipment operators, and customer service staff – with the mission to supply, treat, and manage our resources in a sustainable manner for the benefit of all who live, work, and play in our community. This is not just our work—it is our purpose.

Thank you for allowing us to serve this community. We take your trust seriously, and we remain dedicated to upholding the values and responsibilities that define who we are.


Scott A. Potter, Director

ABOUT US

The city's Water Works is inaugurated, consisting of a reservoir and a steam driven pumping station

1833

8th Avenue Reservoir is completed at a cost of \$364,525

1889

The historic George Ryer Pumping Station is constructed

1889

1929

Robert L. Lawrence Filtration Plant is completed

1958

Central Water Reclamation Facility is completed

1961

Dry Creek Water Reclamation Facility is completed

1963

Metropolitan Government of Nashville & Davidson County inaugurated and The Department of Water and Sewerage Services is created

1975

Whites Creek Water Reclamation Facility is completed

1978

K.R. Harrington Water Treatment Plant is completed

2009

Central Biosolids Facility is completed

Nashville has had a public water system supplied by the Cumberland River since 1833. The water treatment and distribution facilities have grown gradually and have been expanded and upgraded to meet the needs of the community, as well as to comply with increasingly stringent water quality and public safety laws and regulations.

Metro Water Services provides public water (treatment and distribution) and wastewater (collection and treatment) services to customers located in Nashville/Davidson County and portions of five surrounding counties: Robertson, Rutherford, Sumner, Williamson, and Wilson. More than 3,100 miles of pressurized water mains, 35 reservoirs, and 54 water pumping stations, and over 22,000 fire hydrants provide water supply and protection to more than 226,500 customers (accounts). Finished potable water is provided by two water treatment plants: R.L. Lawrence (Omohundro), rated at 90 million gallons per day (MGD) and K.R. Harrington, rated for 112 MGD.

Wastewater is collected by means of over 3,200 miles of sewer mains and 117 sewer pumping stations. Wastewater treatment is provided for over 229,500 customers (accounts) by three water reclamation facilities, Central, Dry Creek and Whites Creek. On average, 151 million gallons of sewage is treated per day.

Biosolids provide an alternative to traditional sludge disposal by converting organic residuals into an environmentally friendly fertilizer through anaerobic digestion and thermal drying. In 2025, the Biosolids program treated 1,480,357,283 gallons of sludge. This process produced 23,371.23 tons of material that was beneficially reused.

We provide stormwater for customers located in Nashville/Davidson County, covering 526 square miles. Nashville has the fourth largest municipal separate storm sewer system (MS4) in the nation with more than 71,000 inlets, 15,000 outfalls, and 1,300 miles of culverts. The public drinking water system is also a vital part of fire protection in the community.

Metro Water Services' Water, Sewer and Stormwater divisions are Metro enterprise operations, meaning that they are funded through the revenues generated from services provided to customers, and that the agency does not receive general tax funds to support their capital or operating and maintenance budget.

Along with these responsibilities, Metro Water Services also manages the Metro Nashville District Energy System (NDES). NDES delivers heat, ventilation, and air conditioning to buildings in the downtown corridor through a series of closed-circuit pipe systems carrying chilled water and steam. NDES activities are funded solely from fees/rates from the customers of the system and revenues generated from the general government.



Scott Potter
Director



David Tucker
Deputy Director

OPERATIONS



Glenn Doss
Assistant Director
Water Operations



Brent Freeman
Assistant Director
Wastewater Operations



Tom Palko
Assistant Director
Stormwater

ADMINISTRATION & FINANCE



Tony Vlascic
Assistant Director
Business and Finance



Shannon Frye
Assistant Director
Customer Care



Ivan Davis
Manager
Human Resources

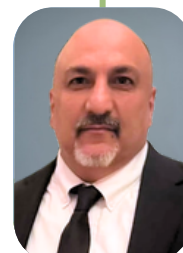
ENGINEERING & SERVICES



Cyrus Toosi
Chief Engineer
Engineering



Felix Hernandez
Assistant Director
System Services

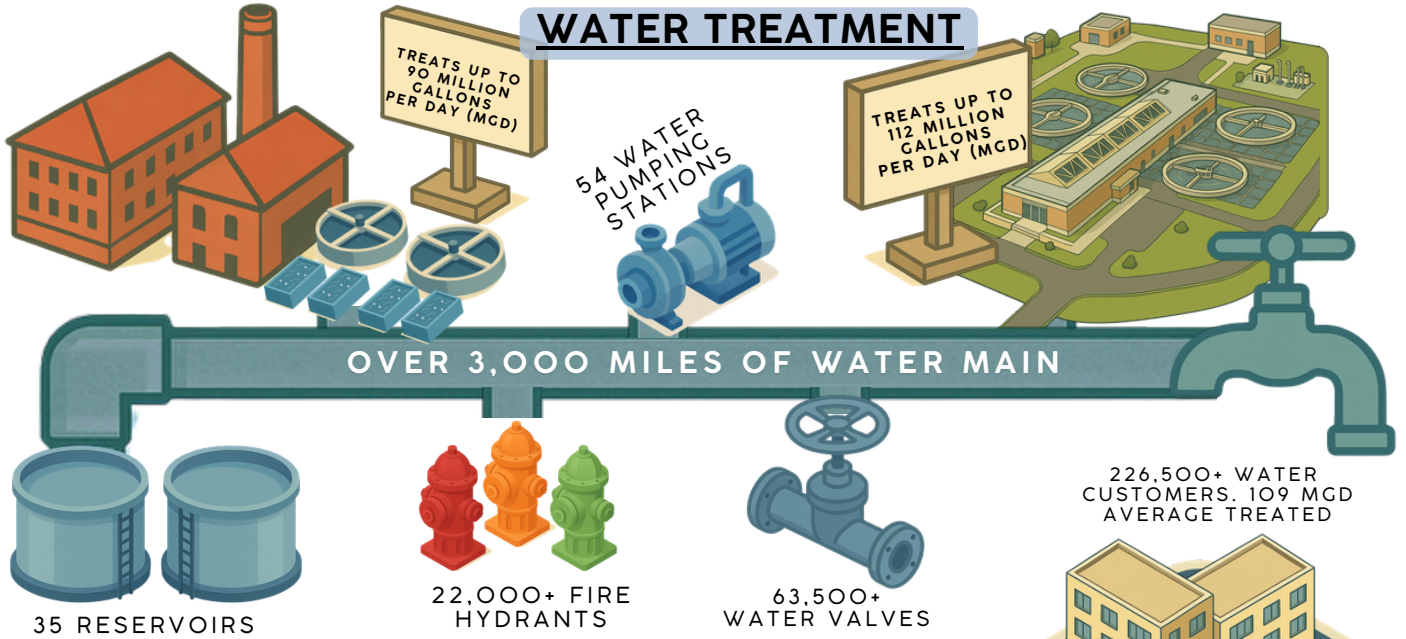


Steve Mishu
Assistant Director
Development Services

OMOHUNDRO (1889)

KR HARRINGTON (1976)

WATER TREATMENT



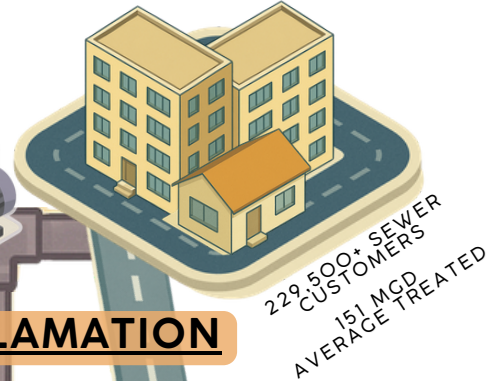
134 BUDGETED STORMWATER EMPLOYEES

880+ BUDGETED WATER/WASTEWATER/EMPLOYEES

= 1¢

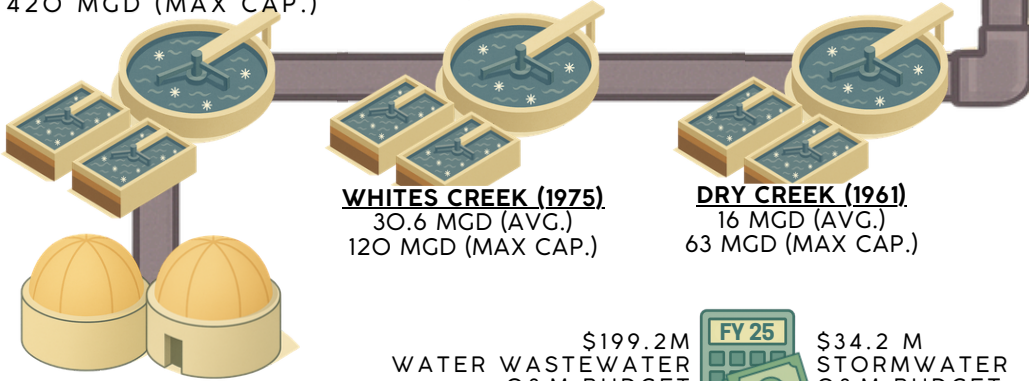
117 SEWER PUMPING STATIONS

WATER RECLAMATION

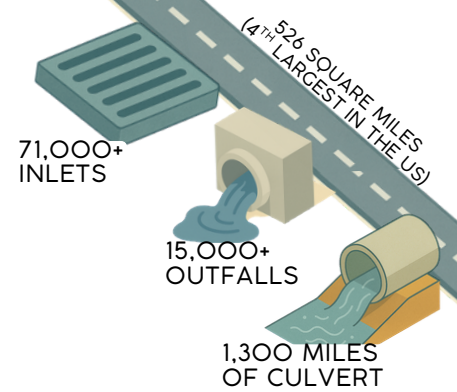


CENTRAL (1958)
98.9 MGD (AVG.)
420 MGD (MAX CAP.)

OVER 3,200 MILES OF SEWER MAIN



STORMWATER



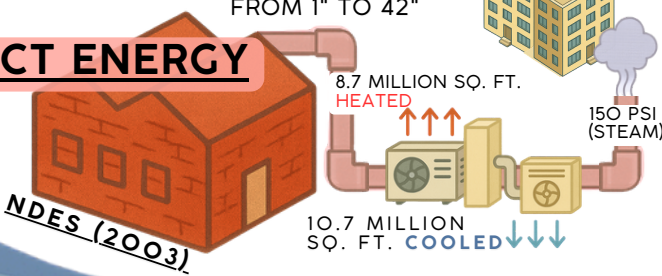
BIOSOLIDS (2008)
112 TONS OF MUSIC CITY GOLD PRODUCED PER DAY (AVG.)

12 MILES OF PIPE FROM 1" TO 42"

42 BUILDINGS SERVED

STEAM AT 366°
381,834,000 LBS. OF STEAM

DISTRICT ENERGY



URBAN FORESTRY

2,394 TREES WATERED

3,178 TREES MAINTAINED

2,394 TREES PLANTED

86 HAZARDOUS TREES REMOVED

CUMBERLAND RIVER | 15 BGD PASS NASHVILLE AT 7.5 GALLONS/ SECOND

CUSTOMER CARE

Metro Water Services' Customer Care Center is proud to be the provider of services to customers in our distribution and collection system. They are the link between Metro Nashville's water, wastewater and stormwater customers and the meter-related services provided by MWS.

Customer Care's goal is to provide timely and accurate information, and convenient services for our customers. To accomplish this goal, we are constantly looking for ways to increase touchpoints with our customers, improve communication, and emphasize customer self-service. Our Interactive Voice Response system and Mobile Dispatch System are two ways we have improved communication and customer self service. Customers have a choice in how they pay their bills, including Apple Pay, Google Pay, Paypal, Venmo and even via text, as well as the more traditional methods, such as automatic bank draft (ACH), self-serve kiosks, mail and phone payments.

The Customer Care Center provides the following services:

- Establishing and maintaining water and wastewater accounts
- Monthly reading of over 220,000 water meters
- Billing, collection, and payment processing of over \$425 million in revenue annually
- Repair and maintenance of residential water meters
- Maintaining lobby for personalized customer interactions
- Connecting with non-English speaking customers through bilingual lobby staff and translation services available over the phone
- Providing access to information via available technology

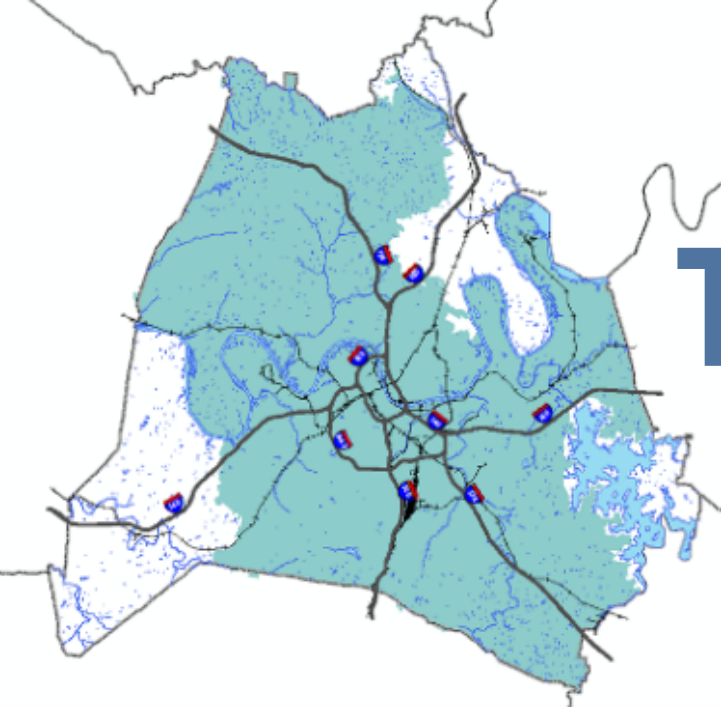
Our office is located at 1700 Third Avenue North. Customers can visit our lobby on Tuesdays and Thursday from 8:00am to 4:00pm. Our self-service kiosks are available outside the building, 24/7. Phone service is available to our customers from 8:00am to 5:00pm, Monday through Friday by calling 615-862-4600. Customers experiencing an emergency can call and select option 3.



WELCOME LETTER

NASHVILLEMWS.INFO/WELCOME

WATER TREATMENT



Metro Water Services has two water treatments plants, Omohundro and K.R. Harrington, with a combined treatment capacity of 192 million gallons per day (MGD). In FY 2025, we delivered approximately 109 million gallons of water a day.

Both water treatment plants utilize a conventional water treatment process. Water is pulled from the Cumberland River and screened to remove large items such as leaves, logs, and debris. Aluminum Sulfate is then added to assist with COAGULATION which causes small particles to cling together, known as FLOCCULATION. SEDIMENTATION, or the settling of mud, algae, etc. occurs in clarifiers where the sediments are removed mechanically and sent to the sewer system. The clear water is sent through FILTRATION in mixed media filters made of gravel and sand, for final cleaning. Sodium Hypochlorite (Bleach) is used for DISINFECTION to ensure no bacteria or pathogenic organisms remain in the water and a small amount of fluoride is added prior to distribution.

Drinking water provided by Metro Water Services meets all physical, chemical, biological, and bacteriological water quality standards established by the United States Environmental Protection Agency under the Safe Drinking Water Act, and by the Tennessee Department of Environment and Conservation under the Tennessee Safe Drinking Water Act. Water quality is tested before, during, and after treatment and within the distribution system to ensure the quality of the product delivered to customers.

The public drinking water system is also a vital part of fire protection in the community.



**TO LEARN MORE ABOUT
OUR WATER VISIT:**

CCR.NASHVILLE.GOV

OMOHUNDRO



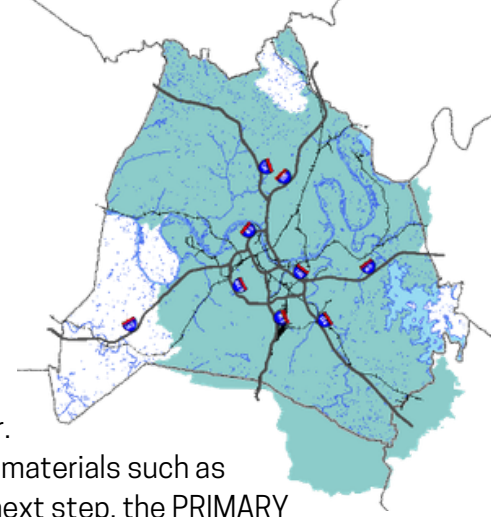
The Omohundro / R.L. Lawrence filtration plant, placed in service in 1929, was extensively modernized and expanded in 1953, 1963, and 2001, and today has a capacity of 90 MGD. The control room located at the plant provides constant monitoring of the status of all water pumping stations and reservoirs in the Metro system. Construction for process advancements began at the Historic Omohundro Water Treatment Plant in February 2024 with an anticipated completion date of 2035. New state-of-the-art pumping, flash mix, flocculation, sedimentation, filtration, clear well storage, and chemical facilities will replace old infrastructure, some dating back to 1888. To address contaminants of emerging concern and meet increasing regulatory demands, an advanced treatment process will also be added—granular activated carbon (GAC) contactors. The use of post-filter GAC contactors will provide improved protection against taste and odor compounds and emerging contaminants that are difficult to remove with conventional processes. In addition to treatment process improvements, the treatment capacity will be increased by 67% from 90 (MGD) to 150 MGD. Additionally, flood mitigation measures will be included in the project to protect the facility from future floods. To learn more about the project and watch us advance, visit the website at advancingmwswater.org.

K.R. HARRINGTON



The **K.R. Harrington Water Treatment Plant** was completed and placed in operation in 1977, capable of providing 60 MGD. An expansion to 90 MGD was completed in 1992. As a precaution against prolonged power outages caused by ice storms, tornadoes, or other disasters, the Harrington plant was equipped with emergency generators with a combined capacity of over 7000 kW in 1999. A project to rehabilitate and modernize the filters was completed in August 2024, increasing treatment capacity to 112 MGD. The new filters utilize a nozzle-based monolithic underdrain on a concrete tile floor with sleeves cast into the concrete and filter nozzles designed to meet our filter specifications installed on the sleeves.

WATER RECLAMATION



Metro Water Services (MWS) operates three water reclamation facilities: Central, Dry Creek, and Whites Creek. Sewage, or wastewater, is approximately 99% water. As wastewater enters the facility, it begins in a HEADWORKS or GRIT TANK where materials such as rags, eggshells, coffee grounds, etc. are removed or allowed to settle out. In the next step, the PRIMARY TREATMENT, additional settling occurs and Fats, Oils, Greases (FOG) and other “scum” float to the top. The solids that sink are called sludge. The remaining water undergoes aerobic treatment in AERATION BASINS where microorganisms help decompose any remaining waste. From the aeration basins, the water moves to the FINAL CLARIFICATION tanks where we have a final opportunity to remove any remaining suspended particles and allow the microorganisms to settle to the bottom. The clean reclaimed water passes through ULTRAVIOLET LIGHT for disinfection before being returned to the Cumberland River, safe for the environment, fish, and recreational activities such as swimming, and kayaking. The settled sludge scraped from the bottom and the scum skimmed from the top of the tanks is rich in nutrients and is sent to the Biosolids facility where these residuals are turned into a high-quality organic fertilizer known as Music City Gold.



CENTRAL

The Central Water Reclamation Facility, Nashville’s first sewage treatment plant, was built in 1958 and expanded in 1997 to increase treatment capacity for sustained flow of 250 MGD with a total hydraulic capacity of 330 MGD. The latest expansion began in 2020 and was completed in 2025. The project included a new headworks facility, with heavy-duty screens that remove large debris and fine screens to remove small materials such as so-called flushable wipes to reduce clogging in the treatment facility. Additional major elements of the project included upgrades to the Central Pump Station, improvements to conveyance piping, upgrades to the aeration system and additional capture and treatment of odor sources. Perhaps most importantly, the disinfection process was converted from chlorine gas to ultraviolet light, a more environmentally friendly and efficient process. The project significantly increased the facility’s peak capacity from 330 MGD to 410 MGD.



The Whites Creek Water Reclamation Facility was placed into service in June 1975 and designed for an average daily flow of 25 million gallons. A 12.5 million gallon per day expansion was completed in 1991, raising the design capacity to 37.5 million gallons per day. In 2016, the Whites Creek Water Reclamation Facility stopped using gaseous chlorine for disinfection and began using ultraviolet (UV) light.

CONSTRUCTION BEGAN 2024



CONSTRUCTION TO FINISH 2027

The Dry Creek Water Reclamation Facility was built in 1960s with a trickling filter, rebuilt in 1966 with the current conventional activated sludge design, and upgraded in 1979 and 1991. It has a treatment capacity of 24 MGD average daily flow with a 63 MGD peak flow. A project to increase capacity and replace aging infrastructure, some of it impacted by the May 2010 flood, began in 2024. The project includes replacing the existing aerated grit tank with a more efficient grit removal system, adding upstream screening, increasing capacity and replacing the main switch gear. Additionally, a new class A biosolids building will replace the existing thickening and dewatering equipment. Construction is expected to be completed in 2027. Clean water from all three water reclamation facilities is tested to ensure compliance with the National Pollutant Discharge Elimination System administered by the United States Environmental Protection Agency and the Tennessee Department of Environment and Conservation.

BIOSOLIDS



Completed in 2009, the **Central Biosolids Facility** converts organic residuals from the wastewater treatment process into an environmentally friendly alternative to chemical fertilizers. At the facility, residuals are anaerobically digested to stabilize the solids and reduce pathogens and odors followed. The digested material is then sent through a centrifuge prior to thermal drying and evaporation of the remaining moisture to complete the process. The digester gas is collected and used to power the boilers and dryers within the facility. The final product is a Class A Exceptional Quality (EQ) biopellet, an organically rich, slow-release fertilizer that naturally builds soil structure and health. In 2025, the facility used 244,537,998 cf of digester gas as an energy source for boilers and drying equipment and created 23,371.23 tons of beneficial reuse product.



2025 WATER AND SEWER RATES BY METER SIZE

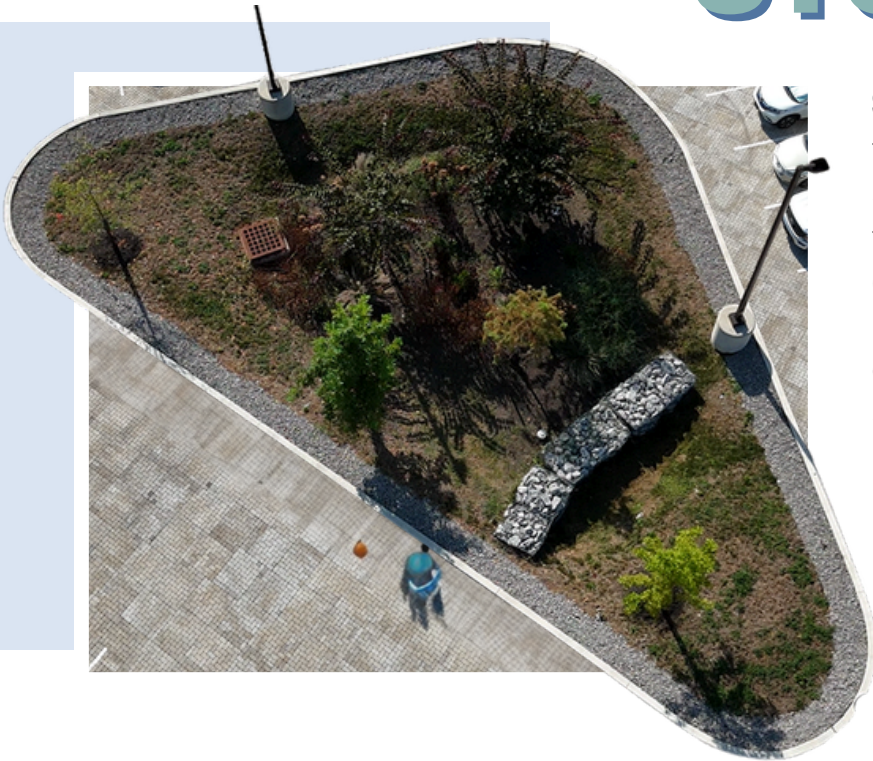
Meter Size	Water	Sewer
5/8-inch	\$5.94	\$9.49
3/4-inch	\$14.14	\$41.98
1-inch	\$17.81	\$54.31
1.5-inch	\$31.31	\$105.72
2-inch	\$44.20	\$148.52
3-inch	\$70.64	\$184.91
4-inch	\$160.58	\$524.67
6-inch	\$200.47	\$625.48
8 and 10-inch	\$260.85	\$800.90

2025 WATER AND SEWER RATES BY VOLUME

Residential	Water	Sewer
0-2 CCF	-	-
3-6 CCF	\$4.08	\$6.81
7-10 CCF	\$4.90	\$6.81
11+ CCF	\$6.13	\$6.81

Non-Residential Volumetric Rate	Water	Sewer
All usage	\$3.21	\$6.81

STORMWATER



Stormwater is rainfall or snowmelt that flows from streets, parking areas, rooftops and other surfaces into nearby streams and rivers. Along the journey, stormwater travels through drainage systems, such as curbs and gutters, inlets, ditches, pipes, and storm sewers. Unlike our wastewater collection and treatment system, stormwater runoff does not get treated before discharging to streams.

For more recently developed properties under Metro's Grading Permit regulations, stormwater runoff may route through **Stormwater Control Measures (SCMs)** such as **dry detention ponds** or **bioretention basins** (rain gardens) designed to slow down and absorb some of the runoff and associated pollutants. Unmanaged stormwater runoff from properties developed prior to existing regulations are void of any SCMs. This can exacerbate downstream flooding and more easily transport pollutants or contaminants such as litter, debris, oils, sediment, pet waste, fertilizers, etc. to the receiving creeks and streams.

For the safety of the public, our stormwater drainage system must be properly maintained to prevent flooding and infrastructure damage. Our **Stormwater Maintenance Section** is responsible for maintaining Nashville's public stormwater infrastructure, including thousands of storm drains and ditches that carry stormwater from Metro's roadways to the nearest creek or stream. In addition to routine maintenance of public stormwater infrastructure, **MWS' Stormwater Master Planning Section** investigates and develops large Capital Improvement Projects to rehabilitate large neighborhood drainage systems. The Master Planning Section also coordinates with the Federal Emergency Management Agency (FEMA) and the U.S. Army Corps of Engineers to operate a volunteer Home Buyout Program to purchase and remove homes built years ago in active floodplains, which helps all Davidson County residents by ultimately restoring the natural flood zones.



Metro Water Services (MWS) manages **Nashville's urban forest** as a form of "living infrastructure" to help naturally absorb stormwater and protect local water quality. The Stormwater Urban Forestry program focuses on planting trees in neighborhoods where they are most needed to lower temperatures, clean the air, and filter pollutants before they reach the Cumberland River. By treating trees as a vital utility, MWS ensures that as the city grows, its natural defenses from pollution and weather remain strong.



The **MWS Stormwater NPDES program** aims to reduce pollution in Davidson County's waterways. NPDES, which stands for the National Pollutant Discharge Elimination System, was originally established by the 1972 Clean Water Act and is designed to regulate stormwater runoff and other point-source discharges into regulated creeks and rivers. As part of the federal regulations, Metro Nashville was issued a **Municipal Separate Storm Sewer System (MS4)** Permit to manage and minimize pollutants flowing from the city's stormwater drains into regulated streams. As part of the MS4 permit, Metro Nashville must implement various programs such as engaging in public education activities, discovering and eliminating illicit discharges, performing comprehensive analytical monitoring/sampling of runoff and receiving streams, implementing best management practices to control runoff from Metro maintenance facilities, and overseeing the grading permit compliance program regulating runoff from development activities during and after construction. In addition to specific MS4 permit requirements, the NPDES program also houses the **Urban Forestry Department** and the **Davidson County's Soil and Water Conservation District**.



ENGINEERING

The Engineering Division of Metro Water Services consists of four integrated sections: Records and Mapping, Planning, Design, and Construction. These sections work together in a continuous cycle to support Nashville's water and sewer infrastructure.

The Records and Mapping section collects water and sewer data from project documentation and historical records, formats and stores the information, and distributes it to internal and external stakeholders. This data informs the Planning section, which identifies capital improvement projects and transfers them to the Design section. Design engineers develop project plans in-house or coordinate with consultants and survey teams. Completed designs are then provided to the Construction section, which oversees project execution through inspectors and project managers. After construction, updated information is returned to Records and Mapping to maintain the Geographic Information System (GIS).



LEARN MORE ABOUT OUR ON GOING PROJECTS

nashvillemws.info/projects

A major initiative within the Engineering Division is the Clean Water Nashville Overflow Abatement Program (CWN). Established in response to a Consent Decree filed in March 2009 by the U.S. Environmental Protection Agency and the Tennessee Department of Environment and Conservation, CWN ensures compliance with federal and state regulations. The Consent Decree requires MWS to use its best efforts to achieve the following goals:

- Full compliance with NPDES permits, the Clean Water Act, the Tennessee Water Quality Control Act, and their regulations
- Address the conditions contributing to sanitary sewer overflows, with the goal of eliminating the 27 overflows listed in the Consent Decree
- Compliance with EPA's combined sewer overflow Control Policy

To aid in achieving these goals, MWS launched CWN with a mission to plan, design, and construct system improvements in a cost-effective manner, enhancing water quality for the Nashville community. At an estimated cost of over \$2.5 billion, the Clean Water Nashville Program represents a major investment in the community and provides the following benefits:

- Renews and improves aging infrastructure
- Enhances the environment for Nashville
- Improves water quality in the Cumberland River and its tributary watersheds throughout Davidson County
- Provides major engineering and construction projects to boost the local economy

Learn more about the program and consent decree at www.cleanwaternashville.org.



HUMAN RESOURCES



The Human Resources Department is responsible for managing and supporting the workforce that powers Metro Water Services. Its core functions include:

- **Recruitment & Staffing:** Hiring and onboard qualified employees to meet operational needs.
- **Transactions:** handling pay increments, performance evaluations, and updates to employee personal information.
- **Employee Relations:** Promoting a positive, inclusive workplace culture and resolving workplace concerns.
- **Safety & Compliance:** Ensuring adherence to employment laws and workplace safety standards.
- **Health:** A state of complete physical, mental, and social well-being and not merely the absence of disease or illness.

The department's mission is to attract, develop, and retain a skilled, diverse workforce while fostering a safe and productive environment that enables Metro Water Services to deliver exceptional service to the community.

BUSINESS & FINANCE

The Business and Finance division utilizes the Oracle Cloud Suite to record, monitor, and manage all financial activities within Metro Water Services. This system supports accurate financial tracking, reporting, and compliance. The department is also responsible for coordinating the annual financial audit and providing critical financial data used in the development of water and sewer rates. In addition, Business and Finance oversees the preparation, management and control of both operating and capital budgets, ensuring that expenditures are properly authorized and aligned with department goals.



This department is composed of several key functional areas that support overall financial operations and strategic planning:

- Position Control/ Special Projects.
- Accounts Receivable.
- Record department revenues and process payroll.
- Analytics & Financial Reporting.
- Accounts Payable / Procurement / Budget.
- Capital Assets / Grants.

SYSTEM SERVICES

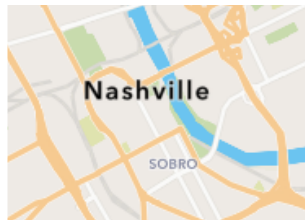
The System Services Division of Metro Water Services is responsible for the operation and maintenance of the water distribution system and wastewater collection system by a multi-skilled workforce of 158 field and administrative personnel working under an operating budget of approximately \$34,642,000. Emphasis is on preventive maintenance of the department's assets through a computerized inventory and maintenance program.

System Services Division is responsible for:

- Water distribution via 3,100+ linear miles of water infrastructure, ranging from 1.5 inches up to 60 inches including fire hydrants, valves, pressure reducing valves, blowoffs, and more serving 226,500+ customers.
- Water Reclamation via 3,200+ linear miles of sanitary and combined sewer infrastructure, from 4 inches up to 16 feet serving 229,500+ customers.
- Public health and safety and regulatory compliance for both the distribution and collection system.

System Services division dispatch is staffed 24hrs / 7 days a week, and field operators 18 hrs / 7 days a week to meet our customers' and systems' needs. Scheduling and cross training have allowed MWS to control and reduce our operating expenses. By continuing to refine our work processes through documentation and measurement, System Services has truly become a results-oriented workplace.

VIEW OUR OUTAGE MAP
nashvillemws.info/outagemap



FLEET



The Fleet Services Division of Metro Water Services is responsible for the operation and maintenance of the department's rolling fleet, accomplished through a workforce of certified mechanics, 3 vehicle/equipment transporters, and 3 administrative personnel working under an operating budget of approximately \$1,087,000. Emphasis is on preventive maintenance of the department's assets (vehicles and equipment) through a computerized inventor and maintenance program. The fleet Services Division is responsible for approximately 533 units including both heavy and light equipment. As our work processes improve, we are positioning ourselves to incorporate a shared equipment strategy that reduces costs and maximizes equipment maintenance and utilization.



STORES MANAGEMENT

The Stores Management complex is located at our Lebanon Pk. Campus. Stores Management is primarily responsible for the department's procurement. They coordinate the purchase and distribution of supplies, materials, and the various services required for the daily operation and maintenance of the department. Stores also receives and issues inventory stock and maintains the inventory utilizing public sector software - Enterprise Resource Planning (ERP). Stores Management has been delegated purchasing responsibilities which has greatly enhanced the procurements process.

DEVELOPMENT SERVICES

The Development Services division acts to help ensure all new construction aligns with the city's water, sewer, and stormwater standards and regulations. Their work begins with the capacity study, a critical first step where they verify if the existing public infrastructure can support the added demand of a new project. From there, they continue to inspect throughout the length of a project to ensure that all plans impacting water are appropriately followed, including the inspection of backflow preventer installations. Beyond simple utility connections, this division assists with Stormwater Management through reviewing grading permits and site plans to mitigate flooding and manage runoff, a high priority given Nashville's topography and weather patterns.



ANALYTICAL LAB

The MWS Research and Analytical Lab is State certified and provides lab services for all divisions of MWS.

They monitor the health of our watershed including our water source, the Cumberland River, and perform daily regulatory and operational sampling for the drinking water and water reclamation facilities.

Analysis is done by chemists and biologists using state-of-the-art analytical equipment such as:

- The Perkin Elmer Nexion 350X Inductively Couple Plasma Mass Spectrometer (ICP/MS) which allows for the detection of metals 10X lower than the required drinking water detection limits set by the U.S. Environmental Protection Agency has allowed MWS to not only meet, but to exceed water quality standards
- A PCR lab devoted to conducting real-time polymerase chain reaction (RT-PCR) to differentiate DNA sequences from host-specific fecal bacteria (*Bacteroides* spp.). This allows us to compare results with traditional pathogen indicator (*E.coli*) methodologies, which are only able to detect presence/absence of fecal contamination, but do not indicate fecal sources. PCR has the capability to distinguish between human and non-human (e.g. dogs, cows, wildlife) fecal inputs.



In addition to water quality, laboratory staff is also responsible for regulating the quality of water entering our sewer system.

Environmental Compliance oversees:

- The Fats, Oils and Grease (FOG) Program
- Industrial Waste and Pre-Treatment
- The Dental Amalgam Program

BY THE NUMBERS

FLEET

428 VEHICLES

105 EQUIPMENT

2,892,152
MILES LOGGED

URBAN FORESTRY

3,590 TREES PLANTED

2,277 TREES MAINTAINED

2,766

STORMWATER REQUESTS

3,267

WORK ORDERS COMPLETED

11

HOMES REMOVED FROM
FLOOD RISK AREAS

STORMWATER

CUSTOMER CARE & ADMIN

2,777,995

CUSTOMER BILL GENERATED

706,032 CALLS TAKEN

229,735

WATER CUSTOMERS

232,035

SEWER CUSTOMERS

190 PIECES OF LEGISLATION FILED

LABORATORY

25,558
TOTAL SAMPLES TAKEN

70 AVG DAILY WATER SAMPLES

34 AVG DAILY WASTE WATER SAMPLES

22,147

PUBLIC FIRE
HYDRANTS

636

WATER MAIN
BREAKS

21

WATER MAIN
BREAKS PER 100
MILES OF PIPE

SYSTEM SERVICES

DEMAND

109 MGD AVG WATER DEMAND

161 MGD AVG EFFLUENT RETURNED TO THE RIVER

BIOSOLIDS

22,778.01 TONS OF BIOSOLIDS
BENEFICIAL REUSE

1,480,357,283

TOTAL GALLONS OF
SLUDGE TREATED

FINANCIALS

Management of the Metropolitan Government of Nashville and Davidson County (the “Metropolitan Government”), Department of Water and Sewerage Services (the “Department” - an enterprise fund of the Metropolitan Government), offer readers of the Department's financial statements this overview and analysis of the financial activities of the Department for the fiscal year ended June 30, 2025. This information should be read in conjunction with the Metropolitan Government’s audited financial statements.

The Department provides water and sewerage service to most of Davidson County, Tennessee, and small portions of the surrounding counties. It serves approximately 230,000 water accounts and 232,000 sewer accounts. Activities are funded entirely from revenues generated from its operations, with no tax revenues from the Metropolitan Government. A covenant with bondholders provides assurance that there will be adequate funds for necessary major repairs and replacement of facilities, by requiring revenues to equal at least 110% of the sum of the year's operating budget (exclusive of depreciation and certain other expenses) and the debt service on its outstanding revenue bonds. These monies, not required for normal operations, flow into the Surplus Fund to be used to finance ongoing capital requirements of the Department, as supplemented with revenue bonds.

In January of 2025, water and sewer rates increased for the fourth consecutive year. Ordinance BL2019-045, which was adopted by the Metropolitan Nashville Davidson County Council on December 10, 2019, outlines the rate structure and four annual rate increases followed by increases based on the annual consumer price index. In accordance with Ordinance BL2019-045, water and sewer rates were increased by in January of 2025 the greater of 2% or the increase in the CPI-U which at the time was 3%.

At June 30, 2025, assets and deferred outflows of the Department were \$3.8 billion and exceeded liabilities and deferred inflows by \$1.9 billion (total net assets). In 2025, unrestricted cash and cash equivalents decreased by approximately \$0.2 million to \$123.4 million, and restricted cash/cash equivalents decreased by approximately \$66.9 million. These changes were a result of spending the 2021 bond proceeds on Consent Decree related projects and offset by increased water and sewer rates. For 2025, capital assets increased by approximately \$428.4 million, before depreciation expense of \$117.0 million, for a net increase of \$311.4 million. These assets were acquired using revenues of the Department, revenue bonds, commercial paper, grants, and contributions.

In 2025, the rate increase, and continued economic development positively impacted operating revenues of \$425.2 million, an increase of \$49.3 million as compared to 2024. Operating expenses for 2025 were \$316.3 million, an increase of \$26.5 million from 2024 mainly driven by three factors: increases in contractual services, increases in personnel costs, and finally increases in depreciation expense. Contractual Services increased by \$9.8 million due to current economic conditions, new contracts, and increased utility costs. The \$2.4 million increase in personnel services was due to increases in employee salaries realized beginning July 1, 2024. Finally, the Department capitalized \$136.0 million in assets during fiscal year 2024, the depreciation from which greatly contributed to increased annual operating expense of \$9.1 million to \$117.0 million in fiscal year 2025. The Department ended 2025 \$1.1 million under its operating budget of \$199.2 million. Investment income decreased from \$31.2 million in 2024 to \$15.7 million in 2025, following a period of increased interest rates and capital grants and contributions decreased \$0.7 million to \$45.4 million in 2025

Statements of Net Position
Condensed Financial Information as of
June 30, 2025

	2025	2024
Total current assets	\$ 337,047,413	\$ 306,600,935
Total capital and other non-current assets	3,414,935,428	3,204,622,191
Total assets	\$ 3,751,982,841	\$ 3,511,223,126
Deferred charge on refunding	\$ 13,398,384	\$ 15,762,979
Pensions	21,482,339	15,382,458
Total deferred outflows of resources	\$ 34,880,723	\$ 31,145,437
Total current liabilities	\$ 184,146,630	\$ 406,198,964
Total noncurrent liabilities	1,675,962,985	1,314,359,365
Total Liabilities	\$ 1,860,109,615	\$ 1,720,558,329
Pensions	0	1,582,141
Total deferred inflows of resources	\$ 0	\$ 1,582,141
Total net Position	\$ 1,926,753,949	\$ 1,820,228,093

Statement of Revenue, Expense, and Changes in Net Position
June 30, 2025

	2025	2024
Operating revenues	\$ 425,157,334	\$ 375,895,121
Depreciation (expense)	(117,049,991)	(107,997,666)
Other operating (expenses)	(199,262,226)	(181,784,014)
Operating income	\$ 108,845,117	\$ 86,113,441
Investment income	\$ 15,673,541	\$ 31,165,461
Interest expense	(50,304,083)	(48,111,714)
Other	(2,770,116)	815,062
Capital grants and contributions	45,419,052	46,076,876
Transfers to other funds of the Metropolitan Government, net	(10,337,655)	(2,480,316)
Change in net Position	\$ 106,525,856	\$ 113,578,810
Net Position, beginning of year	\$ 1,822,788,616	\$ 1,706,649,283
Net Position, end of year	\$ 1,929,314,472	\$ 1,820,228,093

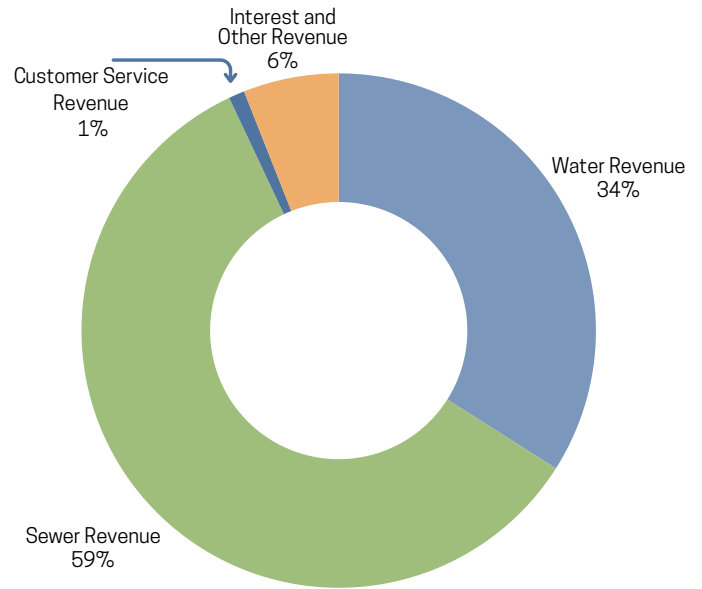
In 2009, the Metropolitan Government established a Stormwater Division of the Department as a stand-alone enterprise fund with its own set of service fees, which are now an itemized part of the water bill. Stormwater operations is funded solely through stormwater fees and any associated bonds supported by those fees. This financial statement does not include stormwater.

On July 1, 2020, the Department assumed management of the Metropolitan Government of Nashville Davidson County District Energy System (DES). DES delivers heat, ventilation, and air condition (HVAC) to buildings in the downtown corridor through a series of closed-circuit pipe systems carrying cooled and heated water. DES activities are funded solely from fees/rates from the Customers of the system and revenues generated from the general government.

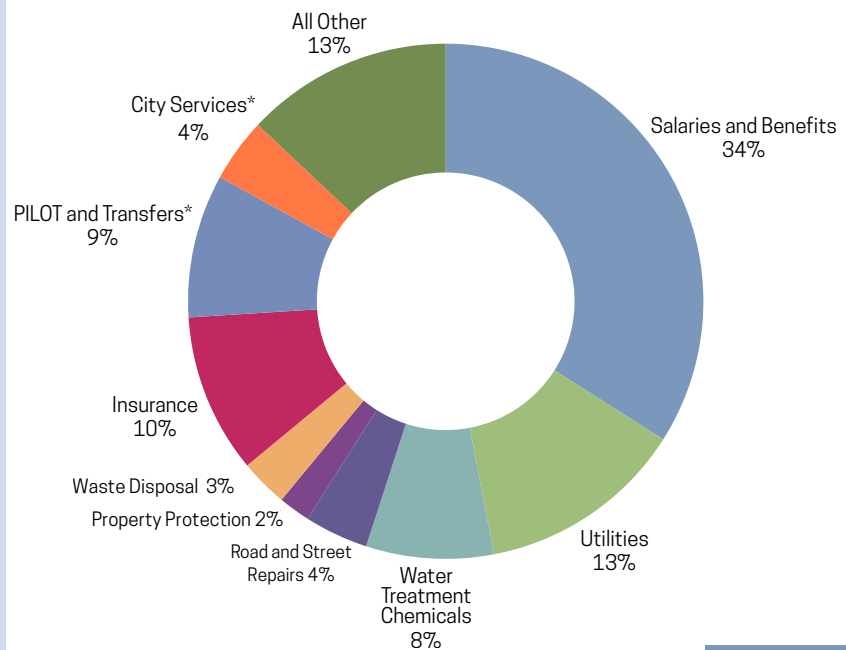
On July 1, 2021 the Department assumed management of the Metropolitan Government of Nashville Davidson County Waste Services activities which includes resident recycling and waste collection in the Urban Services District, commercial trash collection in the downtown corridors, county-wide refuse collection convenience centers and drop off points, and oversight of the county's closed landfills. Waste Services activities were funded solely from Solid Waste fees and revenues generated from the general government. As of July 1, 2025 Waste Services is operating as a stand-alone department and no longer under the management of the Department.

Please note that information is a summary and does not contain all the information available in the full Annual Comprehensive Financial Report (ACFR) at: [Annual Comprehensive Financial Report | Nashville.gov](https://www.nashville.gov/annual-comprehensive-financial-report)

2025 Revenues



2025 Expenses





WATER, SEWER, & STORMWATER

615.862.4600

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