

Metro Water Services

Critical Customer/Life Support Program

Metro Water Services (MWS) is committed to providing a safe and dependable source of high quality drinking water to the community. The water provided by MWS consistently meets or exceeds all of the United States Environmental Protection Agency's (EPA) health standards and all state and federal requirements for drinking water.

For more information regarding water provided by Metro Water Services, please review the complete water quality report and consumer confidence report which can be found on the following website:

<http://www.nashville.gov/Water-Services/Community-Education/Reports/Water-Quality.aspx>

While MWS cannot guarantee that there will be no disruption of services, we understand the necessity of consistent and uninterrupted service for businesses /institutions providing critical care and therefore maintain a critical care customer database. This database is used to contact businesses/institutions of unplanned service interruptions which could compromise a client/patients health. We recommend that you apply for your facility to be added to this database if you have not already done so.

To apply, please contact our Customer Service Center at (615) 862-4600 or send this form to:

Metro Water Services
Critical Customer/Life Support Program
1700 3rd Ave N
Nashville, TN 37208

With the following information:

Account Number

Contact Name and Number

Meter Number

Account Address

Explanation of service/need

As always, in the event of an emergency or unusual service event, please contact the Customer Service Center at 615-862-4600. This call center operates 24-7.