**Terms of Service**

**Registering for an Online Account and Paperless Billing**

You must complete the registration process to establish an online Metro Water Services (MWS) account. By establishing an Online Account, you represent and warrant that you have the right and are authorized to provide information in order to register for the Online account. Registering for an online account means you will no longer receive a paper bill and you accept the presentation of your bill online through the MWS web portal and/or by text or email. MWS customers will be able to access certain information regarding their account, including an account summary, usage and billing details. You agree to the MWS Terms of Service and acknowledge that MWS may update the Terms of Service without prior notice.

**Password & Security**

If you have an online account, you are responsible for all activities occurring under your online account and for maintaining the confidentiality of your password. If your password is lost, stolen, or used without your permission, call us immediately at 615-862-4600. If you disclose your password to a third party bill payment vendor, MWS is not responsible for the accuracy and timeliness of your bill payments.

**Use of Email**

If you are using online services, you may receive emails from us specific to your online transactions. We do not ask for personal or account information in an email unless you have contacted us first and we need to clarify your request. We encourage you to report suspicious email by forwarding the message to [mws.online@nashville.gov](mailto:mws.online@nashville.gov).

**Service and Technical Information**

MWS makes every effort to display and describe the features on this website accurately and completely. However, your interaction with this website depends on a number of factors, including your computer equipment and internet connection. MWS may change, update, or remove features at its discretion. Therefore, MWS cannot guarantee the availability or accuracy of any or all features on the Website. You agree that technical information, opinions, recommendations and other information made available to you on this Website are for your convenience only.

**Links to Third Party Sites**

This website contains links to third party sites. These links are provided for convenience and informational purposes and are neither under the control of MWS nor is the content of the third party sites monitored by MWS. MWS is not responsible for the content of any site linked to this website and makes no representations or warranties regarding the content of any of these linked sites. These links do not constitute or imply an endorsement, authorization, sponsorship, or affiliation by MWS with respect to any third party, any third party’s website, the content of any third party’s website, or any products or services provided by a third party.