

# Storm Water Division

## Operating Policies

### Routine Maintenance (RoM)



<b>Policy No.:</b> RoM-1	<b>Page</b> <u>  1  </u> <b>of</b> <u>  1  </u>
<b>Subject:</b> Service Area	<b>Effective Date:</b> 10-01-12
<b>Applies To:</b> Stormwater Maintenance	<input type="checkbox"/> <b>New Issue</b> <input checked="" type="checkbox"/> <b>Partial Revision</b> <input type="checkbox"/> <b>Complete Revision</b>
<b>Purpose:</b> To establish geographic boundaries and jurisdiction when receiving customer complaints, investigating the complaints, and developing and constructing projects to resolve the complaints.	
<b>Policy:</b> The service area for the stormwater management program is defined as the incorporated area of the Metropolitan Government of Nashville and Davidson County. The service area includes the geographic area within Davidson County excluding the areas within the incorporated cities of Belle Meade, Berry Hill, Forest Hills, Goodlettsville, Oak Hill and Ridgeway. <p style="text-align: center;">Stormwater complaints that originate from outside the service area will be referred to the appropriate jurisdiction for resolution.</p>	
<b>Revision No.:</b> 3	<b>Recommended by:</b>
<b>Revision Date:</b> 10/01/16	<div style="display: flex; justify-content: space-between; align-items: flex-start;"> <div style="text-align: center;">               _____              Assistant Director, Stormwater         </div> <div style="text-align: right;">             Date <u>11/14/16</u> </div> </div> <div style="display: flex; justify-content: space-between; align-items: flex-start; margin-top: 20px;"> <div style="text-align: center;"> <b>Approved by:</b>                _____              Director of Metro Water Services         </div> <div style="text-align: right;">             Date <u>14 Nov 16</u> </div> </div>

