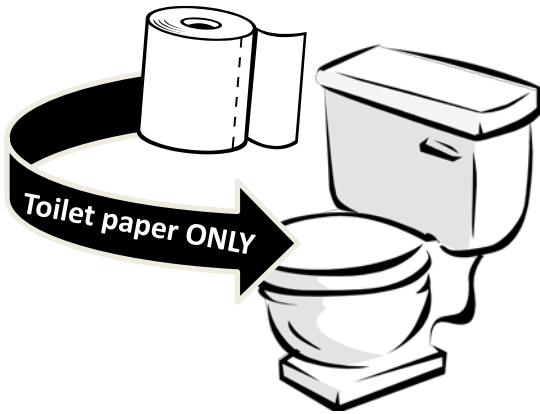


**Only YOU can prevent  
toilet clogs.**



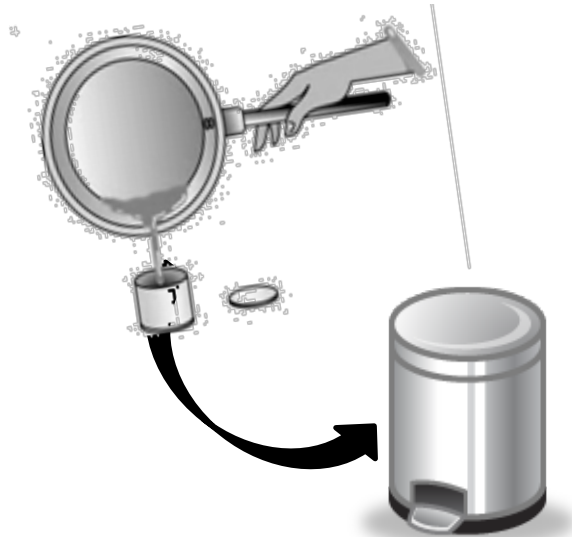
**Disposable wipes and other  
items can clog your toilet  
and cause sewage overflows.**



**Only YOU can prevent  
drain clogs.**



**Pour cooking oil  
into a can and  
place in the trash.**



**Recycle residential cooking oil at  
Omohundro Convenience Center  
1019 Omohundro Place  
or  
East Convenience Center  
941 Dr. Richard Adams Drive**



[www.nashville.gov/water](http://www.nashville.gov/water)

Address: \_\_\_\_\_

Service Request # \_\_\_\_\_

Crew Leader: \_\_\_\_\_

Inspection Date: \_\_\_\_\_

**The source of the sewer problem  
appears to be in the private  
service line and requires further  
action on the part of the property  
owner.**

Please read and follow the  
directions in this brochure and  
share the information with your  
plumbing service.

Refer to the Service Request #  
above when calling Metro Water  
Services.

**Customer Service 615-862-4600**

**If you have a sewage backup and a plumber is unable to solve the problem, call Metro Water Services (MWS) at 615-862-4600 and ask for Emergency Service.**

After contacting a plumber to attempt to correct your problem, MWS may be able to assist you.

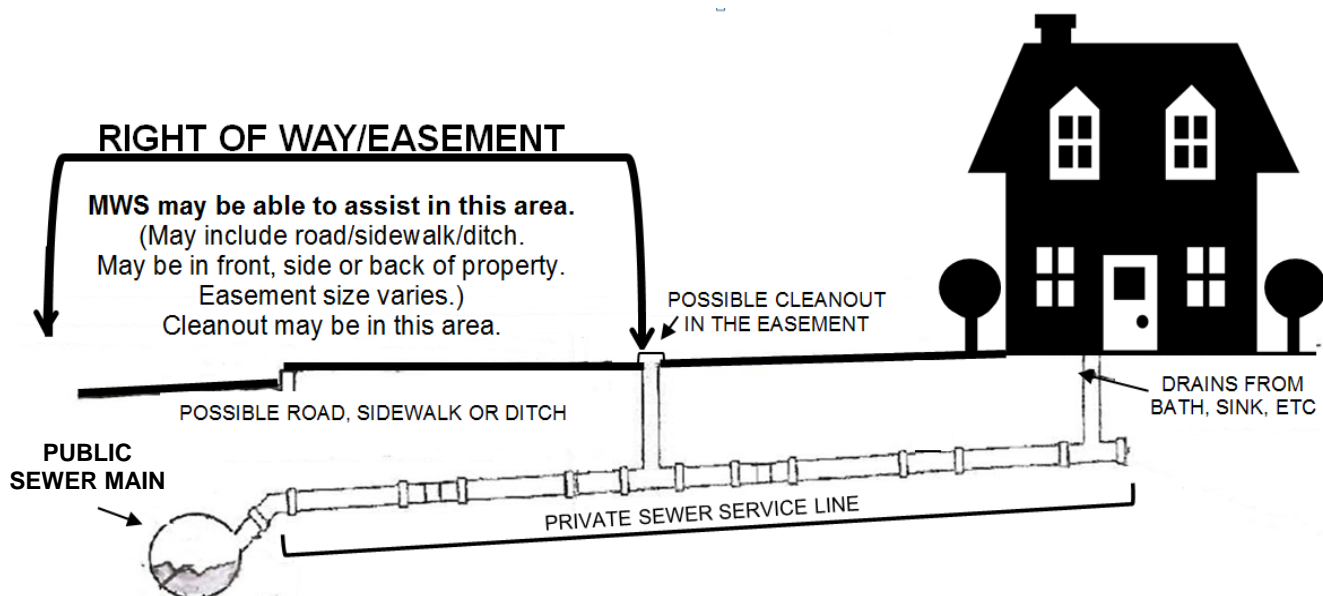
Please note that **the property owner owns and is responsible for the service line from the building to the public sewer main**. However if the problem is in your service line within the sewer easement (see drawing), MWS may be able to use equipment and labor to provide assistance by inspecting, cleaning, and/or repairing the pipe as necessary using the procedure detailed below.

1. The property owner must sign waiver forms requesting MWS assistance and allowing personnel permission to work on the service line.
2. If you have a cleanout within the sewer easement, MWS may be able to use it to access your service line to inspect and clean toward the sewer main as necessary.
3. If further assistance is needed, the property owner or their plumber must excavate the service line and cut a 2-foot opening in the pipe at the sewer easement line. Tennessee One-Call Service (1-800-351-1111) must be notified prior to any digging. Once the service line is cut open, call MWS for inspection.

MWS can inspect the service line from the access point toward the Metro sewer main line and clean or repair as necessary. The property owner bears the expense for cutting/reattaching the pipe and filling in the hole afterward, unless Metro Water Services makes repairs to the pipe(s). Only when MWS repairs or replaces the pipe within the easement will MWS reattach the pipe and fill the hole. MWS will also repair the road and sidewalk if needed. (No charge for residential customers. Commercial customers will be billed.)

Please note that MWS does not clean or televise toward the building served. MWS is not liable for plants or structures removed or damaged during inspection, cleaning, and/or repair. All cleanout caps must remain on at all times, except during inspection or cleaning.

7/2015



**METRO WATER SERVICES PRIVATE SEWER SERVICE POLICY DETAIL**  
**METRO ORDINANCE BILL #2006-1239 15.40.050 Maintenance of service connection**

- A. The owner will own and maintain his sewer service line from the public sewer main to the structure served
- B. If the owner experiences sewer service interruption as a result of a sewer service line failure and has demonstrated a good faith effort to remedy the problem, the department shall make any necessary repair on the portion of sewer service line inside the public right-of-way or easement from the main to the boundary of right-of-way or easement. Provided, however, that before the department will make such repairs, the owner must provide an excavated clear and open access to the sewer service line at the right-of-way or easement boundary. Residential customers will not be billed. Commercial customers shall pay all costs of repair incurred by the department.