

FAQ

How much of the private sewer service line am I responsible for?

Customers are responsible for the line from the building all the way to the public sewer main.

Where is the Metro/city part of my sewer service line?

There is not one. The private sewer service line belongs to the customer from the building all the way to the public sewer main.

Can MWS work on my sewer service line through my cleanout or sewer box?

No. While this access point is often used for visual inspection and smaller cleaning equipment, it is not appropriate for larger equipment.

Is this a free service?

This service is free to residential customers, but will be billed to commercial customers.

Will MWS restore my landscaping?

MWS will restore the site to grade if we make a repair, but we are not responsible for plants, structures, or personal belongings within the work area.

Where is the easement line?

It varies throughout the MWS service area but is commonly 10' on each side of the public sewer main line.



Protect Your Pipes (And Your Money)

Down the Drain



- toilet paper
- human waste
- water

Toss in the Trash



- "flushable" wipes
- paper towels
- cotton swabs
- feminine products
- hair
- dental floss
- fats, oils, & grease



Plan Before You Plant

Many sewer clogs are the result of invading tree roots into the pipes. The tree roots love the warmth and moisture of the sewer lines. They send feelers through tiny cracks or loose joints in the pipes. Once they get inside, the roots feed off the readily available nutrients.

Select a Safe Planting Distance Keep all trees and shrubs at least 10 feet away from your sewer line.

Trees with spreading, water hungry roots should be planted at least 20-30 feet from water and sewer lines.



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



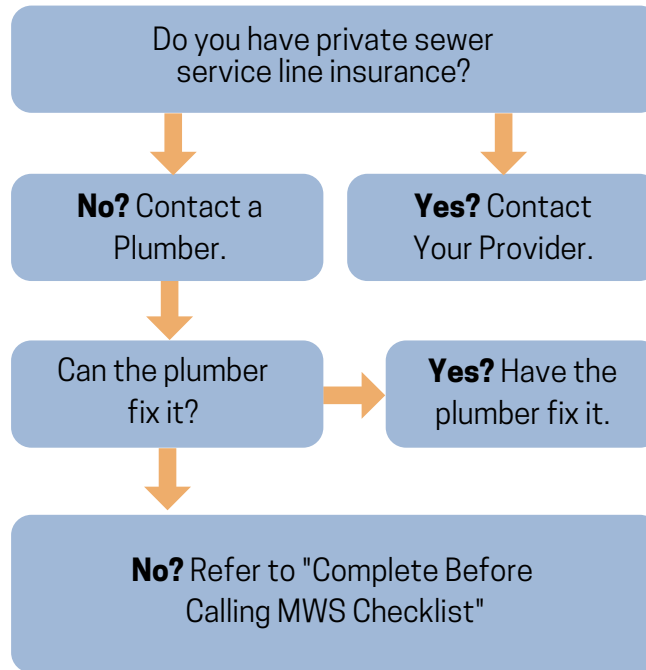
Complete Before Calling MWS

- Have a 2-foot section of your service line cut and removed within the easement area
 - Call TN One Call at 811 before you dig
- Complete the **Sewer Service Line Assistance Request** form online at bit.ly/MWSServiceLineAssistance
- If you prefer a paper copy of the **Sewer Service Line Assistance Request** form, please contact Customer Services at 615.862.4600

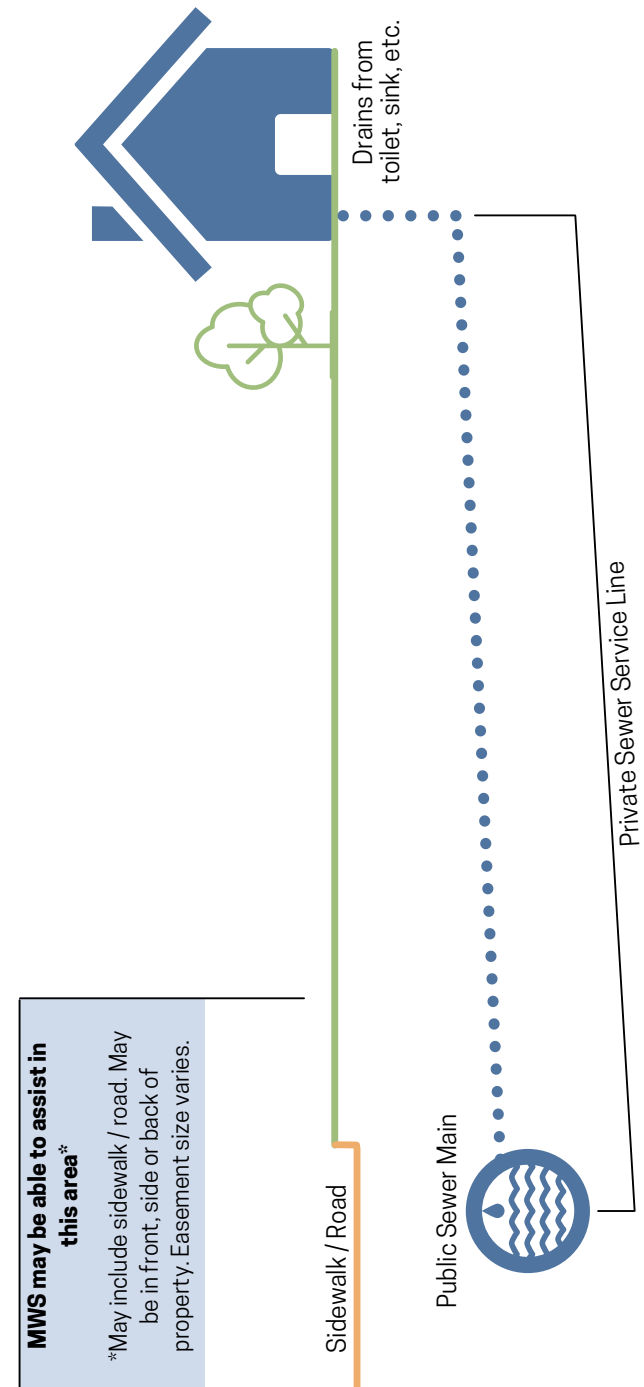
MWS is not liable for plants or structures removed or damaged during inspection, cleaning and/or repair.
MWS will restore to grade if MWS makes a repair.
Property Owner is responsible for final restoration.

Blockage in Private Sewer Line

Next Steps



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



MWS may be able to assist in this area*
 *May include sidewalk / road. May be in front, side or back of property. Easement size varies.

Sidewalk / Road

Public Sewer Main

Private Sewer Service Line