



TAP SCHEDULING GUIDELINES

Any service that will be connected to a MWS main must be scheduled through the MWS Development Services Center. Before scheduling the tap, 100% of any capacity and the tap fees will need to be paid. Applicant must request the Metro Public Works (NDOT) Excavation Permit Number and the Tennessee One Call number. Taps cannot be scheduled without these numbers, unless tap is being made inside the property line. Please verify with NDOT.

Appointment times are from 8:00 a.m. through 1:30 p.m., Monday through Thursday, with a one-hour travel time.

Prior to your tap:

- Holes must be dug and prepared at least one hour before your scheduled tap appointment. If you prefer you may dig and plate a day(s) before your scheduled tap.
- If you have multiple taps at one location "ALL" tap locations must be exposed and ready or at least pre dug and plated at least one hour before "First" scheduled tap.
- If you have a TSV it must be hung and ready prior to the tap as well.
- Any tap over 4' deep x 4' wide must be sloped out or a shoring box will be required.
- All materials must be at site that will be needed for taps, curb stop, ninety, Fernco, TSV etc.
- The Contractor must have ladder and sump pumps if necessary.
- The Contractor must provide adequate barriers (Traffic Control) for the tapping truck and equipment to safely maneuver around the workspace.
- All materials must be installed and tested while MWS inspector is on site.

MWS reserves the right to cancel and/or reschedule any tap if site is inaccessible, if contractor is not prepared when crew arrives, or conditions are determined to be unsafe. If MWS is unable to make the scheduled tap due to equipment issues, the tap will be rescheduled at the earliest convenience available with no additional charge.

MWS will not make taps if the temperature is less than 32 degrees.

Please complete request forms [here](#) and send back to the email below.

For scheduling taps please contact the

Metro Water Services / Development Services Center

mws.ds@nashville.gov