

TAP SCHEDULING GUIDELINES

Any service that will be connected to a MWS main must be scheduled through the MWS Development Services Center. In order to schedule the tap, we will need the Metro Public Works Excavation Permit Number and the Tennessee One Call number.

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

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. MWS will make the tap the same day, on overtime, at no additional charge to plumber or the next business day as requested.

MWS will not make taps if the temperature is less than 25 degrees.

For scheduling taps please contact the MWS Development Services Center at (615)862-7225 or email mws.developmentservicescenter@nashville.gov.