

Storm Water Division
Operating Policies
 Routine Maintenance (RoM)



Policy No.: RoM-1	Page <u> 1 </u> of <u> 1 </u>
Subject: Service Area	Effective Date: 10-1-02
Applies To: All Stormwater Projects	<input type="checkbox"/> New Issue <input checked="" type="checkbox"/> Partial Revision <input type="checkbox"/> Complete Revision
Purpose: To establish geographic boundaries and jurisdiction when receiving customer complaints, investigating the complaints, and developing and constructing projects to resolve the complaints.	
Policy: <p>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, Lakewood, Oak Hill, and Ridgeway.</p> <p>Stormwater complaints that originate from outside the service area will be referred to the appropriate jurisdiction for resolution except where there exists a reasonable possibility that runoff from the service area is the cause of the stormwater complaint. In this event, the complaint will be investigated.</p> <p>Construction of any project outside the service area will be performed on a case-by-case basis at the discretion of the Assistant Director of the Stormwater Division. The Stormwater Division will only initiate construction activities outside the service area following a determination that Metro Water Services has a responsibility, in whole or in part, to correct the objectionable condition.</p> <p>In cases where it is alleged that runoff from the service area is causing an objectionable condition outside the service area, projects initiated by the Stormwater Division that attempt to reduce the runoff leaving the service area will only reduce runoff to the level equivalent to that expected from the pre-developed land use condition.</p>	
Revision No.: 1	Issued By:
Revision Date: 10-15-07	