



Getting Connected

Issue 9

TRADES ADVISORY COUNCIL MEMBERS:

Richard Smith
TN Fire Sprinkler

Rick Jones
Mid TN Assoc of Bldrs & Contractors

Jack Steakley & Andy Ward
Nashville Area Plumb & Mech Assoc.

Ralph Gregory
Plumbing, Heating, Cooling Contr

Dan Barge, III
TN Society of Professional Engineers
Barge Cauthen & Associates

Ilke Hanloser
Commercial Fire Protection
IS Engineer & Utilities

Eba Hobbs
Commercial Bldr/Dev
R.C. Mathews

Lance Hornbuckle
Commercial Plumbing
Hornbuckle Plumbing

Rick Jones
Commercial Contractor
T.W. Frierson

Rick Blackburn
Residential Bldr/Dev
Regents Homes

Gail McQuiston
Residential Plumbing
Lamberth & Sons Plumbing Co

Jim McLean
Residential Contractor
McLean Builders

What is The "Trades Advisory Council"?

The Trades Advisory Council was created after a study was completed of feedback received in a customer survey conducted in the fall of 2002. The function of this group is to facilitate improved communication and promote customer participation concerning MWS policies and procedures and how they impact the construction, plumbing, engineering, and development community of the greater Nashville area.

The members of this group were selected from volunteers who represent the diverse customer groups served by this section. Representatives from various MWS sections also serve on the council. Meetings were initially held semi-monthly focusing on areas needing clarification or improvement identified by the members and/or the customer survey. Agenda items are prepared based on suggestions from membership of the group and employees of MWS involved in these processes.

The group goal is to make it easier for our customers to do business with this Department and to work together to develop solutions and make improvements that will be acceptable to both MWS and the customer.

If you are interested in learning more about the Trades Advisory Council or have subjects that need to be addressed, please contact Mary Ellen Jackson at mary.jackson@nashville.gov.

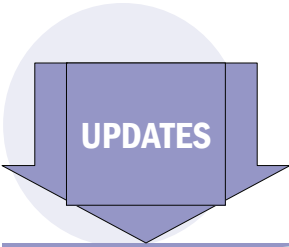
TAC Takes A Tour

In March 2009, the TAC membership became the first organization to receive a tour of the new MWS Bio-Solids Facility. Prior to the tour, Scott Potter, MWS Director, briefed the group on the planning and construction of this building. He also gave an overview of this operation which uses anaerobic digestion and heat drying to process sludge into pellets that will be marketed for reuse. The improvements lower operating costs and achieve a more efficient waste handling system. Previously, MWS paid millions of dollars to have the sludge removed. Trucks traveled an average of 20,000 miles weekly to dump sites.

Additional benefits include improving the way we deliver services, being better stewards of the environment and a better neighbor! Visit our website to view this new process in more details.

We're on the Web!

www.nashville.gov/water/development



TAPHCC Trade Show

Metro Water Services participated in The Tennessee Association of Plumbing Heating Cooling Contractors 112th Annual Convention/Trade Show on April 16, 2009 at LP Field. Attendees visited the MWS booth and received the latest information about policies and procedures concerning new connection.

There was also interest in the history of the Trades Advisory Council. Thanks to Andy Ward for arranging to have MWS serve as an exhibitor!

- * **MWS scored 98 out of 100 on TDEC Sanitary Survey**
- * **Permits Staff has four consecutive years with zero discrepancies on TDEC Sanitary Survey**
- * **Buzzsaw Plans software is being utilized by all Metro Departments**



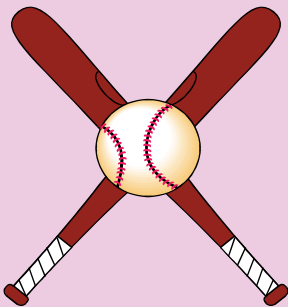
Permits Field Activities improvements

The Permits' inspectors are now receiving their daily assignments through an automatic work order routing system known as Mobile Dispatching. Tap, meter, and backflow inspections are sent to the appropriate employee based on the most cost efficient scheduling. After completing the testing/inspection, the employee enters the results into the laptop computer in his vehicle.

The office dispatch coordinator, Gloria Bryant, has immediate access to this information. The software allows the dispatcher to view the location of each field inspector as well as his future work schedule.



Take Me Out To The
Ballgame!!



DID YOU KNOW?

- ◆ April 1, 2009, Capacity Fees decreased per unit of flow as follows:
\$750—Sewer
\$250—Water
- ◆ Stormwater Fees will be implemented on July 1, 2009

CUSTOMER RESPONSIBILITIES for NEW CONNECTION TO PUBLIC MAINS

A licensed plumber/contractor must schedule a new connection and must have obtained the proper permits for connection as well as a TN One Call number and excavation permit number if needed. After verification of this information, the Permits' staff (615-862-7225) will schedule the MWS tapping crew on a first come first serve basis and no later than ten working days from date of request.

Prior to the arrival of the crew, the plumber must have the main exposed and the work area in a safe condition in accordance with TOSHA/OSHA guidelines.

Specifically, the crew requires the following minimum public main exposure to allow ample space for operation of the tapping machine:

- | | |
|------------------------------|---------------------------|
| >3 feet of main uncovered | >1.5 feet behind the main |
| >6 feet towards the property | >4 feet overhead |

All MWS approved materials to make the connection must be on site. The appropriately size Tapping Sleeve/Valve or Saddle must be installed on the main at the time the crew arrives.

