Only YOU can prevent toilet clogs.

Disposable wipes and other items can clog your toilet and cause sewage overflows.

Only YOU can prevent drain clogs.

Pour cooking oil into a can and place in the trash.

Recycle residential cooking oil at Omohundro Convenience Center
1019 Omohundro Place
or
East Convenience Center
941 Dr. Richard Adams Drive

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
If you have a sewage backup and a plumber is unable to solve the problem, call Metro Water Services (MWS) at 615-862-4600 and ask for Emergency Service.

After contacting a plumber to attempt to correct your problem, MWS may be able to assist you.

Please note that **the property owner owns and is responsible for the service line from the building to the public sewer main**. However if the problem is in your service line within the sewer easement (see drawing), MWS may be able to use equipment and labor to provide assistance by inspecting, cleaning, and/or repairing the pipe as necessary using the procedure detailed below.

1. The property owner must sign waiver forms requesting MWS assistance and allowing personnel permission to work on the service line.

2. If you have a cleanout within the sewer easement, MWS may be able to use it to access your service line to inspect and clean toward the sewer main as necessary.

3. If further assistance is needed, the property owner or their plumber must excavate the service line and cut a 2-foot opening in the pipe at the sewer easement line. Tennessee One-Call Service (1-800-351-1111) must be notified prior to any digging. Once the service line is cut open, call MWS for inspection.

MWS can inspect the service line from the access point toward the Metro sewer main line and clean or repair as necessary. The property owner bears the expense for cutting/reattaching the pipe and filling in the hole afterward, unless Metro Water Services makes repairs to the pipe(s). Only when MWS repairs or replaces the pipe within the easement will MWS reattach the pipe and fill the hole. MWS will also repair the road and sidewalk if needed. (No charge for residential customers. Commercial customers will be billed.)

Please note that MWS does not clean or televise toward the building served. MWS is not liable for plants or structures removed or damaged during inspection, cleaning, and/or repair. All cleanout caps must remain on at all times, except during inspection or cleaning.

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**RIGHT OF WAY/EASEMENT**

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

Possible cleanout in the easement

Possible road, sidewalk or ditch

Public Sewer Main

Possible Cleanout in the Easement

Private Sewer Service Line

Drains from bath, sink, etc.