

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

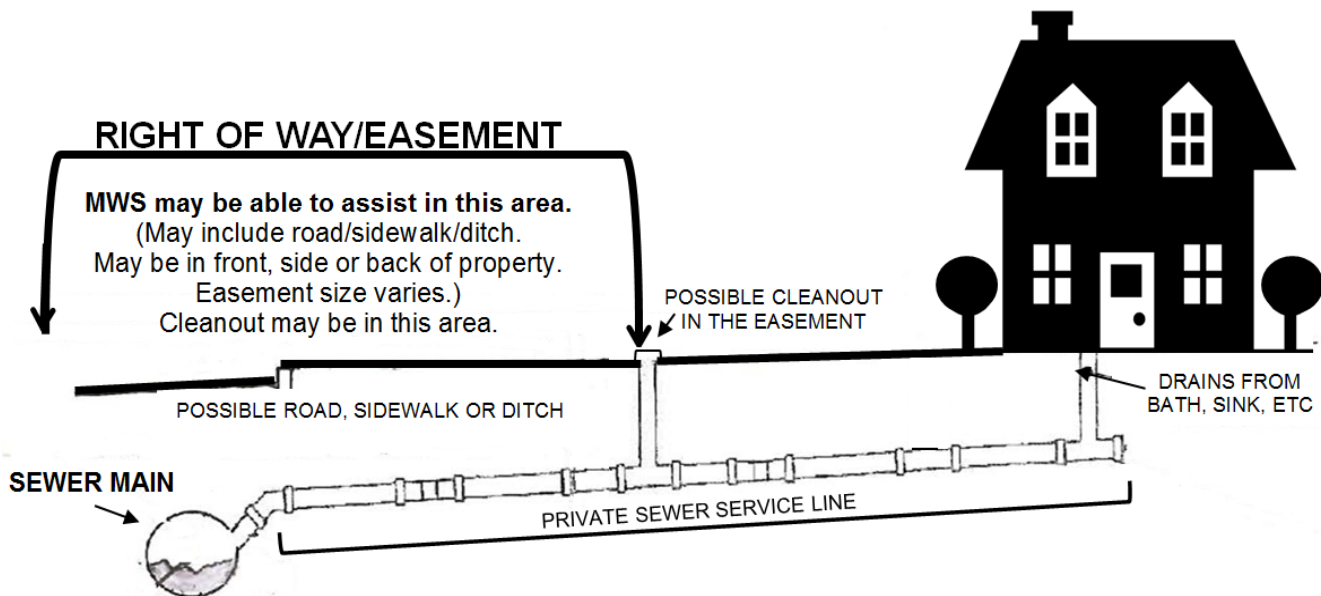
After having a plumber attempt to correct your problem, MWS may be able to assist you.

Please note **that the property owner owns, and is responsible for, the service line from the building to the sewer main.** However, if the problem is in your service line within the sewer easement (see drawing) we may be able to use our 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 a waiver form requesting MWS assistance and allowing our personnel permission to work on the service line.
2. If you have a cleanout within the sewer easement, we may be able to use it to access your service line to inspect and clean toward the 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. Prior to digging, call MWS to Schedule MWS crew at the number shown above. Tennessee One-Call Service (1-800-351-1111) must be notified prior to any digging.

We can inspect the service line from the opening toward the 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 we must repair or replace the pipe within the easement will Metro Water Services reattach the pipe and fill the hole. We will also repair the road and sidewalk, if needed. (No charge for residential customer. Commercial Customers will be billed.)

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



METRO WATER SERVICES PRIVATE SEWER SERVICE POLICY DETAIL
METRO ORDINANCE BILL #2006-1239 15.40.050 Maintenance of service connection

- A. The owner will own and maintain his sewer service line from the public sewer main to the structure served
- B. If the owner experiences sewer service interruption as a result of a sewer service line failure and has demonstrated a good faith effort to remedy the problem, the department shall make any necessary repair on the portion of sewer service line inside the public right-of-way or easement from the main to the boundary of right-of-way or easement. Provided, however, that before the department will make such repairs, the owner must provide an excavated clear and open access to the sewer service line at the right-of-way or easement boundary. Residential customers will not be billed. Commercial customers shall pay all costs of repair incurred by the department.