

Multifamily and Commercial Development Guide

Metro Water Services

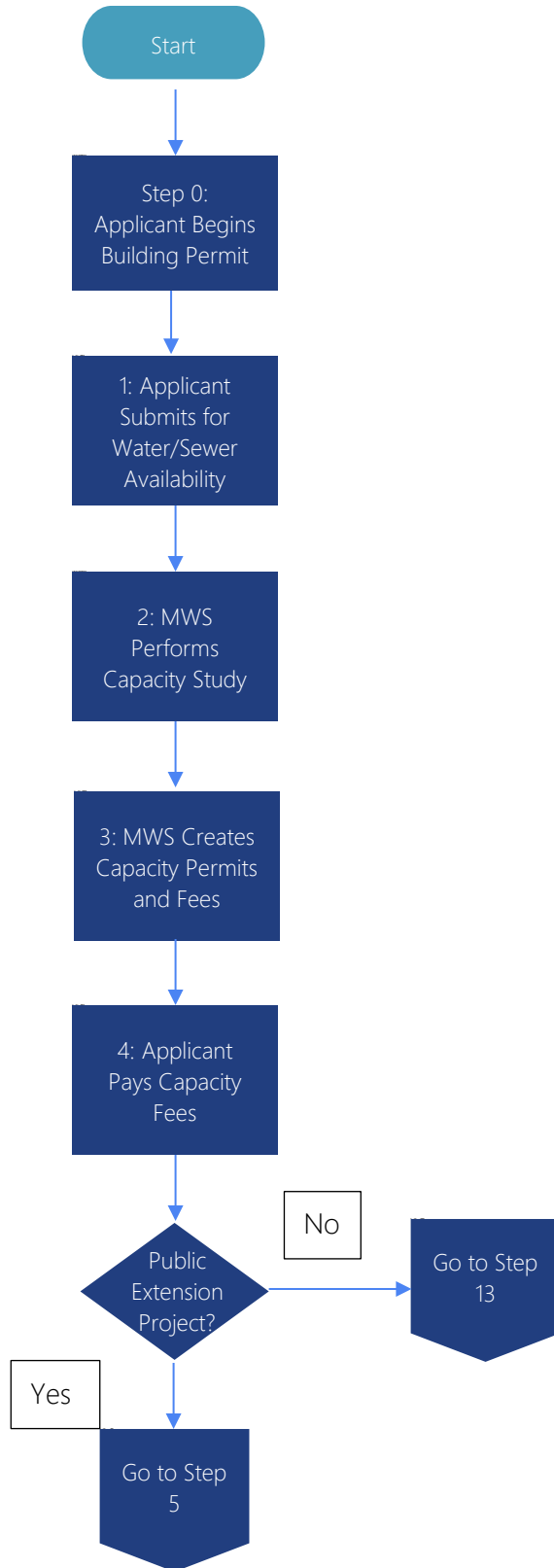


Process Flow Diagrams



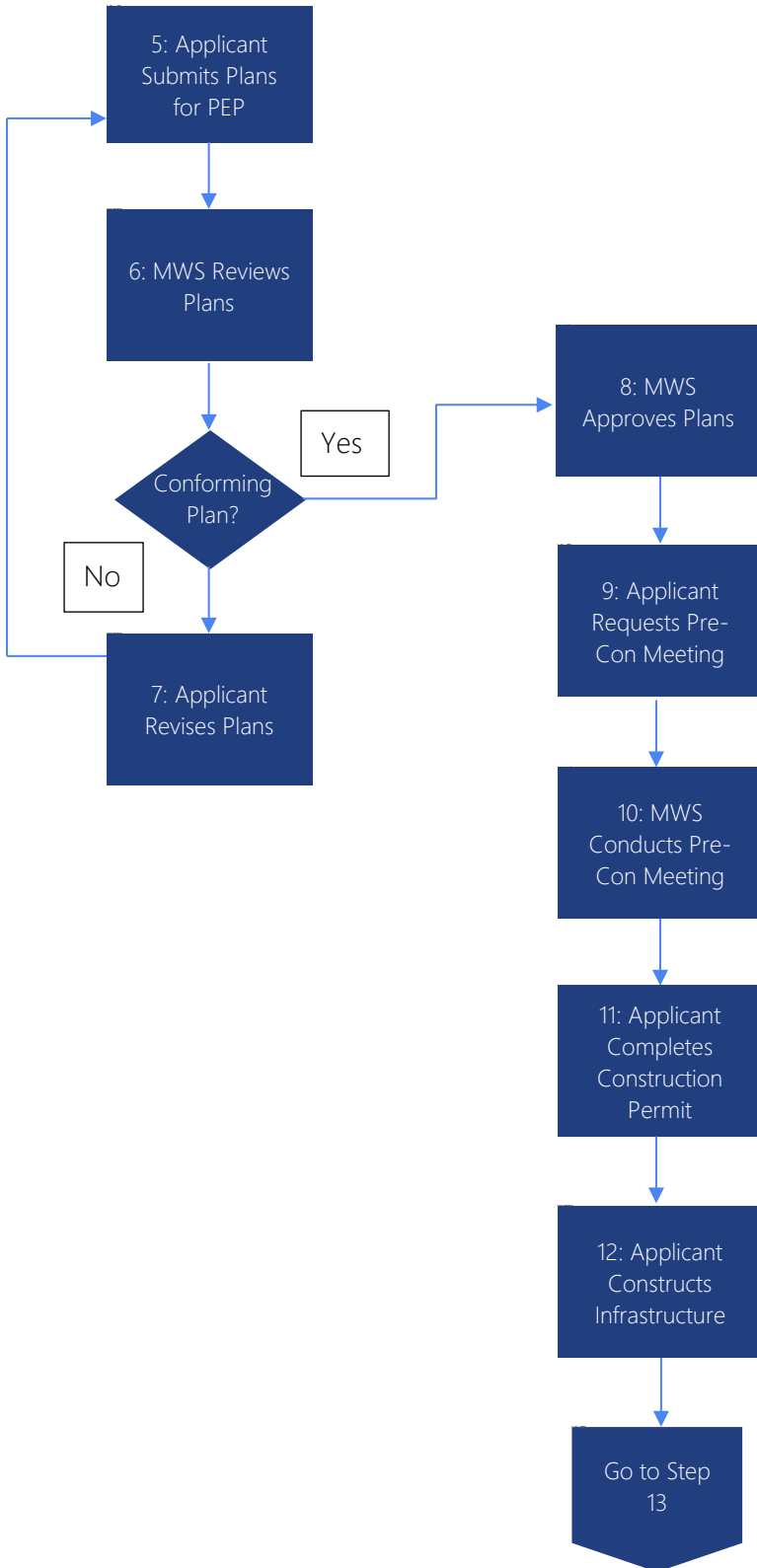
Multifamily and Commercial Water and Sewer Permitting Process

Availability Study



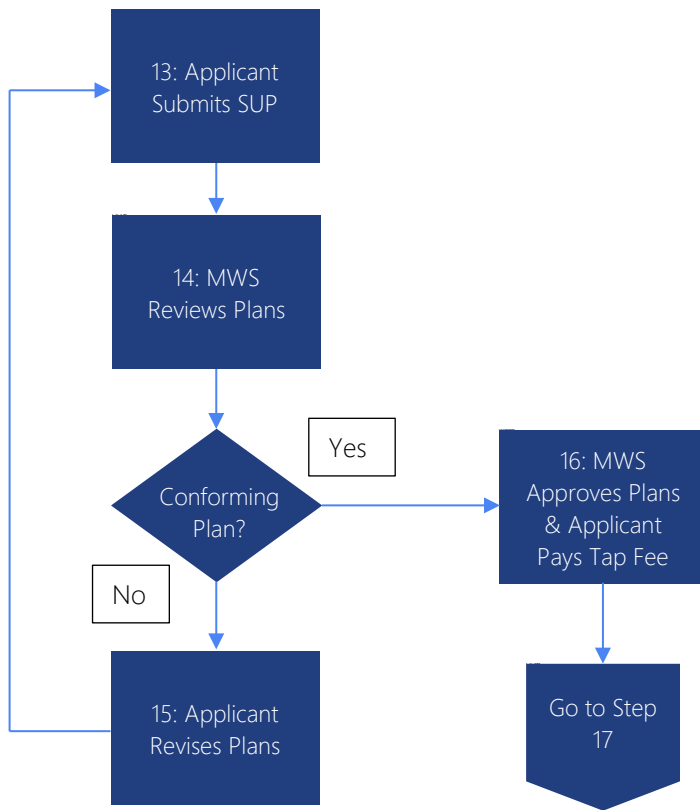


Public Extension Project (PEP) Plan Review



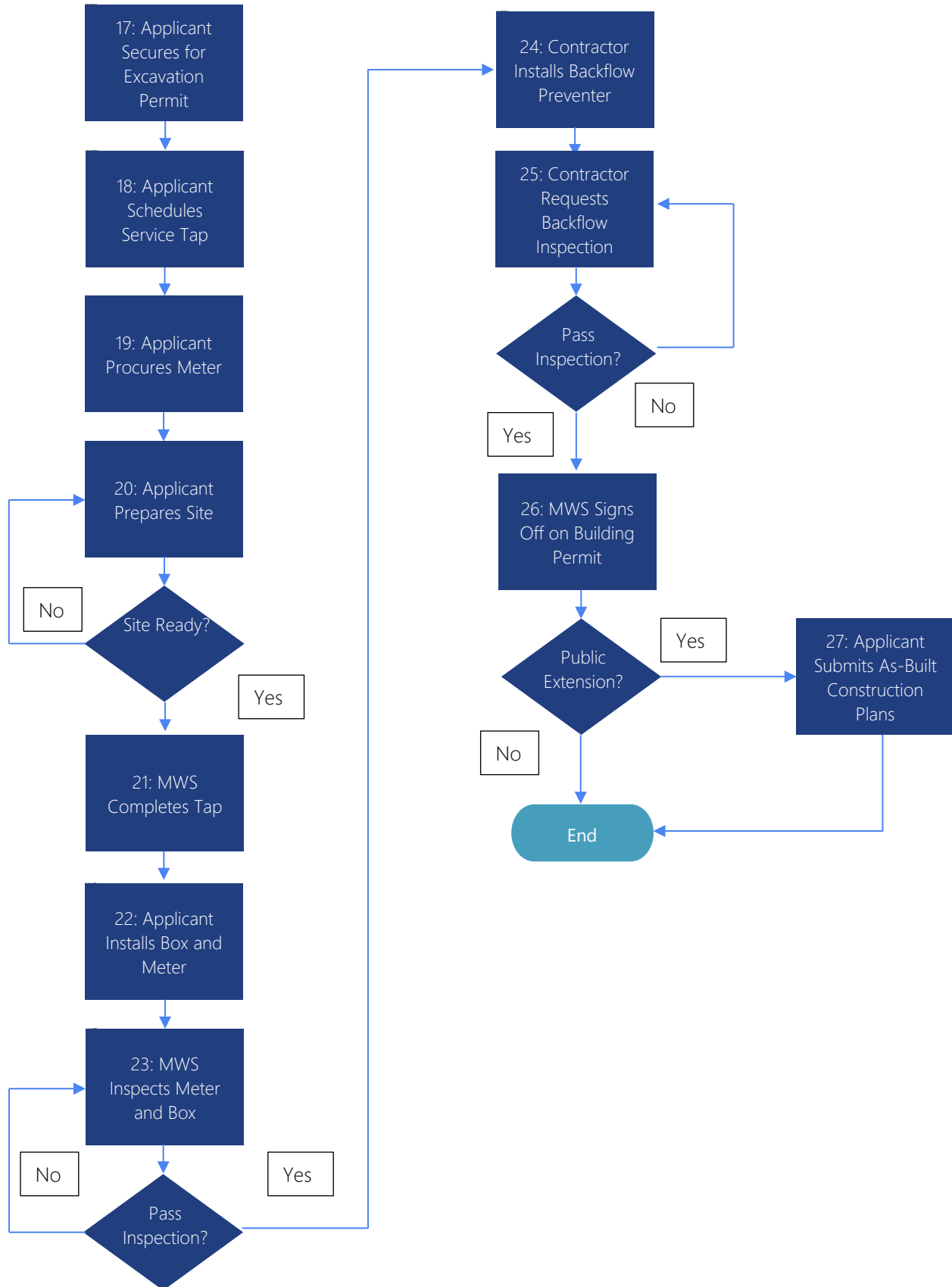


Site Utility Plan (SUP) Review





Construction and Inspection





Process Descriptions



Step 0: Applicant initiates the process of a securing a Building Permit

Step Detail

The process for securing a Building Permit for a multifamily or commercial facility begins with the Metro Department of Codes and Building Safety (Metro Codes). To start the process of securing a Building Permit, contact the Codes Help Desk:

- Address: 800 President Ronald Reagan Way, Nashville, TN 37210
- Hours: Monday-Friday, 7:30 a.m.-4:00 p.m.
- Email: zoninghelpdesk@nashville.gov
- Phone Number: 615-862-6510

A Codes Zoning Examiner will work with the Applicant to identify the Metro Departments that must be involved for the Building Permit to be completed. Applicants representing industrial customers, including food establishments, permanent car washes and other types of industrial customers, will be directed by the Zoning Examiner to first contact the MWS Environmental Compliance group at (615) 862-4590 for requirements regarding excessive strength wastewater. Additional information can be found here: [Industrial Pretreatment Program \(Environmental Compliance\) | Nashville.gov](#).

Applicants should keep these factors in mind:

- It is the Applicant's responsibility to follow the requirements of the checklist on the building permit application and to make sure all necessary signoffs are achieved.
Currently, Metro Nashville does not have the technology to route the application through each step in the required process; that is the Applicant's responsibility.
- The Site Utility Plan must be approved and at least 30% of the water/sewer capacity must be paid for Metro to be able to sign off on the initial building permit application. For final Use and Occupancy (U&O) permit sign-off, all final inspections - including meter(s) and cross connection (backflow devices) - must pass, and 100% of capacity and tap fees must be paid.
- It is also the Applicant's responsibility to schedule the necessary inspections with Metro Nashville at the proper time in the building process.



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- Do not seek to determine what reviews and permits are required on your own. That is the job of the Codes Zoning Examiner. If an Applicant fails to complete the steps identified in the permit application, the Building Permit process will be delayed.
- Allow plenty of time. The Metro agencies involved in the review process are dealing with an unprecedented number of permit applications.

Associated Links & Forms

[Fee Schedule](#)

Step 1: Applicant submits request for water and sewer availability to MWS Development Services

Step Detail

All proposed commercial, institutional, and industrial developments within MWS's water and/or sewer service areas require a determination of the sufficient capacity (availability) of water and/or sewer services prior to the start of construction.

Applicants such as Developers and Owners, or their representatives, should contact MWS Development Services to determine water and sewer availability. This is done by completing and providing the information requested in the Request for Water and Sewer Availability form located here: [Request for Water and Sewer Availability](#).

The required fire flow information must first be requested from the Fire Marshal by emailing fmoplans@nashville.gov.

To begin the process, the Applicant submit the Request for Water & Sewer Availability Form and subdivision development plan via email to: MWS.DSCapacity@nashville.gov

For assistance or additional information, contact MWS Development Services at (615) 862-7225.

Associated Links & Forms

[Industrial Pretreatment Program \(Environmental Compliance\) | Nashville.gov](#)

[Request for Water and Sewer Availability Form](#)

[Fee Schedule](#)



Step 2: MWS Development Services performs capacity study

Step Detail

Upon receipt of a request for availability, MWS Development Services performs a capacity study to determine availability based on the projected flows for the proposed development. This study takes approximately 15 working days.

Step 3: MWS Development Services creates water and sewer capacity permits and capacity fees and sends to Applicant

Step Detail

At the completion of the capacity study, MWS DS creates a permit and calculates the capacity fee. MWS DS emails this and other key information to the Applicant, including:

- Water service elevations
- Existing water main size
- Capacity purchased
- Whether a water and/or sewer extension is required, based on modeling conducted

The Applicant is informed that 30% of the sewer and/or water capacity fees must be paid within 90 days of the date of permit creation.

Associated Links & Forms

[Fee Schedule](#)



Step 4: Applicant pays capacity fees to MWS Development Services

Step Detail

Capacity fees must be paid in accordance with MWS guidelines to reserve capacity. All fees can be paid on-line by emailing a request to pay to mws.ds@nashville.gov. The Applicant will receive an email with instructions how to pay on-line with a code number. * Capacity fees paid are non-refundable, except for projects that are not approved by other Metro agencies. Refunds may be requested following the current Metro Government Code.

If preferred, Applicants can pay fees in person. To do so, Applicant brings a copy of the availability correspondence from MWS DS – including the permit number, capacity fee(s), and other requirements – to MWS DS to pay capacity fees. MWS DS is located on the first floor of the Metro Office Building, 800 President Ronald Reagan Way, 37210. Payments can be made by check, cashiers' check, or credit card.

An amount equal to 30% of the capacity fee must be paid within 90 days of the date the permit is created. Additionally, 55% of the capacity fee is due by the one-year anniversary of the permit date. Full (100%) payment is due two years from the permit date. [Calculate Capacity Fees and Due Dates](#)

The statement of sewer and water availability is effective for one year from the date of the availability letter. If construction of the proposed project has not begun within one year or if the required 55% of the capacity fee has not been paid, a renewal of availability letter is required. The Applicant can request a renewal via email (mws.dscapacity@nashville.gov) with the submission of a **new** Request for Water and Sewer Availability form. All applicable department regulations and fees in force at that time of the renewal request are imposed.

If a water and/or sewer service extension is NOT needed, skip to [Step 13](#)

**If a water and/or sewer service extension IS needed, continue with [Steps 5-12](#)
(marked as "PEP")**

Associated Links & Forms

[Request for Water and Sewer Availability Form](#)

[Fee Schedule](#)

[Email for Refund](#)



(PEP)¹ Step 5: Applicant develops and submits construction plans for public water main and/or sewer line extensions

Step Detail

If a proposed development requires the extension of a public water main or sewer line, the Applicant is required to submit construction plans and Site Utility Plan (see [Step 13](#)) for review at the same time. The review of the public water main and/or sewer line and the SUP is coordinated.

Applicants developing plans for public water and/or sewer main extensions should **reference the information from the “Approved Construction Specifications and Details”** section of the [Water and Sewer Information for Developers | Nashville.gov](#).

The Owner or Developer must retain the services of a State of Tennessee Professional Engineer (PE) to prepare water and/or sewer line extension construction plans. **Plans must also be developed with reference to and in conformance with the requirements of the Tennessee Department of Environment and Conservation (TDEC)**. MWS has been delegated authority by TDEC to review and approve plans consistent with the governing standards (*see the “design criteria” documents*) for water and sewer systems found at the following sites.

- Water: [Plans Review and Approval for Public Water Systems \(tn.gov\)](#)
- Sewer: [Plans Review and Approval for Sewage Works Construction Projects \(tn.gov\)](#)

Electronic plans must be submitted via Metro’s FTP site ([WS FTP Server Web Transfer Client \(nashville.gov\)](#)). To do so, Applicants must email MWS.EPlanRev@nashville.gov to register and acquire a username and password to use the FTP site. Uploaded files must be named using the Site Naming Convention outlined in the Site Naming Convention document - [FTP Site File Naming Convention](#).

Applicants must also pay the appropriate fee for plan review. This fee can be paid on-line by emailing a request to pay to mws.ds@nashville.gov. The Applicant will receive an email with instructions on how to pay online.

¹ PEP = Public Extension Project – these steps are required only for a project that requires an extension of a water and/or sewer main



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Payments can also be made at the MWS Development Services office ([Fee Schedule](#)) located on the first floor of the Metro Office Building, 800 President Ronald Reagan Way, 37210. Payments can be made by check, cashiers' check, or credit card.

Documents required for construction plans submittal include, as applicable:

- A completed [Development Services Review Transmittal Form](#)
- [One Water Application](#)
- Completed [Technical Review Requirements \(TRR\) form](#)
- Fee Worksheet (see "[Fee Worksheet](#)" and "[Fee Worksheet Instructions](#)" on the following webpage:<https://www.nashville.gov/departments/water/developers/library>.)
- Stamped Plans as a PDF document
- Stamped Calculations
- Capacity Permit
- Revision Letter (if applicable)

For a complete submittal of construction plans, the Applicant must provide all applicable items included on the [Plans Submittal Form and Checklist](#).

If the Applicant's upload of construction plans to the FTP site is successful, the Applicant receives an email confirming such.

Associated Links & Forms

[Plans Review and Approval for Public Water Systems \(tn.gov\)](#)

[Plans Review and Approval for Sewage Works Construction Projects \(tn.gov\)](#)

[Water and Sewer Information for Developers | Nashville.gov](#)

[Water and Sewer Technical Review Requirements](#)

[WS FTP Server Web Transfer Client \(nashville.gov\)](#)

[Fee Schedule](#)

[One Water Application](#)

[Plans Submittal Form and Checklist](#)

[FTP Site File Naming Convention](#)



(PEP) Step 6: MWS DS reviews the construction plans for public water main and/or sewer line extensions

Step Detail

MWS Development Services personnel review the public water main and/or sewer line construction plans, and related materials submitted in the following manner:

- An initial **sufficiency review** is conducted to determine if the package submitted has all necessary documents. If the submission is not complete, the resulting email will include a list of missing items and instructions on how to resubmit. Once a submission passes the sufficiency review, the Applicant can track the review and approval process through [ePermits](#).
- Submitted plans and the accompanying documents that meet the basic sufficiency requirements (that is, the submission package is complete) are assigned to a MWS DS Plan Reviewer. Using the Technical Review Requirements (TRR) form, the MWS DS Plan Reviewer checks the construction plan and associated documents for approximately 30 design elements that are required for an efficient and detailed review. This **TRR process** counts as the first review. A submitted construction plan that fails the TRR will be marked as "Incomplete", and the Design Engineer can log into [ePermits](#) to see the TRR with comments. The Design Engineer must address any issues identified in the TRR process and re-submit (see [Step 5](#)) the construction plan and associated documents, **including the updated TRR**.
- If the construction plan and associated documents pass the sufficiency review and the TRR, then they are subject to **full review** by the Plan Reviewer. The Plan Reviewer digitally reviews the plans and adds comments and/or markups to the construction plans. The Plan Reviewer notes issues that must be addressed to bring the submitted construction plans into conformance with applicable regulations. Depending on the Plan Reviewer, a separate comment letter may be drafted. Upon completion of the review by the Plan Reviewer, the Design Engineer receives an email that their plan review status has been changed and is directed to check [ePermits](#) for further details. The Design Engineer can log in to [ePermits](#) to see the site plan with comments.



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During the plan review process, a determination is made whether any easement is required to enable the construction of the water and/or sewer line. Any required easements (on-site and off-site) must be secured **before** the plan is approved if not recorded by plat.

Associated Links & Forms

[ePermits](#)

[Water and Sewer Technical Review Requirements](#)

[Water and Sewer Information for Developers | Nashville.gov](#)

(PEP) Step 7: Applicant revises construction plans for public water main and/or sewer line

Step Detail

The Applicant addresses issues with the water and/or sewer line extension plans that are raised by the Plan Reviewer and brings the construction plans into conformity with all governing regulations and Plan Reviewer comments. The Applicant re-submits the construction plan and all required documents (see [Step 5](#)).

(PEP) Step 8: MWS DS approves construction plans for public water main and/or sewer line

Step Detail

Once the construction plans conform to all governing regulations, the MWS DS Plan Reviewer approves them. For the construction plans to be approved, the Applicant must have a current (non-expired) capacity letter with at least the minimum capacity fee payment applied.

See the accompanying "**Lay and Deed Overview**" document for information on the processes by which all relevant Developer commitments related to the provision of the approved water and/or sewer lines are documented by Metro's Deeds and Bonds (D&B) team.



(PEP) Step 9: Applicant contacts MWS DS to request scheduling of the pre-construction meeting

Step Detail

Following the Plan Reviewer's approval of the construction plans for a public extension (water or sewer), the Applicant's properly licensed Utility Contractor must contact MWS D&B (penny.gilbert@nashville.gov) to arrange to meet with MWS prior to beginning construction. A required preconstruction meeting **will not** be scheduled until the following items are submitted to the MWS DS Plan Reviewer as indicated below:

- A signed application and applicable fees via check made payable to Metro Water Services
- Four (4) hardcopy sets of the Approved Plan, to be delivered at the preconstruction conference with material submittal and/or cut sheets
- A complete set of the Approved Plan in .DWG and .PDF format on a flash-drive or disk
- Recorded and executed easement documentation, if this easement is to be recorded by plat, provide case number
- Additional items stated on the Approval Letter
- Other permits that are needed (i.e., TDEC, TDOT, USACE, MPW ROW excavation, etc.)

(PEP) Step 10: MWS DS schedules and conducts pre-construction meeting with Applicant

Step Detail

Prior to the pre-construction meeting for the water and/or sewer line project being held, Metro's D&B team verifies that all required approvals and easements are obtained, inspection fees paid, contractor licenses verified, and that the application for public utility extension has been secured. A D&B member prepares the construction permit for the pre-construction meeting. MWS DS D&B creates the Construction Permit, Notice to TDEC and notifies the MWS Engineering Inspector that the projects are ready for a pre-construction meeting.



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The Design Engineer, Contractor, and other specified Applicant representatives must attend the pre-construction meeting, which is hosted and conducted by the MWS Engineering Inspector. Required attendees generally include:

- Contractor
- Sub – Contractor (if any)
- Design Engineer
- Developer or Developer’s representative

At the meeting, the Contractor must provide sewer construction cut sheets in format acceptable to MWS and a subgrade letter for water, where applicable. The agenda for the meeting includes:

- Project details including start date, work hours, materials, scope of work, testing and disinfection
- Construction requirements
- Questions on materials
- Any other specific concerns relating to the project

After the meeting, MWS DS D&B sends the signed/dated Notice to TDEC and notifies several internal and external customers.

New public water and sewer infrastructure must be installed according to MWS Standards ([Water and Sewer Information for Developers | Nashville.gov](#)). All water- and sewer-related construction shall be inspected by MWS. The Builder or Developer must reimburse MWS for the cost of inspection (See [Fee Schedule](#)).

Associated Links & Forms

[Fee Schedule](#)

[Water and Sewer Information for Developers | Nashville.gov](#)

(PEP) Step 11: Applicant completes construction permit

Step Detail

If there are no major unresolved issues from the pre-construction meeting, the construction permit for the project is signed by the licensed municipal utility Contractor or licensed master



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Plumber involved in the project at MWS Development Services at the Metro Office Building, 800 President Ronald Reagan Way, 37210.

Construction may **not** begin until after the permit is signed by the Contractor and/or Plumber and received by MWS DS.

If water service is required for construction of the new mains, a temporary meter may be issued for use on a public fire hydrant. Un-metered use of Metro fire hydrants and service lines is prohibited. For a hydrant, Applicants can contact the MWS Customer Service Center by email: mwsfirehydrantgroup@nashville.gov, or 615-862-4770, ext. 78031, and follow instructions for a list of options to request a temporary meter for use on a fire hydrant.

(PEP) Step 12: Applicant constructs and conveys to MWS all planned public infrastructure

Step Detail

After the pre-construction meeting occurs and the construction permit is signed, the MWS sewer or water tap process is scheduled. All project-related activity must be coordinated through MWS Engineering Inspections.

The Contractor must provide 48-hour notice to the assigned MWS Inspector (identified at the pre-construction meeting) before commencing work. A licensed municipal utility Contractor (for sewer or water) or licensed master Plumber (for water and service lines) is required to perform all proposed public utility extension work. New public water and sewer infrastructure must be installed according to MWS standards found on the MWS Developers Web page ([Water and Sewer Services Library](#)) and in conformity with the construction plan that has been approved by the MWS DS Plan Reviewer.

All water- and sewer-related construction must be inspected and accepted by an Inspector from MWS's Engineering Group. Testing is done by the MWS Inspector once all new water and sewer infrastructure is correctly installed.

Sewer line testing includes:

- Air testing of all lines
- Mandrel testing of all lines
- Vacuum testing of all manholes
- CCTV of all lines



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Water line testing includes:

- Disinfection of all lines
- Pressure testing of all lines.
- Connecting new water mains to the existing system (Tie-in's)

Project release requires:

- Record drawings submitted to the assigned MWS Inspector and approved (see [Step 27](#) for explanation of this process)
- Binder placed in roadway
- Punch list items addressed

Project closeout requires:

- Final pavement placed
- Valve op performed on any new water valve / blow-offs installed
- Final punch items are addressed

The specific details of how the newly constructed infrastructure is conveyed to Metro depend on the specifics of the project. A [Letter of Equity Transfer](#) is generally used. For a traditional (25+ lot) subdivision, the early connection agreement allows for private connections to be made prior to the conveyance to Metro of the newly constructed infrastructure ([Nashville.gov - Metro Water - Early Connection Agreement Form](#)).

See the accompanying "**Lay and Deed Overview**" document for additional information on the processes by which approved water and sewer lines are conveyed to Metro ownership.

Associated Links & Forms

[Letter of Equity Transfer](#)

[Nashville.gov - Metro Water - Early Connection Agreement Form](#)

Step 13: Applicant develops and submits Site Utility Plan to MWS DS for review

Step Detail

If a proposed development requires the extension of a public water main or sewer line, the Applicant is required to submit the construction plans (see [Step 5](#)) for the public line extensions and the Site Utility Plan for concurrent review.



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Electronic Site Utility Plans (SUP) must be submitted via Metro's FTP site ([WS FTP Server Web Transfer Client \(nashville.gov\)](#)). Applicants must also pay the appropriate fee for plan review either online (by emailing mws.ds@nashville.gov and requesting to pay online) or in person at the MWS Development Services office ([Fee Schedule](#)) located on the first floor of the Metro Office Building, 800 President Ronald Reagan Way, 37210. Payments can be made by check, cashiers' check, or credit card.

Documents required for Site Utility Plan submittal include, as applicable:

- A completed [Development Services Review Transmittal Form](#)
- [One Water Application](#)
- Completed [Technical Review Requirements](#) (TRR) form, including SUP-specific section completed
- Fee Worksheet (see "[Fee Worksheet](#)" and "[Fee Worksheet Instructions](#)" on the following webpage: [Metro Water Services Library | Nashville.gov](#).)
- Stamped Plans as a PDF document
- Stamped Calculations
- Capacity Permit
- Revision Letter (if applicable)

For a complete submittal of construction plans, the Applicant must provide all applicable items included on the [Plans Submittal Form and Checklist](#).

Submitting the required documents begins the initial review of the SUP and includes review of the plans by the MWS Cross Connection section. For SUP fire system requirements, please consult the Metro Fire Marshal at fmoplans@nashville.gov.

Cross Connections Specifications

Metro Water Services is commissioned through local, State of Tennessee and U.S. Federal law to ensure a safe, dependable, potable public water supply. All water system connections must be in accordance with MWS's cross connection program. A Cross Connection program accomplishes this purpose through the inspection of connections and any required backflow protection devices for proper installation and operation.

- See Metro's [Cross Connection Control Plan](#) in the "Policies, Procedures and Guidelines" section at: [Metro Water Services Library | Nashville.gov](#).
- See the specifications on backflow prevention devices in the "Approved Construction Specifications and Details" section at: [Metro Water Services Library | Nashville.gov](#).

MWS DS staff members work with Applicants on new water customer connections to assist in the determination of the most effective and economical means of protecting the public water supply. Once the Applicant submits their plans, MWS DS reviews the proposed type of device, its



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location (as close as possible to the meter and/or the point of service line connection to the public main), and its installation. Approved plans are stamped accordingly for the designated device and location.

Associated Links & Forms

[Fee Schedule](#)

[Development Services Review Transmittal Form](#)

[Technical Review Requirements TRR](#)

[One Water Application](#)

[Plans Submittal Form and Checklist](#)

[Fee Worksheet](#)

[Fee Worksheet Instructions](#)

[Cross Connection Control Plan](#)

[Metro Water Services Library | Nashville.gov](#)

Step 14: MWS DS reviews submitted Site Utility Plan

Step Detail

If a project includes a water and/or sewer extension, then the Site Utility Plan cannot be approved until after the public infrastructure extension plan is approved, the pre-construction meeting is held, and the construction permit issued.

- An initial sufficiency review is conducted to determine if the Site Utility Plan package submitted has all necessary documents. If the submission is not complete, the resulting email will include a list of missing items and instructions on how to resubmit. Once a submission passes the sufficiency review, the Applicant can track the review and approval process through [ePermits](#).
- Submitted SUPs and the accompanying documents that meet the basic sufficiency requirements (that is, the submission package is complete) are assigned to a MWS DS Plan Reviewer. Using the [Technical Review Requirements \(TRR\)](#) form, the MWS DS Plan Reviewer checks the SUP and associated documents for approximately 30 design elements that are required for an efficient and detailed review. This TRR process counts as the first review. A submitted SUP that fails the TRR will be marked as "Incomplete", and the Design Engineer can log into [ePermits](#) to see the TRR with comments. The Design Engineer must address any issues identified in the TRR process and re-submit



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(see [Step 5](#)) the construction plan and associated documents, including the updated TRR.

- If the Site Utility Plan and associated documents pass the sufficiency review and the TRR, then they are subject to full review by the Plan Reviewer. The Plan Reviewer digitally reviews the plans and adds comments and/or markups. The Plan Reviewer notes issues that must be addressed to bring the submitted Site Utility Plan into conformance with applicable regulations. Depending on the Plan Reviewer, a separate comment letter may be drafted. Upon completion of the review by the Plan Reviewer, the Design Engineer receives an email that their plan review status has been changed and is directed to check [ePermits](#) for further details. The Design Engineer can log in to [ePermits](#) to see the site plan with comments.

The Applicant may seek a variance on an element of the SUP prior to submission. Seeking a variance prior to the submission of a SUP may reduce total plan review time once the SUP is submitted for review. The Applicant may also seek a variance on an item noted in the review process.

All variance requests are considered by the MWS Plans Review/Variance Committee. To start the process, the Applicant emails: mws.DSVariances@nashville.gov. The MWS Plans Review/Variance Committee process is usually completed within three to five working days. The Applicant is notified by the MWS Permits staff of any changes required and if it is necessary to submit revised plans. This variance review process ensures that all issues have been addressed prior to beginning construction and that the variance approval is supported by all areas of MWS.

Associated Links & Forms

[ePermits](#)

[Technical Review Requirements TRR](#)

Step 15: As necessary, Applicant revises Site Utility Plan

Step Detail

The Applicant addresses issues with the Site Utility Plan that are raised by the Plan Reviewer and brings it into conformity with all governing regulations. The Applicant resubmits the revised Site Utility Plan and all necessary supporting documents (see [Step13](#)) for further review.



Step 16: MWS DS Approves Site Utility Plan and Applicant pays tap fee

Step Detail

Once the Applicant's revised Site Utility Plan conforms to all regulations, the Plan Reviewer approves the Site Utility Plan. After receiving notification of the approved Site Utility Plan, the Applicant should contact mws.ds@nashville.gov to arrange to pay the tap fees due for the Site Utility Plan.

Additional information related to the specifics of the calculation and payment of water and sewer tap fees is as follows.

Water Service Tap

Tap fees for water mains built by private funding:

The Metropolitan Code defines Developer's equity as the cost of construction of the public main extension. The amount of Developer's equity on a project may be used to offset any required tap fees up to the cost of the public extension. The cost of each tap is deducted from the amount of the Developer's equity existing for the water main extension or reimbursed to the Developer. The Developer may elect to transfer their equity to another party.

Tap fees for new connection to existing MWS water mains:

An Applicant for a development that does not need a water main extension is required to pay a tap fee for the privilege of tapping a MWS water main according to the water tap fee schedule. Refer to the [Fee Schedule](#) for the most current fee schedule.

Sewer Service Tap

Tap fees for sewer mains built by privately funded extensions:

The Metropolitan Code defines Developer's equity as the cost of construction of the public main extension. This cost may be used to offset any required tap fees up to the cost of the public extension. The cost of each tap is deducted from the amount of the Developer's equity existing for the main extension or reimbursed to the Developer. The Developer may elect to transfer his equity to another party.



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Tap fees for connection to existing MWS sewer mains:

An Applicant for a development that does not need a sewer line extension owes a tap fee according to the sewer tap fee schedule. Refer to the [Fee Schedule](#) for the most current fee schedule. MWS makes every effort to confirm the size and material type of the sewer main to be tapped; however, the individual requesting the tap must confirm the size and pipe material on site under the observation of an MWS Inspector. Because some mains have been lined, visual inspection of the exposed pipe is not sufficient to identify the site material, which may be concrete, clay, or PVC. Special processes exist for connecting to lined mains; therefore, the site material must be confirmed by manhole inspection.

Fees can be paid on-line by emailing a request to pay to mws.ds@nashville.gov. The Applicant will receive an email with instructions on how to pay online. Fees may also be paid in-person by

check/cashier's check or credit card to Metro Water Development Services. MWS DS is located on the first floor of the Metro Office Building, 800 President Ronald Reagan Way, 37210.

Applicants should note that paying the tap fee does **not** schedule the tap.

Associated Links & Forms

[Fee Schedule](#)

Step 17: Applicant secures Excavation Permit from NDOT

Step Detail

If a water or sewer connection is to be made in a public right-of-way, the Applicant must secure an Excavation Permit prior to the work being done. Excavation Permits are obtained from the Nashville Department of Transportation (NDOT). The Contractor performing the excavation must be licensed and bonded.

For more information and a copy of the Excavation Permit application, contact the NDOT at (615) 862-8782 or NDOT's website: [Nashville Department of Transportation Permits | Nashville.gov](#)

Associated Links & Forms

[Nashville Department of Transportation Permits | Nashville.gov](#)



Step 18: Applicant contacts MWS DS to schedule the service connection (tap) and to request the meter permit

Step Detail

Tap fees for public water and/or sewer mains built by privately funded extensions

The Metropolitan Code defines Developer's equity as the cost of construction of the public main extension. This amount of equity may be used to offset any required tap fees up to the cost of the public extension. The cost of each water and/or sewer tap is deducted from the amount of the developer's equity existing for the public main extension (water and/or sewer, respectively) or reimbursed to the developer, if applicable. Developer's equity for water lines may only be used for credit against water tap fees and sewer lines for sewer taps.

No connection permit can be issued to an Applicant prior to the deeding of a water/sewer main extension to MWS (if one was required by the project). The developer must provide a signed [Transfer of Developer's Equity Letter](#) for all lots and a plat that shows the general arrangement of subdivision, lot numbers, water main sizes and locations. The letter of equity transfer accounts for the cost of each tap fee debited against the amount of the developer's equity or reimbursed to the developer if applicable.

If appropriate for the development, an [Early Release Form](#) can be signed, notarized, and presented to MWS DS. Construction permit completion as well as 100% of the required availability and tap fee payment must be verified before a tap can be scheduled.

Applicants should note that paying the tap fee does **not** schedule the tap. Taps are scheduled on a first come, first serve basis.

Requests for a water and sewer service line connection (tap) should be requested by the Applicant's Plumber via the email: mws.ds@nashville.gov. At the time the tap is scheduled, the MWS DS employee provides the time and date for the tap, a map of the local infrastructure, the water/sewer main size and type, and the [Tap Scheduling Guidelines](#).

Applicants are encouraged to submit a request for a meter permit at the time that the tap is requested. The meter permit should be requested by way of the following form: [Service Permit Application](#). This form must be completed and returned by a licensed Plumber. Metro Water Development Services reviews to ensure the Service Permit Application is correct and that the excavation permit has been secured (if required).



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The Service Permit Application information is used to establish a customer account for billing of water. Sewer billing will automatically be added to accounts 90 days later. With the issuance of the meter permit by MWS DS, the initial meter inspection is automatically scheduled for 30 business days following.

For Out of County Sewer Permit Applicants

From the Applicant's perspective, the major difference on OOC (Out of County) projects is that the Applicant will not have a Metro building permit. The Applicant is responsible for notifying MWS Development Services via email at mws.ds@nashville.gov to apply for a Metro Water Services sewer connection permit (WSST) to move forward with connections.

Once the Applicant receives a WSST number from MWS Permits, the Applicant will need to fill out the [Out of County Sewer Inspection Request Form](#) to send back to schedule a sewer inspection.

Projects in Williamson County involving a reconnect from a demo must be submitted with a demo permit from [Williamson County](#).

Any additional information that the Applicant can submit - such as a copy of the Williamson County building permit numbers or the main project numbers for connection - helps MWS Development Services issue the proper type of WSST connection permit.

Associated Links & Forms

[Early Release Forms](#)

[Tap Scheduling Guidelines](#)

[Service Permit Application](#)

Step 19: Applicant's Plumber purchases calibrated meter complete with properly connected Flexnet unit

Step Detail

With the meter permit from MWDS, the project Plumber purchases the specified meter (with connected Flexnet unit) from a supply house. Commercial meters must be purchased from a distributor in accordance with approved MWS meter specifications, found here: [Basic Commercial Meter Guidelines and Requirements](#).



Multifamily and Commercial Water and Sewer Permitting Process

For more information on meter requirements, please contact MWS Customer Service at (615) 862-4600.

Associated Links & Forms

[Tap Scheduling Guidelines](#)

[Basic Commercial Meter Guidelines and Requirements](#)

Step 20: Applicant prepares site for the tap

Step Detail

Only MWS personnel may tap a public water or sewer main. The Applicant's Contractor must prepare the site in accordance with MWS current guidelines. These guidelines can be found at:

[Tap Scheduling Guidelines.](#)

All materials - including tap, sleeve, valves, and miscellaneous fittings required to make the tap - must be provided by the Contractor. Service lines are installed to the boundary of the property if not previously installed as a run to curb. The tap is performed by MWS and inspected by an MWS Inspector.

Associated Links & Forms

[Basic Commercial Meter Guidelines and Requirements](#)

Step 21: MWS and Contractor complete tap and inspection

Step Detail

In advance of the tap, the Contractor secures and has at the site all material necessary to complete the tap. MWS System Services completes the tap of the public water and/or sewer main. MWS Development Services Inspector inspects the water tap.

- For taps 2" or larger, the MWS Inspector takes a sample to determine if bacteria are present. This must be sent to the MWS lab and generally takes 2-3 business days to perform.
- For taps smaller than 2", only a chlorine sample is taken and reviewed on-site.

The MWS Inspector notifies the Contractor when they can connect to the public water and/or sewer system.



Multifamily and Commercial Water and Sewer Permitting Process

The sewer tap inspection is completed in coordination with the timing of the sewer tap. It may not be completed at the same time as the tap but is accomplished soon after.

For Out of County Applicants

For OCC Applicants, MWS is the Metro agency that completes inspections of all sewer infrastructure from the structure to the public main.

For an OOC project, the required sewer infrastructure will be installed under one of two scenarios:

- An OOC location may have an existing tap (“stub”) to which the private line can be connected. The entire sewer infrastructure still must be inspected and in compliance before the WSST permit can be approved. All sewer connections – public or private – require a WSST permit.
- An OOC location may require a new tap. In this case, the WSST permit MUST be issued before a Plumber acting on behalf of the Applicant can begin any work on the site, such as opening the trench. In this case, the standard tap process is followed, see [Step 16](#) above.

Requirements for OOC sewer infrastructure inspections can be found here: [Step 16](#). All plumbing work should be performed to pass these requirements.

After the WSST has been issued and the Plumber has completed all work according to the requirements, the Plumber or Applicant can request an OOC sewer inspection by emailing this [Out of County Sewer Inspection Request Form](#) to mws.ds@nashville.gov. OOC sewer inspections occur only on Monday, Wednesday, and Friday.

The MWS Inspector will indicate if a site has passed either by marking the site with blue spray paint or by way of a tag. The following day, an MWS DS representative will send a pass or fail notification to the WSST permit Applicant.



Step 22: Contractor installs water meter and water meter box

Step Detail

Meters and meter boxes are to be installed consistent with MWS specifications, which can be found here: [Guidelines on Installing and Inspecting Meter Boxes](#). For helpful information on what the MWS Inspectors look for, see the meter inspection checklists and common reasons for meter failure documents under the "Policies, Procedures, and Guidelines" section here: [Metro Water Services Library | Nashville.gov](#).

If installation cannot meet current specifications, a Plumber can request a variance (form on website) by emailing MWS.DSVariations@nashville.gov and complete the [Variance Request Form](#).

The initial meter inspection date is set for 30 days after the permit is issued.

Associated Links & Forms

[Service Request Form](#)

[Guidelines on Installing and Inspecting Meter Boxes](#)

[Metro Water Services Library | Nashville.gov](#)

[Variance Request Form](#)

Step 23: MWS DS inspects water meter and water meter box

Step Detail

Inspections are automatically scheduled for 30 business days after the meter permit is issued. The Applicant can email Development Services at MWS.DS@nashville.gov to request an *earlier* date for a meter inspection. If an earlier inspection date is requested, it will be scheduled within 3-5 business days. An initial meter inspection date may **not** be extended beyond the original 30 business days.

If the meter passes initial inspection, the final meter inspection date is set for 120 business days out. If the meter fails initial inspection, a re-inspection date is generated for 30 days later. **A meter that passes all requirements on the initial inspection does not require a final inspection.**



Associated Links & Forms

[Metro Water Services Library | Nashville.gov](#)

Step 24: Contractor installs backflow prevention device

Step Detail

Installation of the correct backflow prevention device is the responsibility of the Plumber. They are responsible for acquiring and preparing the materials and equipment, as well as installing the backflow prevention device. Current MWS specifications for backflow prevention devices can be found at [Metro Water Services Library | Nashville.gov](#)

If installation cannot meet current specifications, a Plumber can request a variance (form on website) by completing the [Variance Request Form](#). The form should be emailed to MWS.DSVariances@Nashville.gov.

Associated Links & Forms

[Water and Sewer Information for Developers | Nashville.gov](#)

[Variance Request form](#)

[Variance Requirements](#)

[Backflow Preventers Specifications](#)

Step 25: Contractor requests and MWS DS completes inspection of backflow prevention device

Step Detail

Once installed, the Applicant is responsible for completing the [Backflow Prevention Inspection Request Form](#) and notifying MWS DS (mws.DSInspections@nashville.gov), to schedule inspection and testing of the backflow prevention device. Costs for the testing of new devices are billed as a direct cost to the Applicant. The Applicant must have a representative present at the time of the inspection. The testing form used by MWS requires the signature of the representative to ensure knowledge of the device's performance and any potential corrective action needed.



Multifamily and Commercial Water and Sewer Permitting Process

If the backflow prevention device **passes**, MWS DS signs off on the cross-connection portion of the Applicant's U&O Permit. If the initial inspection **fails**, an email must be sent to mws.ds@nashville.gov to request a re-inspection.

Associated Links & Forms

[Backflow Prevention Inspection Request Form](#)

[Fee Schedule](#)

Step 26: MWS DS signs-off on water availability, sewer availability, and cross-connectivity elements of the Building Permit

Step Detail

After all meters and backflow prevention devices have passed and applicable permits are issued, MWS DS provides final sign off on the Building Permit. The Applicant receives email confirmation when the Building Permit is signed off. Information remains accessible in [ePermits](#).

Associated Links & Forms

[ePermits](#)

(PEP) Step 27 Applicant submits As-Built construction plans for all water and/or sewer line extensions

Step Detail

Upon completion of construction of water and/or sewer, the Design Engineer shall provide MWS with a complete set of As-Built plans in digital (DWG and PDF) format. All drawings must be completed and submitted prior to acceptance of the sewers or water mains into the public system and any connections being made.

Sewer plans shall be stamped by a licensed PE and/or a registered land surveyor and shall include actual field angles between lines, all actual service lines and tee locations, the distance of the end of the service line to property corners and lines and/or station and offset from sewer centerline to end of service line, the depth to the top of the end of the service line and shall reflect all alignment and grade changes.



Multifamily and Commercial Water and Sewer Permitting Process

Water line plans shall be sealed by a licensed PE and/or a registered land surveyor and shall include offset distance from the roadway centerline, or property line right of way, line depth, locations of hydrants, valves, reducers, tees and pressure reducing devices where applicable.

As-Built plans should be submitted via [Metro's FTP site](#) as outlined in **Step 5**.

Mobile Food Service Requirements

To obtain a sign-off from Metro Water Services regarding a Food Truck, the applicant would need the Landlord of the property, where the truck will be located, to fill out the [Mobile Food Truck Connections Form](#), sign, and send back to the MWS Permits Department by emailing them at mws.ds@nashville.gov. The Landlord must agree to use a quick-disconnect hose for the sewer, as well as provide a water connection.

Associated Links & Forms

[Mobile Food Truck Connections Form](#)