

Process Guidance for Owners & Developers

Metro Water Services



Introduction

Metro Water Services (MWS) understands that time is money for development projects. Sometimes, information about project requirements is misunderstood by Developers, leading to an inaccurate assessment of the timeframe within which the plan review, permitting, and inspections processes will be completed. MWS recommends that Developers develop their own understanding of their project's requirements and not rely solely on third parties like Design Engineers to convey accurate information. The key is developing an accurate understanding of project requirements early in the process.

Best Practices for Developer Participation

- Familiarization with and continue to reference the process steps laid out in the MWS Development Services Development Guides:
 - [Infill](#)
 - [Lay and Deed](#)
 - [Multifamily and Commercial](#)
 - [Single Family Residential](#)
 - [Stormwater](#)
- Attending pre-application meetings to understand project requirements and to receive accurate information from the beginning of the process.
- Review the meeting minutes from the pre-application meeting.
- Familiarize yourself with MWS stormwater requirements.
- Locate existing utilities.
- Requirements included in the capacity letter are not subject to negotiation.
- Become a capable user of Metro's ePermits application to track project status. It is more efficient than emailing the MWS Plan Reviewer.
- Request to be cc'd on all correspondence for those permits requested by third parties (Design Engineers, Plumbers, etc.) on behalf of the Developer.
- Understand specific portions of the process that require certified personnel, such as the need for a licensed plumber to complete a tap.
- Develop a general understanding of governing regulations and understand the non-negotiable nature of such regulations.
- Understand that public infrastructure must be designed and constructed to serve not only the particular development, but the general public over a long period of time.
- Address issues directly with the MWS Plan Reviewer.
- Work closely with the design team to address issues with MWS Staff.



Development Guides

- Fees paid to MWS for Development Services projects are generally not refundable. Developers should make payments in accordance with the project milestones and timeline.
- Designing projects with an intent to construct new water, wastewater, and stormwater infrastructure over MWS assets is prohibited.

Specific Questions to Guide Developer Understanding of Project Requirements

1. What existing water, wastewater, and stormwater infrastructure is currently located within the project boundaries?
2. Does any existing infrastructure require re-routing?
3. What on-site and downstream stormwater infrastructure/ mitigation measures are required?
4. What easements are required?
5. Will work occur within the ROW? If so, have permits been obtained from the appropriate agency (NDOT, TDOT, CSX, etc.)?
6. Will any other type of utility easement and/or ROW be required, such as Nashville Electric Service (NES), US Army Corps of Engineers (USACE), or railroad, etc.?
7. Has a request for water and sewer availability been submitted? Is the directive of the capacity study fully understood?
8. Has any boring been conducted on-site to identify utilities that will impact constructability? Have utilities within the project boundary been identified by means of exploratory digging (aka: potholing) or other means deemed appropriate by the responsible utility?
9. Has geotechnical and infiltration testing been completed?
10. Will variances be required for your project?
11. Is the site located within a floodplain? If so, what accommodation must be provided?
12. Is the site located within the CSS (Combined Sewer System)?