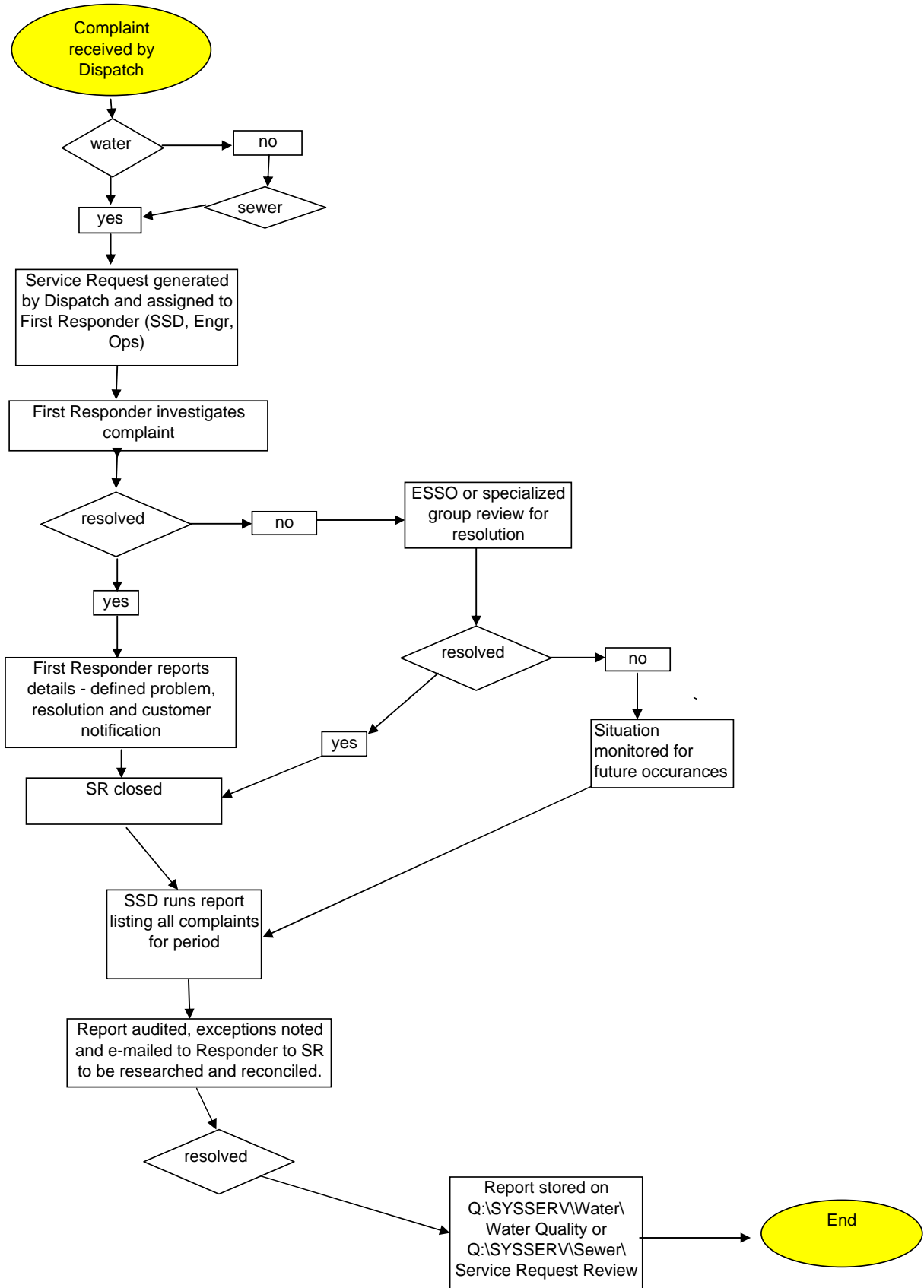
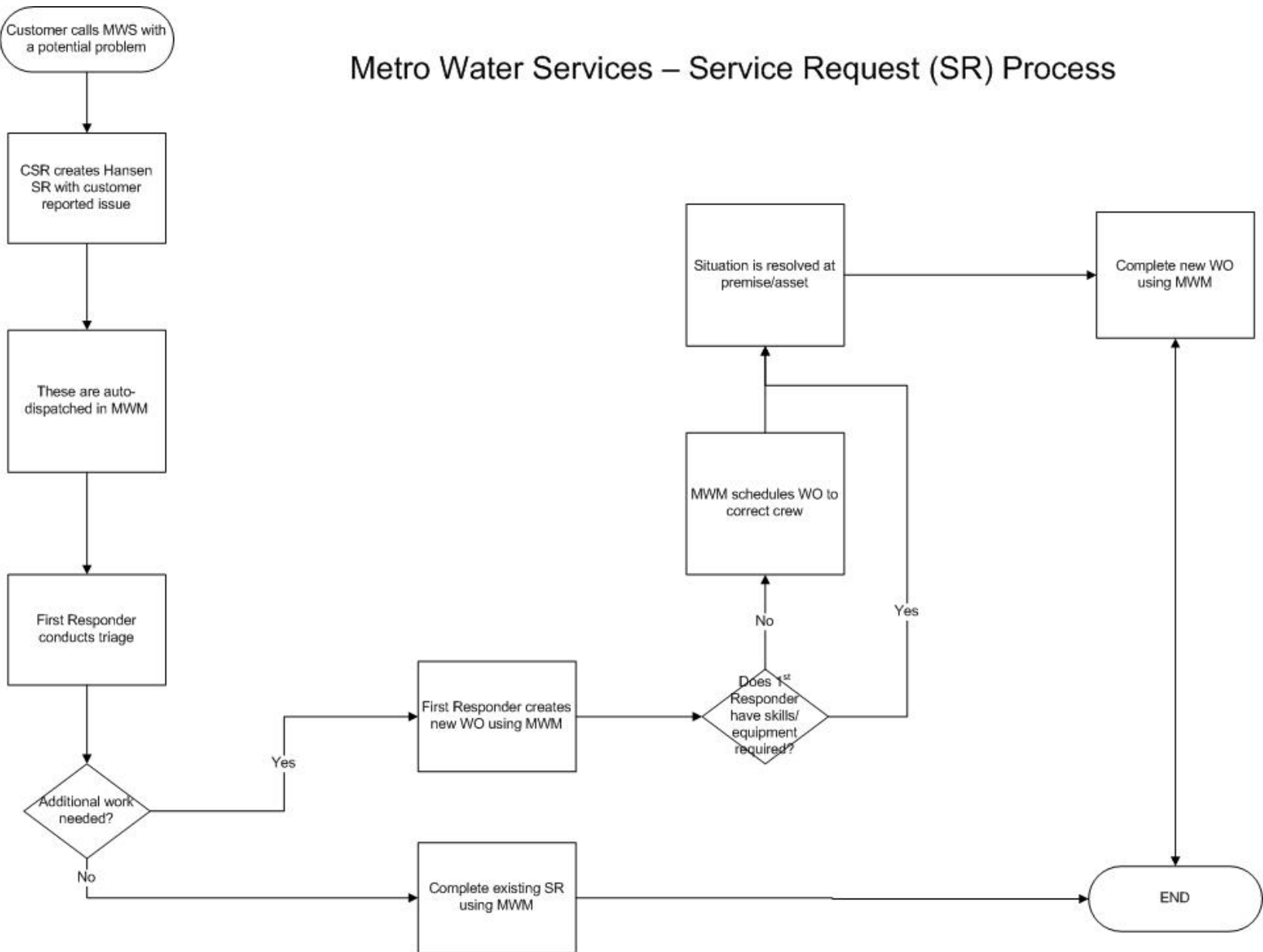


Water and Sewer Complaint Process



Metro Water Services – Service Request (SR) Process



KARL F. DEAN
MAYOR



METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY

DEPARTMENT OF WATER AND SEWERAGE SERVICES
1600 SECOND AVENUE, NORTH
NASHVILLE, TENNESSEE 37208-2206

February 29, 2008

Re: 91-SC-36B, 28th Avenue Sewer Rehabilitation, Phase 1

Dear Metro Water Services Customer:

On March 10, 2008, Metro Water Services (MWS) will begin a sanitary sewer project to reduce rainfall-induced infiltration and inflow by rehabilitation of the existing sewer system. The project area is east of 40th Avenue and the Cumberland River, south of Clarksville Highway, north of I-40 and west of I-65. The project is scheduled for completion in September 2008.

The work consists of cured-in-place lining for the 8, 10, 15 and 18-inch existing sanitary sewers along with pre-lining point repairs, manholes, pavement and property restoration.

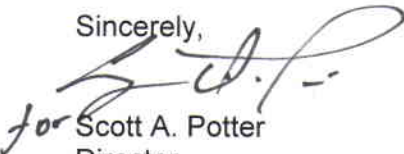
Metro Water Services' contractor, Insituform Technologies, Inc., is experienced in sewer construction and will minimize disruption to your neighborhood and protect the environment.

- Residents will be notified prior to any work starting on their street and prior to temporary service interruptions necessary for construction.
- Any pavement or property that is disturbed will be restored, as closely as possible, to its original condition.

If you have questions, please call 862-4600. For general MWS information please visit our website: www/nashville.gov/water.

We appreciate your patience and look forward to the successful completion of this important project.

Sincerely,


for Scott A. Potter
Director

cc: Mr. Karl F. Dean, Mayor
Mr. Brady Banks, Office of Neighborhoods, Mayor's Office
Mr. Toby Compton, Legislative Director
Mr. Cyrus Toosi, Assistant Director, Engineering
Mr. John Kennedy, Assistant Director
Ms. Sonia Harvat, Special Assistant to the Director
Mr. Buddy Baker, Council Member, District 20
Mr. Jason Holleman, Council Member, District 24

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METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY

DEPARTMENT OF WATER AND SEWERAGE SERVICES
1600 SECOND AVENUE, NORTH
NASHVILLE, TENNESSEE 37208-2206

February 2, 2009

Re: Barker Road/Omohundro Equalization Basin
Construction Notification

Dear Valued Customer:

On February 2, 2009, Metro Water Services (MWS) will begin the construction of an equalization basin and pump station improvements at the intersection of Visco Drive and Pumping Station Road. The project is scheduled for completion in December 2009.

This project consists of the construction of a fifteen million gallon, circular, concrete flow equalization basin and pumping station. The project will include electrical, mechanical, and appurtenant work.

Our contractor, W. L. Hailey Company, Inc., is very experienced in sewer construction. They will minimize the disruption to your neighborhood and protect the environment.

- Customers will be notified prior to any work starting in their area and prior to temporary service interruptions that may be necessary for construction.
- Any pavement or property that is disturbed will be restored, as closely as possible, to its original condition.

If you have questions, call 862-4600. For general MWS information please visit our website: www.nashville.gov/water. We appreciate your patience and understanding.

Sincerely,

A handwritten signature in black ink, appearing to read "Scott A. Potter".

Scott A. Potter
Director

cc:

Mr. Karl F. Dean, Mayor
Mr. Brady Banks, Office of Neighborhoods, Mayor's Office
Mr. Toby Compton, Legislative Director
Mr. Cyrus Toosi, Assistant Director, Engineering
Mr. John Kennedy, Assistant Director
Ms. Sonia Harvat, Special Assistant to the Director
Council Member Phil Claiborne, District 15



If you need assistance or an accommodation, please contact Metro Water Services, Mr. Joseph A. Estes, Sr. at 615-862-4862, 1600 Second Avenue North, Nashville, Tennessee, 37208.