

Information for Landlords

City of Manchester Water & Sewer Department

Steps for Tenants to Set Up Water Services:

1. Visit our website: www.cityofmanchestertn.com or come into the billing office.
 2. Hover over the "**Government**" tab on the top banner.
 3. Under the **Water and Sewer** section (bottom right), click on "**Online Water and Sewer Forms.**"
 4. Click on "**Application for Utility Service Residential**" (the third form on the list).
 5. Follow the instructions and complete all required fields.
 6. Email the following to mwdbilling@cityofmanchestertn.com:
 - o Completed application
 - o Cross connection control survey
 - o Valid government-issued ID
 - o Proof of address (rental or lease agreement)
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Steps for Landlords to Remove Property from Their Name:

1. Visit our website: www.cityofmanchestertn.com or come into the billing office.
 2. Hover over the "**Government**" tab on the top banner.
 3. Under the **Water and Sewer** section (bottom right), click on "**Online Water and Sewer Forms.**"
 4. Click on "**Service Disconnection Request Form**" (the seventh form on the list).
 5. Complete all required information.
 6. Email the completed disconnection form to mwdbilling@cityofmanchestertn.com, and be sure to include your **forwarding address** for any applicable refund checks.
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To Reestablish Service in Your Name (After a Tenant Moves Out):

Email mwdbilling@cityofmanchestertn.com or visit the billing office with the following details:

- Statement that you are the landlord and you have a "Master Application"
- Your full name
- Date you wish services to be placed back in your name
- Correct property address where service is to be resumed
- Mailing address for billing
- Your phone number
- Your email address

Please note: This process must be followed **every time** a renter moves out and you want the services placed back in your name. Additional information or forms may be requested to complete your request.